

## What customers can expect:

We are committed to treating every customer with fairness, respect and honesty. This Code of Conduct explains how we will deliver on that commitment.

### Putting customers first

- We will treat you with kindness, dignity and empathy.
- We will take time to understand your situation and any individual needs.
- We will keep our promises and do what we say we'll do.



### Clear communication

- We will communicate in a way that is clear and easy to understand.
- We will provide regular updates, so you're never left wondering.
- We will give adequate notice for visits.
- We will introduce ourselves clearly and act in a friendly, approachable way.
- We will encourage two-way conversations, where your voice matters.



### Respecting you and your home

If we are visiting your home, we will treat it with care.

- **We will:**
  - Keep work areas clean and tidy.
  - Wear appropriate protective items (like shoe covers where needed).
  - Be considerate of your space, neighbours and parking.
  - Show identification when visiting and introduce themselves.
  - Arrive on time (or let you know if we're delayed).



### Professional standards

- **We will:**
  - Act professionally, politely and respectfully at all times.
  - Dress appropriately and maintain good hygiene.
  - We will take pride in our work and represent Saxon Weald responsibly.
  - We will keep your information confidential



## Taking responsibility

- **If something goes wrong, we will:**
  - Be honest.
  - Explain what happened.
  - Put it right and follow through to completion.
- We will let you know who is responsible for your case.



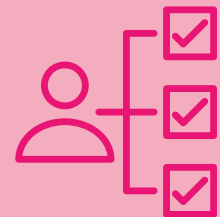
## Keeping you safe

- We will ensure safety in your home is a priority.
- We will respond quickly to urgent safety issues.



## Working with our contractors

- We expect our contractors to meet the same standards.
- **This includes:**
  - Respectful behaviour.
  - Quality workmanship.
  - Clear communication.
- We will monitor contractor performance and act on your feedback.



## Openness and honesty

- **We will be transparent about:**
  - Decisions.
  - Timescales.
  - Charges and responsibilities.
- We will explain things clearly, even when the news isn't what you hoped for.



## Continuous improvement

- **If something isn't right, we will:**
  - Listen and learn.
  - Be honest about mistakes.
  - Put actions in place to improve our service.



# What we ask from customers

To help us provide the best service, we ask that customers:

- Treat our staff and contractors with respect and courtesy.
- Use appropriate language and behaviour.
- Keep pets safe and secure during visits.
- Provide reasonable access to your home when needed.
- Give us notice if you need to change an appointment.
- Avoid taking photos or videos of staff without their consent.



## National standard

We also adopt the National Housing Federation code of conduct. This sets out detailed guidance on expectations for all housing association staff.

You can read it here: [https://www.housing.org.uk/nhf\\_catalog/publications/code-of-conduct2022/](https://www.housing.org.uk/nhf_catalog/publications/code-of-conduct2022/)

