



Code of Conduct

We are committed to delivering the best possible service to our customer and their tenants both residential and commercial these values are reflected in our Code of Conduct. We expect our all employees, subcontractors and their operatives to follow the highest standards and use best practice when carrying out work on our customers homes or commercial properties.

We will:

Contact the customer to tell them we are on our way to their home

Arrive promptly and complete work as agreed with the resident

Use the correct materials, tools and equipment

Carry out work to the highest standards of health and safety.

Show photographic identification and wear clean, presentable company uniforms

Be polite and courteous at all times

Respect and take care of your home and belongings

Clean up after ourselves and remove all waste materials when work is finished.

Explain what we are going to do, what we are doing and when we are finished

Answer your questions and address your concerns

Ask for your feedback and comments on how well we are doing

Use your feedback to improve our services.

Deliver excellent resident service from start to finish

Carry out work to the highest possible standards

Complete all work to agreed timescales, wherever possible

Aim to achieve no formal complaints.

We will not:

Smoke

Use your WC or bathroom

Make personal phone calls, use foul or abusive language or play loud music or radios.

[About our website \(/about-our-website/\)](/about-our-website/)

[News \(/news/\)](/news/)

[Site map \(/sitemap/\)](/sitemap/)

[Accessibility \(/accessibility/\)](/accessibility/)

[Cookies \(/cookies/\)](/cookies/)

[Privacy \(/privacy/\)](/privacy/)

[Corporate site \(/corporate/\)](/corporate/)

[Human Trafficking statement \(/corporate/about-us/modern-slavery-and-human-trafficking/\)](/corporate/about-us/modern-slavery-and-human-trafficking/)

[Disclaimer \(/privacy/disclaimer/\)](/privacy/disclaimer/)