

**We believe a home is far more than just bricks and mortar. We want you to feel part of a clean, safe and connected community. Being happy with where you live is a really important part of being our customer. Being in the right environment will help you to thrive.**

### **We will:**

- book all visits wherever possible with the customer prior to the visit to ensure we can enter the property to complete the survey/works
- raise an order with pest control contractor to attend within 24h to survey the property
- raise a request via internal system if they cannot get through

### **Pest control contractor will:**

- contact the customer to book an appointment within 24h
- submit their report within 48h of the attendance date. Part of the report will be to identify any contributing factors e.g. overgrown garden, poorly managed waste disposal
- follow No Access process if no access is gained on the first appointment

### **We will:**

- read the report from the pest control contractor and if the work is below £500, we will proceed to instruct pest control contractor to go ahead with the work in line with our pest control policy. We will also request planned admin support team to arrange a purchase order
- email relevant neighbourhood coach to create an action plan with the customer to avoid the issue reoccurring if any contributing factors are identified
- read the report from the pest control contractor and if the work required is above £500, it will be emailed to the pest control programme manager to approve before any instruction is given to pest control contractor to proceed. The rest of the process is the same as above, once approved

### **Pest control contractor will:**

- contact the customer within 24h to arrange a visit in 3-5 days to carry out the works
- once the work is completed, pest control contractor will submit an invoice and before/after photos for proofing works

## We ask you to:

- ensure that you are maintaining the property to an acceptable standard in line with your tenancy conditions to help reduce the number of disrepair and legal cases submitted to Bromford
- identify issues and report to appropriate business area to maintain the asset long term



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## How will we keep a check on our standards

We will:

Check our assets and ensure the property is being maintained to an acceptable standard in line with tenancy conditions.

- to reduce the number of disrepair and legal cases submitted to Bromford
- to identify issues and report to appropriate business area to maintain the asset long term

## How will we keep a check on our standards

We will:

- provide up to date information on our website at [bromford.co.uk](https://bromford.co.uk)
- share posts on Facebook, X and Instagram for you to see what we are up to

## We will review our Service Standards

When we:

- review our key performance Indicators as part of our annual service delivery plan
- update our policies or review our services
- when your valued feedback is telling us we need to look at things again

## How to contact us



Visit our website for the latest information at [bromford.co.uk](https://bromford.co.uk)



Call us on **0330 1234 034**



Contact your neighbourhood coach at [bromford.co.uk/neighbourhoodcoach](https://bromford.co.uk/neighbourhoodcoach)