

06. COMPLETION OF WORKS



Completion and Warranties

- Final checks will be made to ensure the installation has been undertaken to the standards we expect. Please **raise any outstanding issues or questions** you have.
- You will be provided with a **handover pack**, containing items like warranties, completion certificates, user manuals and general guidance.
- You will be asked to complete a **customer satisfaction survey** on the scheme. This could be up to a month after your installation is complete. This ensures you have had time to experience the installation in use. We will use this information to **improve the service we provide** in future.



You may be contacted again to have technical monitoring and quality assurance checks carried out on your home. This may be completed by an external agency and checks that the works being completed are being done to the required standards.

