

Quotation Ref: GHG-ESS

08/06/21

74 Fernley Road
Birmingham
B11 3NP

Guarantee: 25 Years

Work Duration: 15 days (approx.)

Trustmark License No: 1454129

Dear Mohammed Ikram Butt,

Thank you for requesting an estimate with Infinity, the total value of the installation amounts to £8700.

We have quoted you for the following measures:

Solid Wall Insulation

The quotation is valid for 15 days and includes material and labour, if you do not get back to us within 30 days then your quotation may change.

60% Deposit will be required of your total contribution.

We guarantee our installation team will make sure that your works are completed to the highest standard.

Kind Regards,



Muhammad Faizan

On behalf of IPM

Break Down

Insulated Area: 68m² (Approx.)

Includes:

1. Installation of 100mm Enhanced EPS insulation boards (surface + reveals) by mechanical fixing.
2. Setting up the angle, stop beads on the edges.
3. Applying basecoat (two layers + the glass fibre mesh).
4. Putting silicone primer on the surface.
5. Applying topcoat (smooth render).
6. Installation of mastic around the windows.
7. Protection of windows, remove and re fit pipes, eco over sills and cleaning the site.

Additional Works

1. Remove and re fit external lights
2. Remove and refit sky dish
3. Remove and re fit stack pipes
4. Remove and re fit down pipes

This price is estimated based on the information you have provided also with standard finishing. Actual prices may vary at the time of final survey.

Net Total	£8,285.71
VAT 5%	£414.29
Total	£8,700
Your contribution after receiving the grants	£0.00

Please note that if you are eligible for the Green Homes Grant Scheme, the government will provide a voucher that covers two-thirds of the cost of qualifying energy efficiency or low carbon heating improvement. The maximum value of the voucher is **£5,000**. If you are on a low income and receive certain benefits, the maximum value of the voucher is **£10,000**.

Our terms

These are the terms that apply where you buy from us at our business premises or where we leave a quote with you at your home and you decide later to buy from us

1. Please read this document carefully as it will tell you everything you need to know about how we deal with each other when we carry out installation work in your home.
2. **Who we are?** We are Infinity Property Management a company registered in England and Wales. our address is Ground Floor Unit 15 Wharfside, Rosemont Road Wembley, HA0 4PE. Our VAT Reg. number 106156248.
3. **How to contact us.** You can contact us by telephoning our customer service team on 0203 638 4030 or by writing to us at info@infinitypm.co.uk or by post at Infinity Property Management Ltd, Ground Floor Unit 15, Wharfside, Rosemont Road, Wembley, HA0 4PE
4. **How we may contact you.** If we have to contact, you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
5. **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.
6. **When a contract will exist between us.** When you accept the quotation, we have given you a contract will come into existence between you and us on the terms set out in this document.
7. We will carry out the work set out in your quote, for the price that is stated in it, under the following terms and conditions. All prices include VAT at the current rate.
8. **What will happen if you do not give required information to us.** We may need certain information from you so that we can undertake the works you, If so, this will have been told to you over the telephone or told to you in the course of email exchanges. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying or installing the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
9. You will give the us the access we need to the property where we are going to undertake our works so that we can carry out the works for you.
10. The price we quote does not include the cost of removing any dangerous waste materials, such as asbestos, that we could not reasonably identify when we gave you your quote. You will be required to arrange for the removal of these dangerous materials at your own cost. When asbestos is removed, you will need to produce a 'site clearance for reoccupation' certificate, which you can get from the asbestos removal company, before we can continue to work at your property.

11. The price we quote includes removing all non-dangerous materials from the property where the works are being carried out, including, for example your old boiler and any central heating parts we replace.
12. If any work needs to be done before we do our work on your property in order to allow us to do our work, you are responsible for undertaking that work before we start our work. You are also responsible for ensuring that that work is done before the date we have agreed to start your works for you. If you have not completed this work by this time we may need to reschedule our work for you.
13. Any time frames we give you are our best estimates and we will do what we can to keep to those time frames. Where there are likely to be delays, we will let you know as soon as possible and agree new time frames with you. The time it takes us to complete the work has no effect on the price we quoted you.
14. We may need you to lift carpets or take up all or some other floor coverings, including tongue-and-grooved floor coverings, parquet, hardwood, rubber or tiled floors, so we can complete the work. We will give you as much notice as possible if we need you to do this. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost. If we do any of this work for you we will only be responsible for any unnecessary damage caused directly by our negligence and it will be your responsibility to put the flooring back once the work is completed.
15. We will take care to carry out the work without causing damage to your property. If we cause unnecessary damage because of our negligence we will put it right. Sometimes we have to do extra work if we cannot use existing items such as pipework or wiring, and this can cause damage to things like inside and outside finishing's (for example, wall coverings and paint). You may need to redecorate, repair or restore certain areas once the work is completed. This is not included in the price we quoted and you will be responsible for this.
16. If you are a tenant, you will need your landlord's permission before you allow us to start the work, and we may need you to give us evidence that you have got this permission. If we carry out work at the landlord's property and you have not got permission or have given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get your landlord's permission.
17. If the property we are going to do work on for you has a mortgage, you may have needed to get permission from the mortgage provider.
18. It is your responsibility to make sure that you get any permissions you may need before we start the work, and we will need evidence from you that you have got this permission. We will not be able to start any work if you have not got the appropriate permissions, including, for example, planning permission or if you are unable to give us evidence that you have those permissions. If we carry out work at your property and you have given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get the permission you needed, which may include court fines and penalties.
19. You will need to have an adequate water, gas and electricity supply to your property before

we can start the work.

20. Where we have connected new equipment to your existing system, we cannot accept responsibility for the cost of repairing or replacing parts of your existing system that later develop faults, unless we have been negligent in not realising that this damage to your existing system would happen or unless the way we carried out the work was negligent and this caused the fault.
21. Where we install boilers, we will test your water supply and gas pressure before we start work. As water and gas supply rates can change, we cannot be responsible for your central heating system failing to work properly because your water supply or gas supply becomes inadequate or keeps changing, unless we were negligent in how we tested your water pressure or gas pressure.
22. If during the works we find a problem which means that we will need to do additional work to complete our works which we could not reasonably have known about and which is not our fault, we will tell you. This additional work may mean we will ask you to pay us additional costs (for example, for extra labour and parts).
23. Also, we cannot be responsible if we cannot meet our responsibilities because of things beyond our control including, for example, poor weather conditions, industrial disputes, strikes that we are not directly involved in or if we find that species (for example bats, birds, butterflies and dormice) or plants that could be subject to special protection are found to be present in your property.
24. If you wish to change or remove any of part of the works or any equipment you must let us know as early as possible. We cannot guarantee to be able to accommodate your wishes, but if it is possible for us to do so, this may involve us charging you additional costs and also extending the time necessary to complete our works. We will give you our best estimate of any additional costs and of any extra time we will need to complete the works as a result of the change you have asked for.
25. To carry out the work as quickly as possible, we may use one of our approved sub-contractors.
26. If there is a deposit shown on the quote we give you, you must pay the deposit shown on that quote when you accept the quote. You must pay the quoted price for the work when we have finished the installation unless you have signed a credit agreement. If your credit agreement ends for whatever reason under the terms of the Consumer Credit Act 1974, you must pay the rest of the quoted price to us immediately, instead of to the finance company.
27. If there is a significant delay in the installation that was not caused by you, or was not caused by events beyond our control, then you will have a right to cancel this agreement and receive a full refund (within 14 days of the cancellation) providing you notify us prior to the installation taking place. If we have seriously broken our duties to you, as set out in this agreement, you have a right to cancel and receive a full refund.
28. We can cancel this agreement at any time by giving you written notice. If we cancel this agreement without good reason, we will pay you any reasonable costs you have to spend or losses you suffer as a direct result of our cancellation.

29. We can also cancel this contract if you do not pay us any money you owe us within 14 days of us asking you for it, or you do not within a reasonable time give us any information we ask you for that we need in order to complete the works for you, or if you do not complete any preparatory works that need to be undertaken before we can start our own works for you.
30. You will have to pay us £299 for a technical survey of the property. If for any reason you decide to cancel the contract, or if we cancel the contract if you have not complied with your obligations you will still be responsible for paying a fee of (i) £299 to us for all completed and lodged Green Deal assessments and (ii) £299 for the technical survey of the property (unless you have already paid this).
31. Your quote, your acceptance of that quote and the order confirmation together with these terms and conditions, sets out the entire agreement between you and us. Nobody else will be able to benefit from this agreement. This agreement is governed by the laws of England and Wales.
32. All materials and parts provided by us are guaranteed for six months from the date we fit them. This does not affect the rights you have by law.
33. Within this six-month period, if the materials or parts develop a fault and you notify us in writing of the fault promptly then we will repair or replace them free of charge. If our work is faulty, we will do the work again free of charge. Our work is guaranteed for six months from the date that we finish it. If any faults are caused by any works or materials you did or supplied, or any faults are caused by fair wear and tear, accidental damage, or your misuse or by any failure on your part to follow any operating or maintenance manuals, we shall not be responsible for those faults
34. Using personal information
35. We may use information about you to do the following:
 - a. Provide you with the services you have asked for (which may include loyalty and incentive schemes we may run from time to time).
 - b. Offer you information about our products and services by email, text or through the post.
 - c. Help run, and contact you about improving the way we run any accounts, services and products we have provided in the past, we are providing now, or may provide in the future.
 - d. Create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities.
 - e. If we have been asked to provide information for legal or regulatory purposes.
 - f. As part of current or future legal action.
 - g. If you do not pay your debt, we may transfer your debt to another organisation and give them details about you.
 - h. Help train our staff.
 - i. We may also monitor and record any communication we have with you, including

phone conversations and emails, to make sure that we are providing a good service

36. When we contact you, we may use any information we hold about you to do so. As a result, we may contact you by post, email, phone, text message or other forms of electronic communications or by visiting you. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with your preference of communication with us for marketing purposes. You can ask us not to send you any information on our offers, services or products at any time by contacting us and giving us your details.
37. We may check your details with one or more credit-reference and fraud prevention agencies to help us make decisions about your capacity to pay your bills and the goods and services we can offer you.

If you give us information on behalf of someone else, you confirm you have given them the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this section. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document.

- 38. How to make a payment.** You can deposit your contribution mentioned in the quote break down via bank transfer to:

Infinity Property Management Ltd

Account No: 50570293

Sort Code: 60-70-05