

## The way we work in our customers' homes

Repairs and maintenance are one of the most important services we provide for our customers and we are passionate about getting it right every time. Our trade colleagues and contractors can spend lots of time in our customers' homes, so it is important we create a great impression and carry out the work professionally. When representing LiveWest, we must act in line with our values, behaviours, policies and goals.



If a customer tells a colleague or contractor they do not want to allow them access to their home, the colleague or contractor will contact their LiveWest manager as soon as possible to enable alternative arrangements to be made.

### We have the following expectations of our repairs colleagues and contractors when completing a repair:

- To be prepared for every appointment including having the tools and materials needed to do the job.
- To advise a customer if attendance is to scope out and measure for the works required only. Further appointment(s) will be required and arranged to complete work.
- To make an appointment and share the details with customers, never turning up unannounced.
- To be aware of any customer vulnerabilities and the impact these may have on how our work / service is delivered in their home.
- To make allowances for a customer's personal circumstances, such as mobility or hearing difficulties when attending and working in their home.
- To try to arrive on time and if unable to do so advise the customer as soon as possible there will be a delay or change to the appointment.
- To be clean, tidy, considerate, and respectful.
- To park considerately and responsibly.
- Not to enter a customer's home unless an adult is present. If when working in a customer's home access is needed in another room, ensure permission is granted before entering.
- To introduce themselves, say who they work for and show ID to make it clear they are there on LiveWest business.
- To explain to the customer what they are there to do, how long it will take and where they will need access to.

- To ask customers about the problem and ask them to show where the problem is if necessary.
- To maintain professional boundaries both inside and outside the customer's home and ensure any conversations remain relevant to the work / service that is to be completed. For example, not discussing the quality of any work completed by others or behaviours of other colleagues, teams or contractors.
- To ask customers before moving any furniture or personal belongings.
- To ensure customer's possessions and furniture are protected before undertaking work. For example, shoe covers worn and carpets and furniture protected.
- If work is likely to impact on a neighbour, or a communal area, inform all customers affected in writing with an indication of timescales, work to be completed etc. and ensure permission has been given (where applicable).
- To keep disruption to services to a minimum – if they need to turn off gas, water or electricity, they should explain what they are doing and when they think it will be back on. They should always make sure it's reconnected at the end of the day.
- To keep homes and any communal areas secure at all times, never propping open communal or fire doors.
- Where work must be undertaken outside normal working hours, the inhouse team or contractor should inform customers, leaseholders (and neighbours where appropriate) in advance and the LiveWest manager.
- To be mindful of and respect cultural sensitivities and offer translation services if needed.
- To ask permission before using customers' toilets, water electricity or gas supply.
- To agree with the customer before leaving equipment in their home overnight.
- Once a repair is complete, to explain to the customer what they have done and check the customer is happy with the work.
- If they have fitted new equipment, to explain how it works and leave the customer with instructions.
- To report back on any other defects or problems in the home.
- If the repair is not completed in one visit, to explain to the customer what needs to be done and arrange a convenient appointment to complete the repair.
- If offered a bribe or a gift, which is or may be in return for expected preferential treatment or additional work, this must be declined and declared immediately to the LiveWest manager.

**We will ask customers to:**

- Make sure they keep their appointments or, if they need to change it, to let us know well in advance.
- Be considerate and respectful to LiveWest colleagues and contractors.
- Not to smoke whilst our colleagues or contractors are working in the home.

- Clear work areas before any work starts.
- Give our colleagues and contractors access to the work area.
- Keep any children and pets away whilst work is being carried out.
- Make sure there is an adult present throughout the duration of the work.

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