

## CUSTOMER CARE POLICY

We understand the importance of customer care, which in reality means ensuring the customer is satisfied with the standard of work or repair carried out in their home and the way in which it was carried out.

To ensure we maintain a high level of customer care, all operatives receive an induction, prior to their commencement of work, which details the company requirements when carrying out works in occupied homes.

*The contract induction covers:*

Adequately protect the work area i.e. dust sheets, moving furniture, keeping access routes clear.

Works to be undertaken safely, considering the likely use of hazardous substances (COSHH)

Quality of the works carried out.

To avoid confrontation with any residents.

Not to leave tools or equipment unattended at any time.

Leave the premises thoroughly clean and tidy.

Ask the resident if they will sign the Customer Satisfaction Slip.

Do not carry out works in properties where there may be a lone child present.

Be polite and courteous at all times.

Be appropriately dressed.

Wear ID badge at all times.

We carefully monitor the satisfaction of residents, using our own "Customer Satisfaction Form"

Our Tenant Liaison Officer or Administration Clerk will telephone approximately 20% of residents where work has been carried out to ask if they will participate in our telephone survey, with their agreement we invite their comments on a range of questions:

Was an appointment made and if so was it kept?

Did the operative show ID?

Was the work completed?

Were you satisfied with the work?

Was your property left clean and tidy?

Did the operative use dust sheets to protect the working area?

Was the operative polite?

Did the operative wear company clothing?

Did the operative ask for a signature after the work had been completed?

The Customer Satisfaction Forms are reviewed on a weekly basis, should our surveys indicate any levels of dissatisfaction relevant actions is taken. This system allows us to carefully monitor the level of customer satisfaction and forms part of our ongoing review process.

## **LONE WORKING POLICY**

It is the company's intention that the health of "Lone Workers" should not be considered any less favourably than those working on traditional construction projects.

Where Lone Working is to be undertaken the following guidelines should be adhered to;

Each operative should be given clear details of the work to be undertaken.

In some instances a Method Statement may have to be adhered to, which should be fully explained to the operative.

Known or perceived risks must be advised to each operative, together with clear instructions on how to minimise those risks.

Where relevant, Personal Protective Equipment should be issued, with clear instructions on the use of maintenance of that equipment.

All operatives are to be equipped with a mobile telephone.

All operatives are required to report to their relevant Line Manager at the end of each working day. This may be in person or via telephone communication.

## **CODE OF CONDUCT FOR WORKING IN OCCUPIED PREMISES**

We understand the importance of customer care, which in reality means ensuring the customer is satisfied with the standard of work or repair carried out in their premises and the way in which it was carried out.

To ensure we maintain a high level of customer care, all operatives receive an induction, prior to their commencement of work, which details the company requirements when carrying out works in occupied premises.

The contract induction covers:

Explain to the premises officer/resident the content of the work to be carried out and any inherent dangers.

Be especially considerate where the occupiers have special needs.

Adequately protect the work area i.e. dust sheets, moving furniture, keeping access routes clear.

Works to be undertaken safely, considering the likely use of hazardous substances (COSHH).

Quality of the works carried out.

To avoid confrontation with any premises officer/residents.

Not to leave tools or equipment unattended at any time.

Leave the premises thoroughly clean and tidy.

Do not carry out works in properties where there may be a lone child present.

Be polite and courteous at all times.

Be appropriately dressed.

Wear ID badge at all times.