

Member number: **20-1119**

# Certificate of Membership

*for*

## **PINNACLE SOLUTIONS LONDON LTD T/A PINNACLE HOME IMPROVEMENTS**

CLAVERING PLACE  
NEWCASTLE UPON TYNE  
NE1 3NG

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Date of issue: **18/03/2020**  
*Valid for: 12 months from date of issue*



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*Signed By:*  
*Jon Vanstone, Certass Chairman*

The above named company have declared that they meet the Certass Trade Association requirements for membership and shall abide by the consumer pledge as follows.

### All Trade Association members shall:

- 1 Not mislead or take advantage of consumers
- 2 Consistently provide a high level of customer service
- 3 Treat consumer's home with care and respect
- 4 Listen to consumer's needs to ensure an honest course of action
- 5 Provide quotes, estimates and contracts in writing and plain English
- 6 Adopt appropriate standards of best practice to carry out work
- 7 Only use materials appropriate for the work and meet industry standards
- 8 Register all appropriate installation work with our Certification Body
- 9 Uphold the integrity of the code, always
- 10 Not act in a prejudice manner by treating all customers fairly

Further clarification regarding the validity of this certificate may be obtained by contacting Certass TA Limited. This certificate remains the property of Certass TA Limited and must be returned on request of termination of membership.