

Vulnerable Customers Policy

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Verde Heating Ltd is committed to treating every customer fairly. Some customers may be in vulnerable circumstances, for a short time or longer term. This means they could be more likely to be harmed if we do not take extra care. This policy explains how we recognise that and how we support those customers. It applies to everyone who works for us, in your home, on the phone or by email.

What we mean by vulnerability

Anyone can find themselves in vulnerable circumstances. Some of the situations we look out for include:

- A recent bereavement
- Serious or long-term illness
- Mental illness
- Dementia, or other conditions that affect memory or decision-making
- Disability, including sight or hearing loss
- Difficulty with reading, writing or numbers
- Not being able to easily access or use the internet
- Caring responsibilities
- Old age
- Financial difficulty, or a sudden change in circumstances such as losing a job or a relationship breaking down
- Having no heating or hot water, especially for households with young children, older people or someone who is unwell

How we support you

If we have reason to believe a customer may be vulnerable, we will:

- Take time to explain things slowly and clearly, in plain and simple language
- Listen carefully, so we understand your needs
- Be flexible in how we work with you, for example by offering a different appointment time, or by explaining things by phone, in writing or in person
- Never put you under pressure or ask you to make a quick decision
- Be happy for a family member, friend or carer to be with you, or to speak to us on your behalf, if you would like them to
- Make sure you have our contact details, and TradeHelp Ltd's contact details for any finance queries
- Prioritise urgent work where there is a risk to your health or safety, such as a gas leak or a loss of heating in cold weather

Finance and vulnerable customers

We introduce customers to TradeHelp Ltd for finance. We will never pressure anyone to buy on finance, and we do not give advice on which finance option is best for you. If we feel a customer may not fully understand the information we have given them about finance, we will stop. We will then contact TradeHelp Ltd so they can speak with the customer directly and make sure the customer is properly supported.

Telling us about your circumstances

You do not have to tell us about your circumstances, but if you do, it helps us support you better. You can tell us at any time by phone on 01942 537025 or by email at info@verdeheating.co.uk. Any information you share is treated in confidence. We only use it to support you, and we handle it in line with our Privacy Policy.

Our team

Everyone who speaks to customers on our behalf is made aware of this policy and how to recognise signs of vulnerability. Anyone who discusses finance with customers is registered with TradeHelp Ltd and has completed the required training. We review this policy at least once a year.

If things go wrong

If you feel we have not treated you fairly, please tell us. Our Complaints Policy explains how to complain and what will happen next.

Verde Heating Ltd, registered in England and Wales, company number 15461799. Registered office: 426 Gidlow Lane, Wigan, England, WN6 8RG.

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