Aging in Place Cumberland Vendors List Policy

The AIP Cumberland vendor list is for informational purposes only. All vendors are recommended by individual members of the AIP Committee and/or local clients and approved for inclusion on the list by AIP. It is up to customers to screen vendors for their own purposes. AIP Cumberland does not advocate one vendor over another and does not take responsibility for recommending any of them. AIP Cumberland has provided suggested questions to ask vendors on the following pages.

Customers are asked to report any problems with the vendors on the list by contacting the Town of Cumberland Aging in Place coordinator, 207-558-9133, or AIP@cumberlandmaine.com. Local vendors may apply to appear on the list online at AIPCumberland.org/vendors or by contacting Rita Farry at ritafarry@gmail.com.

All vendors on this list must agree to meet the five standards below:

1. Return customer phone calls within 48 hours (excluding weekends and holidays);
2. Provide references upon request;
3. Provide customer an estimated price (including senior or other discount) in advance of performing work (on request, the estimate will be in writing);
4. Provide the customer a realistic timeframe for performing the work;
5. Provide the customer with information about your insurance coverage or lack of it.

Failure to comply with any or all of these standards constitutes grounds for removal from the list. In the case of a dispute, the AIP Committee makes the final decision on removal from or inclusion on the list.

When a complaint is filed against one of the vendors on the list, the following procedure will be followed:

1. Notification by email and/or mail of the complaint.
2. If there's no response, the company is removed.
3. If the company contests the complaint, the company will be given an opportunity to report its side of the story.
4. After reviewing both sides (customer and vendor), the AIP Committee will decide whether to continue the company's listing or to remove the company from the list.

Aging in Place Cumberland
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