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Code of Conduct

Working in Occupied Properties

1. Our Code of Conduct for Working in Customers' Homes

We expect anyone working in a property to follow our Code of Conduct for Working in Occupied Properties, which includes a focus on security and supporting vulnerable customers. Good practice from various sources including the Tenant Services Authority has been used to develop this Code.



Respect for the home and the customer is key. Maintaining a safe and secure environment for the customer and our workforce drives our Code of Conduct.

i) At all times:

- Drive and park vehicles considerably ensuring no danger or hazard; secure vehicle and avoid any valuables been left on display
- Turn up at the home as arranged; if you are going to be late for an appointment, advise the customer
- Be polite and courteous
- Greet the customer, explain who you are and ensure your ID is shown to the customer before entering the home
- Be smartly dressed, and wear your uniform
- Use Personal Protective Equipment (PPE) and comply with Health & Safety requirements, in addition ensure that customers and children are not at risk.
- Show special consideration for those who are elderly, disabled or have special needs
- Be aware of the cultural or special needs of all customers and seek advice from the Help Desk if needed
- Keep the customer's home secure at all times ensuring doors are closed and no valuables are left on display.
- Erect telescopic warning / safety barrier across entrance to work area



ii) Special needs:

- Respecting individual's privacy, customers who have special needs will be flagged onto our system and guidance sought with the client on how best to accommodate these needs in advance of a visit.

iii) When in homes and garden areas:

- Never smoke
- Never play radios
- Never use inappropriate language, or actions that can be perceived as aggressive

iv) On arrival:

- Introduce yourself and show your identification card
- Give the customer time to organise themselves and answer the door
- Ask permission to enter
- Only enter the property if there is a responsible adult present – never be left in the home if children are present without an adult
- Explain the work to be done, and how long you think it will take to complete, and what protection you will provide to the property

v) During the work:

- Use doorway barriers to seal off work areas and protect the customer from potential hazards
- Be professional and concentrate on finishing the job
- Keep inconvenience to a minimum
- Use dust sheets as required
- Where appropriate, where overshoes
- Take care not to damage possessions – ask the customer to move valuables / furniture with your assistance
- Do not move items without permission
- Do not use any items that belong to customers, including: ladder or chair; phone (use your mobile phone)
- Do not use any of the following without permission: kitchen or WC; electricity, gas or water
- Rooms must be left clean and tidy
- Store equipment safely and isolate working area if necessary to ensure safety
- Ensure tools and materials are left safe and secure, and not unattended. Pay particular attention when children are present
- Be careful about security and do not leave ladders or materials where children or burglars could use them

vi) When work is completed:

- Leave everything clean and tidy
- Clear all rubbish resulting from the work as it accumulates
- Ensure services are working before leaving
- Advise the customer that work is finished
- Ensure the customer is happy that the work is completed to their satisfaction
- Show the customer how to use appliances and leave any user instructions
- Do not accept any gifts for work done
- Thank the customer for their hospitality

2. Customer Care

When working in customer homes, we will:

Factor	What We Do
Keep our promises 	<ul style="list-style-type: none"> • Appointment based system; no surprises – letting customers know what we're doing and when • Telephone courtesy calls prior to appointments • Text reminders – ask the customer how he/she wants to be communicated with
Delivering a right first time service	<ul style="list-style-type: none"> • Right information on the database • Correct diagnosis of the repair – experienced staff / technical support from engineers • The right skilled engineer attending the job • Multi-skilled staff able to fix a variety of items • The right parts on the van – intelligent profiling of parts
Flexibility	<ul style="list-style-type: none"> • Understanding that not all customers are the same –some customers will want a 1st appointment or, the last appointment in the day - e.g. to meet work circumstances. Evening / weekend appointments
Respect	<ul style="list-style-type: none"> • Treat people and their homes like you would expect to be treated yourself.
Explain to the customer 	<ul style="list-style-type: none"> • Take the time to explain to the customer: <ul style="list-style-type: none"> - the reason for the work - what we will do - how long it is expected to take • Once complete, check they know how to use the appliances safely / most efficiently • Thank the customer for their time and hospitality
Safety	<ul style="list-style-type: none"> • Protect yourself and the customers in the home • Never remain in the home with unsupervised children • Safety barriers are erected around the work area • Tools locked out of reach • Remove rubbish and keep the area clean and tidy – make that extra effort
Helping the vulnerable	<ul style="list-style-type: none"> • Known information on vulnerable tenants alerted in advance via the system • Contract specific procedures developed with the client at contract start • In conjunction with the yourselves, develop a process for specific risk assessments and methods / procedures so we have agreed plans in advance which can be actioned • Involve customers and local community groups to provide specific training to our teams on local issues to expect – make it relevant • Develop relationships with carers and ensure information on the database • Engineers may be the only visitor in a certain period - clear statement that if in any doubt, agreed contacts of who to communicate this to and regular training on what are the signs to watch out for – e.g. elderly person using living room as a bedroom
Equality 	<ul style="list-style-type: none"> • Local community group / client training to all staff on issues to be aware of and how to accommodate these • Agreed procedures and support materials / access to Language Line; large print documents etc • As part of our C2E accreditation, develop a local plan to meet the specific needs of the customers / groups served



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