



Our Promise

HMS staff recognise that when working in premises, we are a guest, we will treat you and any of your customers with respect. We will:

- Work flexibly and endeavour to make appointments that meet your needs
- Offer guides and literature to help you to prepare for our works
- Always keep appointments that we have made or let you know in advance if we need to re arrange, giving you a courtesy call en route to let you know that we are on our way
- Park our vehicles appropriately minimising impact to customers and pedestrians
- Introduce ourselves and present photo ID prior to entering your premises
- Ensure that we have the right people with the right skills to carry out your works
- Be polite, courteous and welcoming, behaving in a professional manner at all times and talk to you in plain language, jargon free
- Respect any individual requests including cultural beliefs or medical needs
- On arrival, explain clearly what the works will involve and how long it will take
- Keep noise to a minimum and let staff and/or customers know of any likely disturbance
- Treat your premises and possessions with respect
- Ensure that we cover all white goods and furniture with dust sheets, use floor protection to cover the work area, and wear overshoes when entering your home
- Endeavour to keep dust to a minimum during works
- Always strive to complete works in one visit and explain the reasons if we can't complete your repair and also let you know when we will return
- Carry out work in a safe manner using safety equipment to help protect you and your premises
- Ensure that materials and equipment are used safely avoiding danger to you and your premises
- Ensure a clear pathway is maintained at all times
- Make sure essential services are connected at the end of each day
- Clear away all rubbish at the end of every day, and where possible, reuse or recycle waste
- Inform you of additional appointments, before we leave, when further works are required
- Ensure your satisfaction with the completed works prior to leaving your premises
- Never smoke or bring food into your premises
- Never enter your premises if there are unaccompanied children or vulnerable people present, without any assessment of risk and prior agreement
- Never work outside of our normal working hours without agreement
- Never use or move any of your possessions without your consent
- Never use any of your services – electricity / water without permission

To ensure we continue to improve and develop we will:

- Listen to your suggestions and feedback to help us shape our service
- Take ownership and keep our promises to you
- Deal with your complaint in a transparent and timely manner
- Recognise, apologise, rectify and learn if things go wrong
- Inspect our works routinely, reviewing quality and satisfaction