

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.



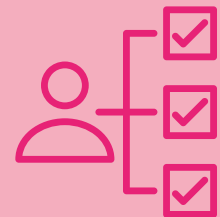
Keeping you safe

- 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/

