



If you have any questions you
can call us on 0870 444 1392



4th Floor, Mill 3, Pleasley Vale Business Park,
Mansfield, Nottinghamshire NG19 8RL
Tel: 0870 444 1392 Fax: 0870 444 1427
info@napit.org.uk www.napit.org.uk



Work Guarantee Scheme

CUSWGS/GDE.0010 (10.07)

Overview

The NAPIT Work Guarantee Scheme ensures that work completed by our members, within the scope of their NAPIT registration, complies with the Building Regulations.



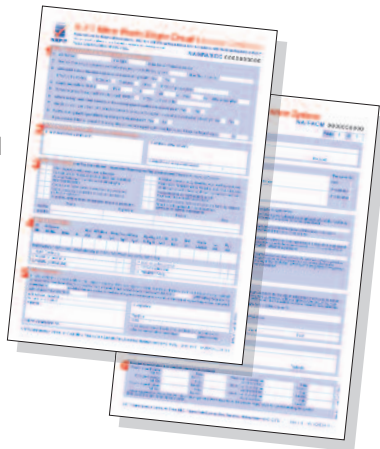
The Scheme is insurance backed and applies only to works completed within domestic properties for a period of six years.

What's covered

The NAPIT Work Guarantee Scheme is provided to householders and covers:

- lost deposits in the event that the member becomes insolvent prior to commencing the works (up to the value of £15,000 per member per year) and;
- the rectification of non-compliant work for a period of six years from the date of the Building Regulations Compliance Certificate in the event that the member is no longer in business or is unable to rectify the work (up to the value of £50,000 per householder).

The extent of the rectification of the non-compliant works will be determined by the work identified on the Building Regulations Compliance Certificate, the contract and, if applicable, the Installation Certificate.



The process

The process is instigated when a householder submits a written claim regarding an alleged breach.

NAPIT will complete a full investigation prior to invoking the Work Guarantee Scheme and wherever possible will seek to mediate between the householder and our member. NAPIT members are required by the NAPIT members Code of Practice to fully cooperate and correct any non-compliant works.

The investigation will be completed in accordance with our complaints procedure as described within the NAPIT leaflet titled; *What to do if you have a complaint.*

The Complaint leaflet and Code of Practice are available on the website at www.napit.org.uk and from NAPIT Customer Services (contact details on rear of leaflet).



The Complaints leaflet covers:

- the sort of complaints NAPIT can investigate;
- how to make an official complaint about a NAPIT member;
- how NAPIT will investigate the complaint;
- the requirement for a possible site inspection;
- the situation if the householder does not want the member back to rectify the work.

What's not covered

The NAPIT Work Guarantee Scheme will not guarantee non-compliant works or lost deposits if:

- no contract exists between the member and the householder;
- the works have not been notified to NAPIT by the member;
- the householder will not allow the NAPIT member back on site to rectify non-compliant works;
- a contractual dispute occurs and the householder withholds payment to the member;
- additional or rectification work has been completed by a third party;
- the householder commences litigation or is successful in claiming damages from the member

The Works Guarantee Scheme will not provide cover for any financial or consequential loss from the alleged non-compliant works.

The Work Guarantee Scheme aims to provide the householder with a solution to either refund the lost deposit or rectify the non-compliant works. NAPIT will not invoke the Work Guarantee Scheme to provide compensation or damages to the householder and will not attempt to place the householder in a better position had the contract with the member been successfully completed.

