

## 21 things you can expect from us as we begin your job

Thanks for considering us to do the work in your home. We really appreciate the opportunity to serve you. We realize that you've probably asked several other companies to present proposals on this project.



They may or may not explain to you what's going to happen during the time they're working in your home. We thought we'd take the opportunity to tell you a bit about what you can expect from us.

- **Having work such as this performed is like having “major surgery” done on your home.** It's not something you do regularly and you probably have concerns about what's going to happen. We'll go over details of the actual installation with you further and in person before we start the work. Most of all we want you to be comfortable with us.
- **First, we promise not to arrive at your home before 8 AM.** We realize that you have to get your family off to school and to work. We promise to work around and respect *your* schedule. After all, *you're* the customer.
- **When we do arrive at your home we're not going to make a lot of noise that might disturb your neighbors.** We won't start unloading equipment in the street. We won't shout at each other and we won't play loud music on the truck radio.
- **We also want you to know we keep our vehicles in top mechanical shape.** You won't be hearing a loud muffler first thing in the morning, we'll be quiet as can be. We won't drip oil all over your driveway, we recognize your driveway is your personal space and we respect that.
- **We make safety our top priority.** We'll make certain that we don't leave dangerous tools or equipment lying around that might present a hazard to your children or your neighbor's children.
- **We'll cover your floors with drop cloths while we carry equipment in and out.** We'll wipe our feet and will treat your home as if it were our own, protecting your flooring and walls from stains, scuffs and scrapes. We'll take great care if we have to move any furniture out of the way to get equipment into or out of your home.

- **We will of course have complete liability, comprehensive and worker's compensation insurance coverage when we show up to work in your home.** If one of our employees is injured while on your property, it *will not* affect your homeowner's insurance policy. Should we accidentally damage your property we want you to know that our insurance will cover damage up to two million dollars in damages. We are a responsible company.
- **Our professional licenses will be current and the technicians who work in your home will be properly trained.** None of our people will wander into parts of your home where they have no business being.
- **We have a no-tobacco policy in our company.** You can rest assured that none of our people will be smoking or chewing tobacco in your home. If they are smoking or chewing outside your home they will clean up after themselves.
- **We also have an alcohol-free policy in our company.** None of our people will be drinking beer or any other alcoholic beverage during the day, whether they're in your home or away on a lunch break.
- **We won't use your bathroom without your permission.** This too, we recognize as your personal space. If you should decide to give our technicians permission to use your bathroom, we can assure you they will leave it as clean as they found it.
- **And we promise not to use your hand towels.** We furnish all our employees with hand cleaner and towels. They won't leave a mess in your sink.
- **We won't use your kitchen or bathroom sink or your glassware to get a drink of water.** Our employees will bring their own beverages with them, and they won't leave their empty bottles lying around during the course of the job. We like to keep our work area as neat as possible.
- **We'll plan your job carefully to ensure that your air conditioning, heat or electricity will be off for the shortest possible time, of course.** No one likes to be inconvenienced. We recognize that, and we'll plan accordingly.
- **And don't be concerned about our people using your telephone.** We're a modern company and all of our installation crews are equipped with cellular telephones. If we need to reach them we will call their cellular phone first, we will call your home phone *only* if we cannot get through on their phone.

- **And, in the same spirit, we promise that our employees will not be receiving any personal calls on your home phone during the time they are on your job.** It's your phone, not ours. We understand and respect that.
- **We won't play loud or offensive music while on your job.** We will respect your space. If you have small children who take naps during the day, please let us know in the morning and we'll take care to be especially quiet during those times.
- **We will not use foul language in your home.** Even if we drop something heavy on our toes! We make it our policy to treat your family members with the same respect we would expect others to show toward our family members.
- **If you have a family pet, we promise to be very careful when we go back and forth to our truck.** Many of our technicians own dogs and cats and we know how quickly a pet can scoot out the door. We're sensitive to that and we'll take great care as we come and go.
- **When we're done working we'll clean up thoroughly and to your satisfaction.** We'll go over the job with you and make sure you're happy with our work. We'll take all our trash with us when we leave. If any debris has scrap value, we'll ask your permission before removing it from the job.
- **We will leave the warranty and installation instructions with the indoor equipment or with you.** We will provide you with instruction on the operation of your new equipment as well as information on factory required maintenance .

All in all, we're going to treat you with the respect you deserve while we're working in your home. You, after all, are the customer! Thanks again for your consideration. We look forward to serving you in a most professional way.

*Brian J. McDonald*

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