

Contractor's professional standards

Provision of a top quality repair service is one of the most important aims of Charter Housing Association.

In order to achieve this objective, contractors who are employed on maintenance work are expected to continuously strive to improve their performance.

All employees are made aware of the associations code of conduct when working in your home or in the community.

Charter's contractor's professional standards are...

- Be professional, polite, courteous & show respect at all times.
- Show photo ID and ask permission to enter your home.
- We will keep you informed about the progress of the repair.
- We will agree a suitable time to start work and to take into account any special circumstances that may affect the way the job is carried out and we will leave the work area clean, safe and tidy on completion of the job.
- We will protect furnishings and carpets with clean dust sheets prior to work if safe to do so.
- We will wear protective overshoes whilst working inside your home and safe to do so.
- We will act safely at all times especially if there are young, elderly or vulnerable persons in the home.
- We will agree choices of colours and finishes where applicable e.g., kitchen upgrades.
- Use clean roadworthy and taxed vehicles.
- Respond to customer complaints.

Contractors who work on our behalf will not...

- Swear, smoke, use racist, sexist or abusive language.
- Leave your home insecure.
- Carry out repair work in your home where children under the age of 16 are home alone.
- Play radios in or near your home without your consent.
- Use equipment or property belonging to you.
- Leave you without Water, Gas or Electric unless necessary.
- Make disrespectful comments regarding our colleagues or the Association.
- Start work before 8:30am or work after 5pm or at a weekend unless this has been agreed in advance or OOH emergency.

Please can you help us by...



Keeping your appointment at the agreed time or inform Charter Housing on 01633 212375 if the appointment needs to be changed.

Taking part in our customer satisfaction surveys over the telephone or completing a paper survey.

Keep your pets and young children out of the working area to ensure a safe environment.