

Our Customer Commitment



Our Team recognise that when working in your home, we are a guest and we will endeavour to treat you and your home with respect. As part of our Promise, 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 rearrange, giving you notification en route to let you know that we are on our way
- Park our vehicles respectfully minimising impact to neighbours and pedestrians
- Introduce ourselves and present photo ID prior to entering your home
- 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 your neighbours know of any likely disturbance
- Treat your home 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 repairs 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 home
- Ensure that materials and equipment are used safely avoiding danger to you and your home.
- 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 appointment dates, before we leave your home, when further works are required.
- Ensure your satisfaction with the completed works prior to leaving your home.
- Never smoke or bring food into your home
- Never enter your home if there are no adults present, instead we will ask you to make a further appointment, when convenient
- 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

We care. We deliver. We own it.

