

## Quotation with Terms & Conditions

***“Excellent service begins with excellent people. We care for our staff, giving them the training, qualifications and equipment they need to be able to do their job well.***

***In return, our staff take great pride in their work, delivering the high standards that our customers need”***

**Cassandra Clements  
Managing Director**

**Thank you for contacting East Suffolk Services Ltd (ESSL)**

We are very pleased to provide you with a quotation for delivering services to your organisation.

East Suffolk Services Ltd (ESSL) is a trading company owned by East Suffolk Council; as a publicly owned entity, we provide trust- worthy and high-quality services to East Suffolk’s businesses.

Delivering services to more than 100,000 domestic homes and over 2000 business across East Suffolk every week, our size gives us both resilience and economies of scale. This enables us to provide a highly reliable and cost-effective service.

We have depots across East Suffolk – this means that we can respond quickly to your requests and when you ring us you will speak to locally-based staff.

### **Reasons to choose East Suffolk Services Ltd**

#### **Safe**

We manage our business to ISO45001 (Health and Safety), ISO14001 (Environmental) and ISO9001 (Quality) standards.

#### **Reliable**

With over 400 staff and 125 vehicles, you can be assured that we have the capacity to deliver your service to schedule.

#### **Trustworthy**

We are owned by local government, so you know we will comply with legislation and our company won’t disappear overnight.

#### **Local**

We have offices across East Suffolk. Our people understand the local area and the needs of its businesses.

#### **Value**

We are committed to helping the local economy by providing value for money services to local businesses.

#### **Expert**

Our professionally qualified staff are happy to share their technical expertise with you and to provide you with advice, if desired.

## Terms & Conditions

1. East Suffolk Services Limited [herein after called the Contractor] will carry out the work to the reasonable satisfaction of Walberswick Parish Council [herein after called the Customer] and shall provide necessary staff and materials for this purpose.
2. The Customer will provide free of charge all power, light, hot water and other facilities which may be required by the Contractor to carry out the work, including the safe storage of materials and equipment.
3. This agreement may be terminated by the Customer or the Contractor, by giving three months' written notice. Failure to give the required notice will result in charges being levied for the shortfall in notice period.
4. Invoices are to be settled in full by the Customer within 30 days from the invoice date. Where payment is not received within this timescale, the Contractor will suspend the service until payment is made and debt recovery processes will commence.
5. If at any time during this agreement significant external cost increases should cause excessive cost pressure on the Contractor, the contractor reserves the right to seek to renegotiate the contract price with the Customer.
6. The Contractor will not be liable for failure to carry out work if prevented from doing so as a result of any circumstances beyond its control including (but without prejudice to the generality of the foregoing), any trade dispute, epidemic, National fuel shortage, strike or lock- out.
7. The Customer will ensure that the premises are safe for the Contractor's employees and ensure first aid boxes are available at all times in the areas where the Contractor's employees are working.
8. The Customer will not during the period of this Agreement, at any time, or for a six-month period after termination of this Agreement, solicit or accept the service of any employee or Subcontractor of the Contractor. Failure to adhere to this condition will result in a one-off charge being levied on the Customer, which will be the equivalent of one year's salary or financial reward of the employee or Subcontractor, respectively.
9. The Prices within this document will remain valid for 30 days from the date of receipt by the Customer.

**Contract Start Date**

02/07/2024

**Duration**

One-off visit

**Contract Amount**

£336. + VAT per annum

**Signed for and on behalf of:**

**The Contractor:** *East Suffolk Services Ltd*

**Signature:**

**Name:**

**Position:**

**Date:**

**Signed for and on behalf of:**

**The Customer:**

**Signature:**

**Name:**

**Position:**

**Date:**