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## Construction Aftercare Policy

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### 1. Overview

Alexander James Contracts Ltd (AJC) is committed to supporting the long-term functionality and quality of every project we complete. This After Care Policy outlines how we manage any concerns following project completion, ensuring each project upholds our high standards and meets our clients' expectations.

### 2. Objective

The policy aims to:

- Facilitate smooth handling of post-completion matters.
- Establish a clear procedure for reporting and addressing any concerns.
- Provide guidelines for maintenance to help sustain building quality.

### 3. Defects Liability Coverage

- AJC provides a 12-month period during which construction-related issues are addressed.
- Clients are encouraged to contact our Customer Care Team with any concerns, which are logged and prioritized to ensure prompt resolution aligned with AJC's standards.

### 4. Dedicated After Care Team and Communication Channels

- Our After Care Team—comprising project managers and client care representatives—is available by phone, email, or through our online portal.
- We aim to acknowledge reported concerns within 24 hours and resolve typical issues within five working days. Urgent matters are prioritized.

### 5. Defined Response Times

- Immediate (1 Day): Critical issues impacting safety or essential services (e.g., water supply interruption or heating loss for vulnerable occupants).
- Prompt (3 Days): Issues that cause discomfort or risk additional damage if unresolved (e.g., minor leaks, malfunctioning entry systems).
- Standard (28 Days): Less urgent concerns addressed during routine maintenance, like small repairs.

### 6. Emergency Services Outside Business Hours

- AJC provides emergency contact information for after-hours assistance, ensuring urgent issues are attended to per priority protocols. Contact details are outlined in the Occupier's Manual.

### 7. Regular Inspections and Final Defects Review

- Routine Inspections: Scheduled checks help preemptively address potential issues.
- Defects Inspection: Approximately a month before the warranty period ends, a formal review with clients, contractors, and occupants identifies outstanding items, which are resolved within two weeks of the review.

### 8. Maintenance Best Practices

- Clients receive a comprehensive guide for maintaining the building, covering essential upkeep tips for maximum performance.

### 9. Gathering Feedback and Continuous Improvement

- AJC values client input, collected through surveys and follow-up to drive ongoing improvements.
- The After Care Team convenes quarterly to review feedback, resolve recurring issues, and refine service delivery.

### 10. Contact for Support

Clients seeking aftercare support may contact us through:

- After Care Team: 0208 961 5555
- Email: [customercare@alexanderjamesltd.co.uk](mailto:customercare@alexanderjamesltd.co.uk)

<div><div>Signed:</div></div>	<div>Date: June 2024</div>
<div>Name: Kevin Mullarkey</div>	<div>Date for Review: June 2025</div>