

**Your problem...
...our business**



www.goodyer.co.uk

Welcome

As your insurers have appointed Goodyer to carry out repairs on your property, we hope you will take some time to read the following information which should help guide you through your repair journey.

Goodyer Limited is an insurance related property repair specialist, carrying out repairs to domestic and commercial properties across London and the South East.

With over 25 years' experience in the industry, working in partnership with insurers, building repair networks and building professionals, we are well equipped to provide an efficient and cost effective solution for all types of insurance claims, including subsidence, fire, wet peril and storm.

Together with our group partner Blue House our services include traditional and piled underpinning, Shires stabilisers, fire and flood stabilisation and restoration to buildings and contents.

Treating Customer Fairly (TCF)

As an established principle in the insurance industry, TCF is also a part of our culture. We are committed to supporting our customers throughout the duration of the claim, producing quality repairs and consistently providing an excellent service to exceed the expectations of both our customers and clients.

Health & Safety

Regular training and audits are carried out to ensure a safe and healthy work environment for our customers, employees and contractors.

Blue House

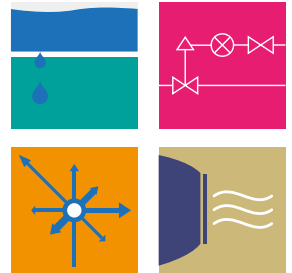
As part of the Goodyer Group, we also have our Blue House companies which include:

Drainage

Electrical

Hire

Restoration



What our customers say about us

I would like to thank you and Dinesh and everyone involved very much indeed for doing such a good job in making my house look so good again after such a dreadful fire.

— Mr Steel

Whole experience was great, the guys on site were really nice, all the work was done perfectly and the property was left in really good condition. Everything went very well.

— Mrs Mannion

I would like to thank the entire team of Goodyer for providing me with the most amazing service – Each and every member of the team was v. courteous and friendly. My home was treated with utmost respect and was always left clean and tidy. Simon, thank you for finishing the job just in time for my big party!! You are all amazing!!

— Mrs Patel

The job done, was done quickly and cleanly. Very nice group who not only kept me informed but gave me my home back. (Pleased). It's not just a house now.

— Mr & Mrs Gardner

I would like to thank you for completing the work in a timely manner, and for your professional approach in keeping me informed throughout the process.

– Ms Morgan

Great quality of workmanship, thanks very much. Also very fast. Very happy with the work.

— Mr Pearce

Excellent service and lovely people. All very professional.

— Mr Dickson

I would like to take this opportunity to give you a deep and sincere thank you for everything that you have done. I truly do not know what I would have done without your involvement.

Before you visited my house that first day last summer, I was fearing the worse. I do not want to cause offence but one hears many negative stories regarding insurance companies when it comes for them to stand by their clients in their hour of need. I can honestly say that I have had nothing but a very positive and professional response from yourself and everyone else who was involved with my case.

– Mr Golding

I wanted to flag just how great the onsite team had been during the six weeks of underpinning work. They did a fab job on the protection for the house and they really minimised the disruption we felt, despite the size of the job and the access to the house required given that is no rear access to the back of the property. Ovi in particular was amazing – always polite, keeping everything under control and ensuring we were fully up to date while explaining every step.

– J Holloway

FAQs

Q: Who are Goodyer Ltd?

A: We are your insurers approved repairer and have been appointed by your insurance company to carry out the remedial works to your home.

Q: Who do I pay my excess payment to?

A: Your insurers may ask us to collect your policy excess on their behalf. You should already have been notified of the amount owed.

Payment can be made by:

BACS transfer

Sort Code : 16-19-22 Account no: 10053111

Credit/debit card

Contact our office Tel: 01923 281 111

Cheque

Payable to Goodyer Ltd.

Please ensure you quote your claim reference number on all payments.

Q: What if I can't pay my excess?

A: If you cannot pay your excess for whatever reason, please contact your insurance company to advise them. Please note we are unable to start any work or leave any equipment at your property until the excess payment has been received or have been instructed by your insurers otherwise.

Q: What can I expect before your work starts?

A: We will contact you to arrange a visit to your property by one of our Claims Managers. He will discuss and assess the work required and then prepare a "schedule of work"/"scope document" and submit this to your insurers for approval.

NB: No works can start until approval has been given by your insurers.

Q: What works will be included in the schedule?

A: Only repairs required to reinstate your home to the condition it was before your damage occurred.

Q: What if I want private work done at the same time?

A: Regrettably, our agreement with your insurance company precludes us from carrying out additional private works.

Q: What if I notice further damage after the schedule has been approved?

A: Additional minor damage occurring in a previously scheduled room will normally be carried out. If there is significant damage or damage affecting additional rooms, you should contact your insurance company asap.

Q: When will work start?

A: Once we have received approval from your insurance company that the works can commence, we will contact you to arrange a start date and advise you of the estimated duration of works.

Q: Will the start date change?

A: We cannot guarantee dates won't change due to the nature of our work, however we will keep you informed if we have to change anything.

Q: How accurate is the estimated duration of works?

A: We try to estimate the duration based on our experience of the agreed scope of works. However, this could change due to a number of factors e.g additional unforeseen works, weather conditions, etc.

Q: Where will the work start?

A: Dependent on the required works, ideally we will require two areas to be made available at a time preferably one area being inside. Weather permitting; we would normally undertake the external and internal work at the same time. We would generally start at the top of the property and work down.

Q: What should I do in preparation for start of works?

A: Our work is invariably dusty. Please remove light furniture, soft furnishings, fragile or valuable items and electrical goods from the work area. Pictures should also be taken down (picture hooks will be left in place unless we are specifically asked to remove them).

Q: Will I be able to live in the house during the works?

A: Yes – unless your property is deemed uninhabitable by your insurer. i.e if your kitchen or bathroom are out of use for long periods of time. We regularly work in properties that are occupied and will try, within reason, to accommodate any special requirements you may have.

Q: What level of protection can I expect?

A: We cover floors with a heavy duty polythene membrane secured to the floor or carpet with a low tack adhesive tape. Impact resistant protection will be used for wooden and ceramic flooring and heavy furniture that is left in the work area will be covered with dust sheets and polythene.

Q: What decoration, wall and floor finishes can I expect?

A: Reinstatement will be carried out on a like for like basis. Joinery i.e skirting, dado rails, picture rails, etc will not normally be redecorated unless it forms part of the schedule of works.

Q: What if my finish choices are more expensive than those included in the schedule of works?

A: Please contact your insurance company or their representative for advice before the works begin.

Q: Do I have to order or buy wallpaper or paint in advance?

A: No – However, please provide us with your choices preferably before your works begin. We will require the suppliers/manufacturers reference number along with any British Standard number where possible.

Q: What do I do if I wish to change the quality or type of wall or floor finish?

A: Please let us know in advance. We will provide an estimate and if acceptable you will be asked to sign an acceptance / order form and return it together with full payment in advance of the works starting.

Q: What if I have a query or question during the works?

A: The onsite repairers should be able to answer any queries relating to the works while at your property. However, if you need further details your Claims Manager who initially visited your property can be contacted or call us in the office and we will try and help where we can.

Q: What can I do if I am not happy with the schedule of works or scope of work?

A: You must contact your insurance company/ representative to discuss the works, as we are not authorised to discuss scope issues.

Q: Who do I contact if I am not happy with the quality of work?

A: Please discuss this initially with the repairers on site. If you are not happy to do this, contact your Claims Manager or call our office. We would prefer to deal with any workmanship issues as soon as they arise, to minimise any further disruption to your home.

Q: What happens when the works are complete?

A: You will be asked to complete and sign a "Satisfaction Note". You are not being asked to satisfy yourself to the structural adequacy of the works, only to confirm that the works have been completed to an acceptable standard.

Q: What if cracks appear after works are completed?

A: Generally this is due to plaster shrinkage causing hairline cracks between new and old plaster. Some minor cracking may occur due to differential thermal movement. This type of cracking is cosmetic and quite normal. If you are still concerned and suspect further movement, contact your insurers/representative for advice.

Q: How long will my property take to dry?

A: Drying can take anything from one to several weeks dependent on the severity of damage, the building fabric and the amount of water absorbed. The length of time the equipment is left running will also influence drying time.

Q: Does drying equipment consume a lot of electricity?

A: The equipment used consumes a similar amount of energy to a domestic fridge. As an example a large dehumidifier would cost approx. £1.50/day. Your insurer would normally reimburse you for the additional electricity whilst our equipment is at your property.

Q: How will you know when my property is dry?

A: A specialist drying technician will visit around once a week to monitor the drying progress. When the property is declared dry a certificate will be issued.

Q: When will the reinstatement work start if drying is required?

A: Your reinstatement work cannot commence until a drying certificate has been issued. Once this has been received we will contact you to arrange a date to start the works.

Blue House Drainage

Blue House Drainage realise blocked drains are unpleasant, but leaking drains are also the second highest cause of subsidence, accounting for around 15-20% in domestic properties.

Blue House can offer a complete domestic drainage solution, from unblocking and cleaning to replacement and repair, using the latest patching and relining technology.

For your peace of mind, we also undertake CCTV surveys using state-of-the-art inspection systems with embedded WinCan® software, instantly generating reports that will graphically display your pipe(s) and any defects that may require repair, which would be guaranteed for five years.

Member of the NADC.



Services include:

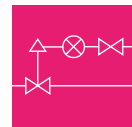
- ▶ High pressure jetting
- ▶ Drain clearance and descaling
- ▶ Root removal
- ▶ Planned maintenance
- ▶ In-situ (non-invasive) relining and patching
- ▶ Drain replacement
- ▶ CCTV surveys and reporting
- ▶ Pre-purchase surveys

Blue House Electrical

Blue House Electrical provide a full range of services to the domestic and commercial market.

All our specialists are experienced and fully qualified NICEIC approved and will provide a detailed job report showing a full breakdown of the work required.

As well as carrying out insurance related repairs for Goodyer our other clients include property developers, commercial and domestic property owners and main contractors.

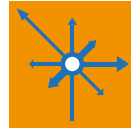


Services include:

- ▶ New Installations
- ▶ Re-wires
- ▶ Lighting Installations
- ▶ Emergency Lighting Cable
- ▶ Management Solutions
- ▶ Electric Heating
- ▶ Data Networking Telephone
- ▶ Systems Access Control
- ▶ Video/Voice Intercoms
- ▶ CCTV Systems
- ▶ Intruder Alarm Systems
- ▶ Fire Detection and Alarm Systems
- ▶ Periodic Testing & Inspecting
- ▶ PAT Testing

Blue House Hire

Blue House Hire provide quality plant and equipment hire to the construction and insurance industries.



We also hold a vast range of flood and fire damage restoration plant, including specialist speed drying and target drying equipment, which can significantly reduce drying times as part of our Restoration service.

All our plant is PAT tested and meets current health & safety regulations and are also member of the Hire Association Europe.

We supply:

Flood and fire damage restoration equipment

- ▶ Dehumidifiers
- ▶ Speed drying equipment
- ▶ Air movers
- ▶ Air scrubbers

Construction Plant

- ▶ Power tools
- ▶ Generators
- ▶ Access equipment
- ▶ Fencing

Delivery and collection service, subject to availability.

Blue House Restoration

Blue House Restoration provide a full range of drying and restoration services.



The disruption and stress caused when you have suffered escape of water is something we understand and know how important it is to get your property back to the way it was.

Our drying technicians are fully qualified to IICRC and BDMA standards and are experienced in triaging damage to provide the most appropriate solution for the stabilisation and restoration of contents and buildings.

Using the most up to date technology your property will be restored efficiently and effectively, keeping disruption to a minimum.

Services include:

- ▶ Leak detection
- ▶ Thermal Imaging Reports
- ▶ Water damage stabilisation
- ▶ Fire damage stabilisation
- ▶ Mould remediation
- ▶ Property restoration
- ▶ Contents restoration
- ▶ Structural drying
- ▶ Speed drying
- ▶ Target drying
- ▶ Air scrubbing

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