

# MAKING GOOD.

Putting things back the way they were.

Reinstatement and restoration of your site after works have completed.



gtec

gtec



# HERE'S WHAT YOU CAN EXPECT

Now that your work is complete, our teams still have work to do to put everything back to normal and restore the site to its original condition as closely as possible. This will typically take up to five days, and there may be several GTC teams coordinating efforts to put things back the way they were as soon as they can.



## We'll fill any excavations

Our grab vehicles will arrive with materials to fill any excavations. We always use environmentally friendly recycled materials wherever we can.



## We'll clear the site

Our support team will then remove all equipment and materials from the site. They will always aim to leave the site tidy.



## We'll re-lay surface layers

Our skilled contractors will relay the final surface layers to the highest standards. They will always aim to match the existing surfaces as closely as possible.



## Our guarantee

All work carried out by GTC is covered by a two-year guarantee. This is our pledge and your confirmation that the work has been done to the highest standards.





## Seeding and Turfing

We will apply topsoil and either seed or turf to affected verges and lawns. Growth and recovery times can vary depending on the season and weather conditions.



## Restoring Surfaces

Our goal is to restore surfaces to their original appearance, but this is not always entirely possible.

## Your feedback matters

GTC is dedicated to delivering excellent customer service and the highest work standards. Our Customer Insights team may contact you by phone or email to ask you how we did. It will only take a few minutes of your time and your feedback is invaluable in helping us improve our services and the experience of our customers.

### If you'd like to get in touch with us, you can:

Call on 01359 302640 or email us at [customerservices@gtc-uk.co.uk](mailto:customerservices@gtc-uk.co.uk). Alternatively, you can write to us at the address below:

**GTC Customer Engagement Team**  
**Synergy House**  
**Woolpit Business Park**  
**Bury St Edmunds**  
**Suffolk**  
**IP30 9UP**

If you require this information in Braille, large print, or another language, please get in touch with us.



If you have any queries, contact the My Connections team on:

T: 01359 243360

E: [myconnections@gtc-uk.co.uk](mailto:myconnections@gtc-uk.co.uk)



Scan the QR code to visit our webpage.



## Smell gas?

Call: 0800 111 999



## Power cut?

Call GTC on 0800 032 6990 or the National Power Cut number on 105