

CUSTOMER CARE - CODE OF CONDUCT

1.0 INTRODUCTION

To remain successful in our business activities it is essential that we maintain excellent relationships with our clients on whose behalf we provide services and with our customers to whom those services are provided.

Poole Housing Partnership Limited is committed to providing high quality services delivered to the customer by our employees, our consultants and our contractors in an efficient, professional and courteous manner. Feedback from our various activities to senior management will be used to keep our clients fully informed on our progress and of particular problems encountered.

2.0 ACCESS TO RESIDENTIAL PROPERTIES

- All visits to a residents' property are to be made at reasonable times of day and only following confirmation of a pre-arranged appointment. The resident will be informed of the name of the person visiting, who will normally be required to carry positive means of identification e.g. a company issued identity photo-badge.
- It is expected of those representing the company, that permission from the resident to enter / inspect / carry out work is sought at all times. No inspections / work should be carried out when the resident is not in.
- All appointments are to be kept. Where, as a result of unforeseen circumstances, the appointment cannot be kept / arrival is delayed, the resident is to be immediately contacted, an apology made, the reason for the cancellation / delay explained and a new appointment made.
- There may be restrictions on any out-of-hours work. It could be necessary to seek permission from the client as well as the resident before work commences.
- Where the work to be carried out is contractual, the agreed work schedules are to be adhered to. Any access difficulties that could result in delays are to be immediately notified to management who will discuss the issue with the client.
- If residents are not present then access to the property is not permitted.

3.0 WORK INSIDE A RESIDENT'S PROPERTY

- It is essential that all work is carried out in a safe, satisfactory and efficient manner without unnecessary disruption to the resident.
- The importance of keeping the work area clear for the work to be carried out is to be explained to the resident, especially where there are children or domestic animals, cats or dogs present.

- Customers are to be informed about the nature of the work and in particular with regard to any activities likely to cause disruption, noise or inconvenience.
- Every effort is to be made to avoid damage to residents' possessions within the property. Where required, furnishings are to be moved or dustsheets used to cover those carpets and furnishings, delicate or valuable items should be removed to a safe place by the resident.
- Every effort is to be made to avoid damage to the property or adjoining properties.
- Only suitable tools and access equipment provided by this company are to be used. Borrowed tools and equipment are not to be considered.
- Where electrical power is required to complete the works a generator may be necessary or an agreement reached with the resident to pay for power consumed.
- Any tools, equipment or materials used in connection with the work are not to be left unsecured or in a dangerous position / location, all such goods may only be left in a residence with permission from the resident, but are to be secured at all times against unauthorised access or use.
- Do not take unauthorised materials, hazardous substances or flammables into the residence
- Clean up the workplace and all waste at the end of each day and where possible, remove waste from the workplace
- Ensure all services are safely restored and checked.

4.0 EXTERNAL WORK

- Residents and occupiers of adjacent properties who could be affected are to be informed about the nature of the work and in particular with regard to any activities likely to cause disruption, noise or inconvenience. Scaffolds, towers or other access equipment, when not being used, must be rendered inaccessible to unauthorised persons.
- Materials for use are to be stored safely. No hazardous materials are to be left unattended or unsecured at any time.
- Damage to trees, bushes, plants, lawns, garden structures etc. must be avoided wherever possible.
- Appropriate measures are to be put in place to minimise risk of injury to members of the public.

5.0 SECURITY OF THE PROPERTY

- All practical means are to be employed to ensure the security of a residents' property. Doors and windows are not to be left open unless it is essential. The resident is to be fully advised wherever security is compromised.

6.0 RESIDENTS WITH SPECIAL NEEDS

- Particular care and consideration is needed where the work undertaken affects residents with special needs i.e., the elderly and infirm, disabled persons, families with young children.
- Disabled people are to be treated no less favourably than other people. It is important their access and egress is not made more difficult by the work being carried out and that they are suitably informed about the nature of the work. It may be necessary to make “reasonable adjustments” to the property to facilitate access / egress.
- There will be homes where family members do not speak the English language and it may be necessary on occasions to use an interpreter.

7.0 DISCRIMINATION

- Unlawful discrimination, racial or sexual, will not be tolerated by this company and where proven, will be dealt with severely.

8.0 STANDARDS OF WORK

- Employees are expected to maintain a high standard of work whilst remaining within budgetary constraints. The standards should be maintained regardless of the tradesman’s perception of the quality of the accommodation.

9.0 PERSONAL CODES OF CONDUCT

- You are representing Poole Housing Partnership Limited in your dealings with the customer. Good perception of the company and its employees is most important to our continued success.
- Have respect and consideration for the customer.
- Be helpful and polite at all times.
- Do not act in a “loud” or offensive manner.
- Do not use bad language.
- Wear suitable clothing and footwear appropriate for the work, ensure overalls and footwear worn are maintained as clean as practical.
- Do not create unnecessary noise, use radios, CD players or tape players.
- Do not smoke whilst in a resident’s property.
- Do not unnecessarily create dust.
- Do not take in or consume alcohol whilst in a resident’s property.
- Do not use a resident’s toilet or washing facilities. (If absolutely essential request permission.)
- Do not use the customer’s telephone.

10.0 CUSTOMER COMPLAINTS

- All complaints from residents or others affected by the activities are to be logged and reported to line management for action. The resident is to be informed of the complaints procedure.

11.0 CUSTOMER REQUESTS FOR ADDITIONAL WORK

- Only that work approved by the client or his representative may be carried out. Where the work proves to be different from that specified or additional work is requested, separate approval from management is required before the work is undertaken. The customer is to be informed about variation order procedure and of any delay as a result of the changes.