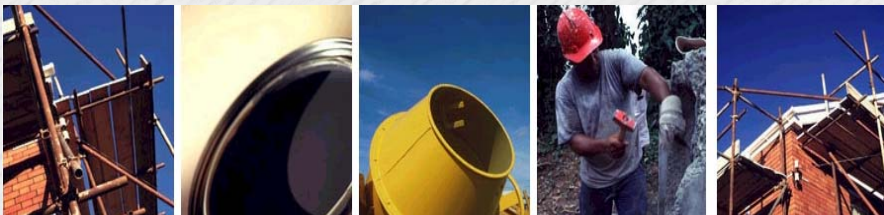


1 The Build Assured Network of Tradesmen



Welcome to the Build Assured network of tradesmen. As an approved tradesman you will enjoy all the benefits made available by trading through our specially negotiated schemes. You can expect exceptional payment terms, continuity of good quality work, excellent communications, pre-agreed rates, self-billing and many more time saving features, all of which set our schemes above the other networks.

Who are the clients we work with?

Our client base includes Insurance Companies, Banks, Building Societies, Facility Management Companies and Utility Companies, all of which contract with us to provide a managed quality building repair service.

Why do they choose our network?

The most important of the many features of our system is the real time reporting facility. Through your interaction with our unique IT system using your mobile phone, we are able to provide our clients with accurate, current information relating to our service delivery, the progress on all jobs, and any problems we may be experiencing.

Why are Contractor Networks Necessary?

A controlled, monitored, national service with a variable, cost effective work force are key factors which allow a corporate business to deliver a value for money service to its customers which will differentiate them in the market place, retain existing customers and promote further sales of their product. The equivalent direct labour organisation would be too expensive to maintain.

Why join the Build Assured Network of Tradesmen?

When you become involved with a network it can provide a variety of benefits. At Build Assured, we have designed our IT system to allow quick and efficient communication, prompt and complete payment for work, and a variety of work allocated to suit your individual requirements. This enables you to focus on your core skill -the job in hand- without being distracted by thoughts of cash collection, poor instruction, inadequate communication and securing the next suitable job. If we can administer a ready source of good quality business and you can deliver competitively priced good quality work, then our clients will deliver the volume of jobs required to sustain and develop our collective business offer.



Our network is an industry benchmark for service, quality and efficiency, which will give credibility to the tradesmen who achieve acceptance in to the network and maintain that status. As our client base grows, exclusion will result in a diminished opportunity to trade.



Does it cost you anything to join?

The Build Assured Network is free to join, and there are no annual subscription fees. We only ask you to be competitive with your rates, produce good quality work and comply with our system requirements.

2 Services Available

Managed service

This is our base product. We provide our clients with a national tradesman network, managed in the field by our Domestic Repair Managers (DRM's). The DRM's provide supervision, estimates, audit and repudiation /validation on medium to high value jobs. The tradesman network is administered centrally, recording the results of the vetting process which accesses quality of work, skill sets, and the ability to comply with our competitive pricing structure for initial inclusion. The records are updated via continuous assessment of current performance. Our DRM's are geographically located to satisfy our clients needs; their recruitment is determined by the agreed postcode areas that we service for our clients.

Planned service

This is our high volume / low value product, which provides the bulk of the call centre activity. We utilise our national tradesman network under the control of our unique IT system to provide this cost effective repair service which has been particularly designed for low value jobs. As with the managed service, we are also able to offer a full validation and repudiation facility which is a key requirement of the insurance industry on all value claims. The real-time central monitoring of our tradesman network is an essential part of this aspect of our service. It facilitates the utilisation of the most appropriate resource at all times, excludes poor performers and maximises our service delivery. Our ability to control and monitor the actions of our individual tradesmen is unique and extremely desirable to our clients.



Emergency service

To complete the 'one stop shop' offer for our clients, we provide a 24 hour, 7 day-a-week rapid response repair service. This section employs a mixture of our usual tradesmen combined with specialists that we only deploy on emergency call outs.

How will you be selected for a Managed Job?

On receipt of a new job from our client, our IT system will categorise the job. When a job is categorised as managed, one of our team of Domestic Repair Managers will make the first visit to the property to scope the work. Subsequently, the IT system provides the DRM with a select list of suitable tradesmen. The DRM will then contact the tradesman and agree a start date, price and completion date, which will be supported by a works order.



How will you be allocated a Planned Job?



If a job is categorised as Planned, the IT system produces a select list of appropriate tradesmen from our network. It will take into account, location, skill sets, availability, cash flow and recent performance. Our call centre will have pre booked an AM or PM appointment with the customer and will contact you by telephone to check if you can accept the allocation. When you have accepted the job, the procedures set out in our **dial up guide** (see left) must be complied with.

How will you be advised of a Emergency Job?

Due to the urgent nature of this service, our call centre will telephone the system-advised select list of tradesmen until an available tradesman is located. We will then advise the customer of the tradesman's ETA.

3 The Payment Process

Self-Billing for Tradesmen

To help assist in ensuring that our clients and customers receive an excellent service, we are offering our tradesmen self-billing.

We will prepare your invoice to us automatically when you notify us that all works are complete. By agreeing to join our self-billing scheme you will receive faster payments with less administration with the added benefit of hassle free CIS accounting, automated through our systems.

The Billing Process



Planned Work

After confirming the number of hours required to complete the work, you will be sent a Build Assured self-order. This confirms the number of hours that we will pay you and asks you to complete the material costs section on the order and return it to the Sheffield Head

Office. We will then prepare a self-bill invoice on your behalf. The faster you return the self-order the faster you will receive payment for the work you have completed.

Managed Work

After verbally accepting the job from our Domestic Repair Manager, you will receive confirmation in the form of a Build Assured works order. After completing the works and once our call centre have confirmed that the customer is happy we will prepare a self-bill invoice on your behalf.

Fees

If you have repudiated a claim you may be entitled to receive a fee in respect of this. Our system will automatically credit your account by generating you a self-bill invoice in the same way as with completed works. You will receive payment in the normal way. Confirmation of fees will be sent to you by way of a works order.

Variations

If you encounter circumstances that may give rise to increased costs you must contact either the Call Centre (Planned) or your Domestic Repair Manager (Managed) immediately. If we are able to approve the extra works you will receive a replacement order. Your self-bill invoice will automatically reflect the extra work you have completed and you will be paid as normal in due course.

Payment for Work that you have completed.



Your self-bill invoice for each completed job also acts as a payment confirmation notice. The payment date will be clearly shown so you can be sure when you will receive your money.

Payments are generated each week, and can be credited directly to your bank account if you prefer.

Excess Collections

Where the job is an insurance claim there may be a policy excess. Any policy excess will be collected via our Call Centre or Finance Team. Under no circumstance should you accept cash or cheques from customers for their policy excess, as this could result in delays to your payment for the work you complete. You should refer any queries to our Call Centre. Normal company policy is to only collect a policy excess after the commencement of works.

Construction Industry Scheme

Like you, we are liable to pay tax to the government. To assist you and as part of our self-billing scheme that not only delivers faster payments to you, we can automatically effect the deduction of any tax for CIS4 holders and also prepare your deduction vouchers on a regular basis. If you hold a CIS6 we expect you to complete the required vouchers and send them to us on a monthly basis. CIS5 holders will also receive vouchers via our automated systems.

Internet

Our IT system allows you to access your account over the web. This will enable you to confirm the invoices due to be paid to you on our system and also to track payments more efficiently.

