

What to Expect from Home Adaptations Installer Network Contractors

The **Home Adaptations Installer Network (HAIN)** helps connect you with independent, vetted contractors who can help with your home adaptations.

Here's what you need to know before choosing a HAIN contractor:

1. Who We Are

- HAIN is a network of independent businesses and tradespeople.
- We don't carry out installations ourselves - the work is always done by the contractor you choose.
- Contractors are not HAIN employees. They run their own businesses and are responsible for their own work.

2. What HAIN Does

- We will help connect you with installers but the decision on the contractor you choose is yours.
- We check contractors' insurance, memberships, certifications, trading details, and carry out a workmanship assessment, and/or obtain references when they join.
- We re-check key information (like insurance and compliance) every year.
- We may carry out additional checks or ask contractors to confirm their details at any time.
- If a contractor doesn't meet our Code of Practice, we can suspend or remove them from the network.

3. What HAIN Doesn't Do

- We don't guarantee or certify the quality of every job.
- We don't manage or supervise contractors day to day.
- We are not part of your contract with a contractor - your contract is only with the installer you choose.
- We don't carry out rectification works ourselves.

4. What You Should Do

- Check your chosen contractor's credentials, references, and insurance before hiring them.
- Make sure you have a written contract in place with your contractor.
- Contact us if you suspect fraud, poor practice, or non-compliance.

5. Contractor Responsibilities

HAIN contractors must:

- Work to all laws, regulations, and our Code of Practice.
- Provide accurate information about their skills and services.
- Hold valid public liability insurance
- Guarantee their workmanship for a minimum of two years.
- Keep their details up to date with HAIN.
- Take responsibility for any subcontractors they use.

6. Complaints

- Always try to resolve issues directly with your contractor first.
- If that doesn't work, you can contact HAIN with details of your complaint (photos, contracts, correspondence).
- We may help by providing advice or mediation.
- HAIN can't step in if:
 - The contractor is not part of our network.
 - Another tradesperson has already fixed the work.
 - You refuse your contractor the chance to put things right.
 - You're seeking compensation or have started legal action.

7. Limits of Responsibility

- HAIN checks are based on the information contractors provide at the time - we can't guarantee their future conduct or ongoing suitability.
- HAIN is not responsible for losses caused by contractors' work or actions.

8. Getting in Touch

If you have concerns about a HAIN contractor, contact us:



0115 966 7673



customerservice@homeadaptations.co.uk



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