



## TERMS AND CONDITIONS

Please read this document carefully as you are providing us with confirmation that you understand the content that is funding/finances are in place before work commences.

Clients Name	
Referred by	
Postcode	
Start date	

### MISSION STATEMENT

Habitat Joy's mission is to provide a hands on, user led, person centred service for people that suffer with hoarding disorder and are overwhelmed by cleaning and clutter at home for an array of different circumstances that have led them there.

We respect the person's home and wish to build trust and respect, always maintaining the clients dignity.

We work at a pace that the client is comfortable with ensuring they feel in control of the process, as poor mental health is not a lifestyle choice.

### HABITAT JOY

- For anyone whose life is impaired by mess, clutter or a disorganised home.
- ICO registered for data protection
- Fully Insured

### Terms and Conditions Specified

The aims for each job will be agreed with you in advance

Items removed become property of Habitat Joy and we will not be liable should you change your mind.

Should any breakage occur within your property Habitat Joy is not liable for any losses or damage.

You agree that a photographic record can be made of your rooms. Details and images will never be used without your permission and always anonymously.

Habitat Joy cannot undertake any tasks relating to plumbing, gas, electricity or structural work.

**If there are concerns raised by a practitioner that moving clutter could potentially cause changes in the structural safety of the property, work will be suspended and with agreement from all parties, an independent surveyor will be appointed (this is an additional cost to the price originally quoted to the customer) No further work will be carried out until Habitat Joy is assured the property is safe to re enter.**

Habitat Joy use a registered waste carrier for all waste removal (at further cost) and will have a duty of care note for each property and collection.

Habitat Joy do not :

Burn any waste. Recycling is our main priority.

Clean ovens – gas or electric

Remove tyres, paint or hardcore.

Habitat Joy keeps records of all attendances.

Initial assessment charges are to be paid by bank transfer.

If a client's case is suspended for any reason any hours not used within a 12-month period from that date (and in that period there has been an increase in the hourly rate) the quotation will be recalculated at the higher rate and new quotation of the balance of hours provided to the client.

You are welcome to invite one third party/independent witness to attend decluttering sessions at your discretion. This is dependent on a completion of a risk assessment of your property, to ensure there is adequate safe space to allow this.

### **CANCELLATION POLICY**

Cancellation of a scheduled decluttering appointment within 24 hours will be subject to a £55 charge, plus any cost hire for transport or equipment.

### **GENERAL DATA PROTECTION REGULATIONS (GDPR)**

Habitat Joy is required to ask you for consent to keep and process your personal data. Please indicate yes/no in the boxes below to indicate which activities you consent us carrying out with your personal information.

Reporting to our funder's Y/N

We are required to evidence our work with evaluation and monitoring reports of the bodies that provide funding/grants to support our services. This rarely requires actual personal information, but you may wish to tell us your personal story. Funders find this type of information invaluable to evidence the need for a service or experience.

Holding your Information Y/N

Our beneficiary's information is stored on a CRM( customer relationship management tool) database. This information provides us with the information we require to ensure we provide the most appropriate pathway of support necessary for our clients decluttering process or access to services directly via a multi-agency referral process. We need your consent to hold this information for you.

Please Print Name

Signature

Date

**SIGNED AGREEMENT**

I confirm that I have read, understood and agreed to the terms and conditions.

Hire of skips, removal of rubbish or any additional equipment has been agreed for the completion of the contract and will be itemised separately on your quotation.

**If a referral is via a professional agency, you are confirming that a financial assessment has been completed with our client and that adequate finances are in place to complete agreed works. If on completion, the client is not able to meet payment, the referring agency will be liable for the full outstanding amount.**

All invoices are required to be paid on completion of works unless terms are specified in service level agreement or contract.

PLEASE COMPLETE BELOW AND SIGN AS APPROPRIATE

**Client name**

**Address**

**Client Signature**

**Date**

**Referral Organisation**

Email

Phone Number

Date

**Practitioners Signature**

Date

Correspondence to

Habitat Joy

Hello@habitatjoy.co.uk