

Business: Different Touch Ltd

Approved By: Director, Shelton
Graham

Version: 1.0

Effective Date: 27 March 2026

Review Date: 27 March 2027



Quality Management Statement

– Different Touch Ltd

At Different Touch Ltd, we are committed to delivering a high standard of workmanship across all property repairs, maintenance, and surveying services. Our approach to quality is focused on ensuring that all works are completed to a lettable standard or better, meeting client expectations as well as relevant legislation and industry standards.

Quality is managed through a structured process which begins at the initial inspection stage. Works are clearly defined, with specifications prepared to ensure the correct materials and methods are applied. We work closely with our operatives and supply chain to ensure that expectations are understood prior to works commencing.

During delivery, we monitor performance through site inspections, ongoing communication, as well as review of works in progress. This allows us to identify any issues early and take corrective action where required. Particular attention is given to compliance with relevant standards such as the Decent Homes Standard, HHSRS, as well as applicable Building Regulations. We also aim to comply with Building Regulation 7, ensuring materials and workmanship are appropriate for their intended use, as well as the requirements of SKEB where applicable.

Upon completion, all works are subject to post-inspection to ensure quality, safety, and client satisfaction. Any defects identified are addressed promptly, ensuring a consistent finish across all projects.

We also recognise that quality is linked to competence. Our team maintains up-to-date knowledge through training, CPD, and engagement with industry guidance. Feedback from clients, inspections, as well as performance reviews are used to continuously improve our service.

Through this approach, Different Touch Ltd ensures that quality is not only maintained but continuously improved, supporting our commitment to delivering reliable, compliant, and well maintained homes.

Shelton Graham
Director

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