

Prescribed Consumer Information

Important Consumer Protection Information

Ebsford Environmental Ltd, Paine Suite, The Nostell Estate, Nostell, Wakefield WF4 1AB, tel 01924 802 190, email customerservice@ebsford.co.uk is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the INNS Code. The PCCB independently monitors how registered organisations maintain compliance with the Code.

The INNS Code:

- provides protection for property owners, homebuyers, sellers, estate agents, conveyancers and mortgage lenders and other organisations who depend on members of the Invasive Non-Native Species Association (INNSA) to identify, control and eradicate invasive non-native species on residential and commercial property within the United Kingdom
- refers to a set of minimum standards which members of INNSA must meet in controlling and eradicating invasive non-native species
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in organisations which subscribe to the code, their products and services.

By giving you this information, the organisation is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's Core Principles:

Organisations which subscribe to the INNS Code will:

- display the Code logo on their websites and any other materials available in the public domain
- act with integrity and carry out work with due skill, care and diligence
- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with Code registration rules, industry standards and relevant laws
- monitor their compliance with the Code

Complaints

If you have a query or complaint about the products and services related to the identification, control or eradication of non-native species you should raise it directly with the organisation that provided the service, and if appropriate, ask for any complaint to be considered under their formal internal complaints procedure.

If you remain dissatisfied with the organisation's final response, after your complaint has been formally considered, or if the organisation has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if it is found that you have suffered actual loss as a result of the organisation's failing to keep to the Code.

Please note that all queries or complaints should be directed to the organisation that provided the service in the first instance, not to TPOs or to the PCCB.

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
SP1 2BP

Website www.tpos.co.uk Tel 01722 333 306 Email admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk

Please ask your service provider if you would like a copy of the INNS Code