

SERVICE STANDARDS

Customer Care

We must recognise that every customer has individual requirements and our job is to deliver their expectations through excellent service. We are aware that many views require addressing to ensure success for every job no matter how big or small.

These include:

- Recognising that we are only here to build and maintain for the customer and to improve their facilities.
- Recognising that we are working in the homes or premises of customers, we must ensure that we all respect this.
- Regime for locking up and checking all is satisfactory in the evenings
- People issues will need to be dealt with as well as building issues, i.e. ensuring each customer has a clear understanding of what is going to happen within and around their home or premises.
- To create an informed and honest environment for the customer with regard to programme notice etc.
- To be aware of and have planned processes for the disabled, sick and elderly customers and those who speak a foreign language.
- That our communication system with customers is clear.
- Clear roles and responsibilities communicated properly to customers.
- Our goal must be to satisfy the customer.
- Safe and tidy environment throughout the project.
- Works being completed on time and to the highest quality.
- That we focus on and improve
 - Damage
 - Cleanness
 - Overall Satisfaction
- Bespoke customer charter sets out the level of service to be delivered.
- Agree system for arranging access.