

# Guidance to prepare for your repairs visit



To ensure that our operatives can carry out repairs efficiently and safely, we kindly ask our customers to adhere to the following guidelines:

## Access and Environment

- ✔ Please ensure work areas are accessible by removing furniture, clutter, and overgrown vegetation.
- ✔ Kindly secure any pets and clean up pet waste to provide a safe working environment.
- ✔ We appreciate your efforts to maintain a clean and organised home, and to prepare the area for the operatives' work.

## Customer Behaviour

- ✔ We kindly ask that you treat operatives with respect and courtesy. Abusive or aggressive behaviour will not be tolerated.
- ✔ Please avoid being under the influence of drugs or alcohol during the operatives' visit.
- ✔ We request that you refrain from smoking or having large groups of people in the home while work is being carried out.

## Equipment and Materials

- ✔ Please ensure that operatives have access to necessary tools and materials by not obstructing their work area.
- ✔ We appreciate your patience if there are delays due to the need to obtain quality materials or equipment.

## Communication and Information

- ✔ Kindly provide as much information as possible about the repair issues that need to be addressed.
- ✔ Please inform operatives of any specific concerns or requirements related to the work.

## Planning and Organisation

- ✔ We kindly ask that you be available at the agreed time and date for the operatives' visit.
- ✔ Please provide any necessary information or special access details in advance to facilitate smooth access and work.

By adhering to these guidelines, you help ensure that our operatives can perform their work efficiently, safely, and to a high standard. We greatly appreciate your cooperation and understanding in helping us deliver the best possible service. **If you have any questions or concerns, please do not hesitate to contact us on 0161 217 6016.**



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# Our Promise

## Professional and Respectful Repairs

When our operatives visit your property to carry out repairs, they will adhere to the following standards to ensure a professional and respectful service:

### Cleanliness and Tidiness

- ✔ Maintain a clean and tidy work area.
- ✔ Use shoe covers or ask if boots are acceptable.
- ✔ Use dust sheets and clean up after completing the work.
- ✔ Respect your property and belongings.

### Politeness and Respect

- ✔ Be polite, friendly, and well-mannered.
- ✔ Show respect to both you and your property.
- ✔ Be approachable and patient.

### Knowledge and Competence

- ✔ Be knowledgeable and competent in the repair work.
- ✔ Use the correct tools and follow health and safety standards.
- ✔ Complete the job to a high standard.

### Communication

- ✔ Clearly communicate what work is being done and why.
- ✔ Be honest and manage your expectations.
- ✔ Keep you well informed throughout the process.

### Punctuality

- ✔ Arrive on time and adhere to the agreed schedule.
- ✔ Be punctual and respect your time.

### Professional Appearance

- ✔ Look smart and presentable.
- ✔ Wear identification and appropriate uniform.

### Efficiency and Quality:

- ✔ Complete the job efficiently and to a high standard.
- ✔ Aim to get the job done right the first time.
- ✔ Make you feel comfortable about the work being done.

### Safety and Preparedness

- ✔ Use personal protective equipment (PPE) and ensure safety standards are met.

### Service Delivery

- ✔ Provide good customer service and be empathetic.
- ✔ Listen to your needs and concerns.

By adhering to these standards, our operatives aim to provide a high quality, respectful, and professional service during their visit to your property. **If you have any questions or concerns, please do not hesitate to contact us on 0161 217 6016.**