



Aberdeen Care and Repair Technical Support/Adaptation Service for non-service users

Aberdeen Care and Repair now offer a Technical Support/Contract Management Service through Castlehill Solutions as part of our social enterprise. This allows our Technical Officers to be available to **any** resident/company within the Aberdeen City to act as a technical agent/contract management, planning, arranging and overseeing any major works to be carried out at their property.

- Meet with customer to discuss work required.
- Provide the necessary drawings, plans and technical specifications for the work (If architectural drawings and/or planning permission is required this may incur an additional cost).
- Discuss customer's options for contractors.
- Obtain quotations for the work.
- Discuss quotations from contractors.
- Manage contract and oversee work until completion – liaising with customer/contractors and third parties on the customer's behalf.
- Carry out a final inspection of the work and identify any outstanding issues that need to be addressed.
- A charge of 10% of the contract price will be made for our services.
- Should a customer decide not to proceed with the work, then the costs of any plans etc. may still have to be met by the customer.
- If for any reason work has to be suspended or cancelled the client could be liable for proportionate costs of any work that has been carried out, including drawings, plans etc.
- In the event of any dispute Castlehill Solutions will provide the client with details on how a complaint can be lodged and/or request an intermediary to arbitrate to secure a satisfactory outcome of any dispute.
- A deposit of £60.00, plus vat is required when customers sign up with the service. Please note that should the work not proceed this deposit will not be refunded.