



# WHITE LADDER LTD

## WHAT TO EXPECT

Here's what you can expect from us and some the important information you might need

### General business terms

**Deposits:** We do generally ask for deposits on higher value projects but **not upfront**. If a deposit is necessary we will only take deposit on project day 1, when the tools are on job and work has begun. Please refer to our deposit information sheet for more information

**Operations:** We operate under a strict code of conduct.

- Each project will be evaluated and all health and safety considerations made before project commences.

- All laws , by laws and guidance set out by the local authorities will always be upheld.

- Only permitted works will ever be carried out and always by correctly certificated operatives

- Payment terms will always be strictly adhered to



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#### Operations continued:

- All operatives will be covered by WHITE LADDER HOMES via HISCOX Business Insurance . Please refer to our insurance certificate for more information
- All work carried out by WHITE LADDER HOMES will always adhere to material specifications in terms of preparations and applications. Therefore will be covered by our traders insurance via Simply Business Insurance Brokers
- Our complaints procedure will always cover our customer service guarantee
- We will never ask for unexpected payments outside of the agreed payment structure
- We will never commence any work outside of the agreed schedule of works without prior agreement



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#### Operations continued:

- Upmost care will always be taken to reduce impact on client lives and the surrounding areas
- Acceptable condition health and safety equipment will always be deployed and used as necessary.
- Any building regulations will always be consulted and upheld as necessary at all times
- Operatives will carry necessary permits and identification at all times
- The price on the quotes will not change unless previously agreed by all parties and always following our payment structure guidelines
- All work will be carried out by suitably trained and skilled operatives with correct qualifications and accreditations



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#### Where to Find Us:

##### South West HQ

Alfred Lockwood  
Telmar House  
Torquay  
TQ28JG

##### Reg Office

WHITE LADDER LTD  
86-90  
Paul St  
London  
EC2A4NE

#### How to Contact Us:

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Visit Us@ Telmar House

**REG NO: 16223136**