



**THE UKAHC LTD**

## The UK'S Affordable Heating Company's Policy

At the UKAHC Our aim is to continue growing our business whilst always maintaining our key ethos of affordability, reliability, excellent service and after care. We love what we do and we aim to do it better. We are determined as a company in an industry that can slap on high cost on the their customers to avoid this same pattern. We will be different by making heating as affordable as we can, and showing that honesty is always the best policy, even in business.

### **Domestic Customers**

We aim to give you the best price that we can for the service that you require. Giving you excellent customer care both before and after works have been completed. We aim to offer a tidy, reliable, safe and a confidential service and keep you informed as to changes that can effect our services with you.

### **Landlords and property developers**

We aim to ensure a high quality service at the best prices that we can offer. We aim to ensure safe practices, confidentiality in the services that we offer with the best quality products/parts that we can find for the job.

### **Employees**

We aim too ensure safe practice at work and training if needed to ensure that the work can always be to the highest of standards.

### **Legalities**

We aim to ensure that we are up to date with the legal requirements of the services that we offer and will provide training for all employees when there is a need to update our engineers skills

### **Complaints**

We aim to listen to our customers and solve issues that they may have without prejudice , if the customer is not satisfied we are happy to refer the case to third parties.

The UK's Affordable Heating Company registered business number 09581528 registered business address is Number 3 Westmount,1 Duppas Hill Road, CROYDON CR0 4AU Gas safe registration

number 566545 registered in England

[WWW.UKAHC.CO.UK](http://WWW.UKAHC.CO.UK)

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