

Contractors Code of Conduct

Bromford.

Service Standards

We engage internal and external contractors to carry out works on our behalf. As our representatives, we expect our contractors, their workforce and any sub-contractors to comply with our standards of service delivery. This code of conduct defines our requirements when carrying out work in your home.

We will:

- contact you to tell you we are on our way to your home
- arrive promptly and complete work as agreed with you
- use the correct materials, tools and equipment to carry out work to the highest standards of health and safety
- show you photographic identification and wear clean, presentable company uniforms
- be polite, courteous and respectful 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 and ask for your feedback and comments on how well we are doing, using your feedback to improve our services
- deliver excellent customer service from start to finish
- carry out work to the highest possible standards
- complete all work to agreed timescales wherever possible and keep you informed if we can't

We will not:

- enter your home where only a child (under 18) is present
- use your facilities without permission
- make personal phone calls or play loud music whilst working in your home
- use foul or abusive language
- smoke or vape inside or outside your home or communal areas


We ask you to:


- arrange and keep appointments
- inform us at the earliest opportunity if unable to keep an appointment
- allow contractors access to undertake works
- clear area of furniture or items (if able to do so) where the repair / work will be carried out
- allow the contractor to work with minimal interruption
- treat contractors with respect and courtesy

How we will review

This service standard will be reviewed in line with our feedback programme on an ongoing basis and we will publish our performance on our website.

How to contact us

 Visit our website for the latest information at bromford.co.uk

 Call us on **0330 1234 034**

 Contact your neighbourhood coach bromford.co.uk/neighbourhoodcoach