Our 12 Step Customer Service Strategy

Order received: HIP, EPC, CP12, PAT

H1P e-mail invoice and welcome letter to client within 24 hrs, requesting payment

Client receives telephone call from H1P within 24 hrs to establish if they received invoice

Client makes payment and given overview of the process and time scales

H1P sends a Thank You E-mail for payment within 24hrs from payment received plus a Property Information Questionnaire (HIP only)

H1P establish the most appropriate Assessor to conduct the EPC or Gas or PAT assessment

Client receives call from Assessor within 48 hours, from payment made, to book an appointment for an assessment or inspection

H1P phones client to make sure an appointment has been booked and to remind client to return the PIQ, if not already received.

Assessor conducts the assessment and/or inspection

Assessor sends EPC, CP12 or PAT certificate to H1P within 2 working days after assessment assuming no problems

H1P checks certificate and emails to client within 24 hours. H1P also telephones client to say certificate has being sent

H1P phones client after 3 working days to receive feedback of our service and complete a short telephone questionnaire

The HIP People