

How to instruct Orchard Ltd

Log on to our system. www.orchardltd.com

- Go to the New Instruction button and press it.
- Complete the easy to use New instruction form with the claims details and press the submit button
- You will receive a confirmation e mail that we have received your Instruction.
- If you cannot update our system e mail your instruction directly to us at info@orchardltd.com

What the team at Orchard Ltd will do

- Upon receipt of your new instruction we will contact our nearest and most appropriate Partner.
- Our Partner will contact the nominated preferred person as per your Instruction within 3 working hours. Or report back to Orchard Ltd
- At point of contact we will agree the appropriate site visit in conjunction with policyholder availability and urgency of the claim
- This appointment will be confirmed via text, email or letter with customer and Orchard Ltd system updated.
- Once our Partner has visited and completed the estimate and detailed report, Orchard Ltd will check the details, what's included and rates used, at which point the estimate will be saved to our system and sent direct to the adjusters / surveyor for approval.
- Partners on BAU claims have an SLS of 5 days, to visit and estimate.
- All estimates are submitted with a programme of works and estimated duration
- We would require authority to carry out any Make Safe / emergency works if required on the visit
- Emergency attendance same day or next morning, update Orchards system.
- Strip out requests to be fast tracked to assist mitigation for drying process.
- For drying, start dates should be within 2 days to help mitigate further damage.

What happens once the claim is approved?

- Once approval for full works is received, the Excess and Mandate is dealt with direct with the Policyholder
- A start date will be agreed with the Policyholder within 24 hrs. Material choices are discussed with Policy holder and orders raised where necessary.

- We aim to start approved claims within 2 weeks or sooner, any urgent claims will be prioritised.
- Our Partners will not complete additional works or Variations without your approval.
- All ongoing works are monitored for progress and continuity
- Adhere to your programme of works timescales, changes must be uploaded to Orchard Ltd system.
- A completion certificate is signed, and Orchard Ltd will speak to the policy holder on completion also
- Works are guaranteed for a period of 12 months from the date the works are completed

Query/Complaint route

- All and any signs of dissatisfaction, be that verbal or written will be dealt with by a director of Orchard Ltd
- Any expression of dissatisfaction be it Oral or written, justified or unjustified from the policyholder or Clients must be dealt with same day, a detailed response within 24 hrs, with resolution or agreement plan in 72 hrs or less.

Contact details

Instruction and account queries, request for information

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