

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.
- Take time to understand your situation and any individual needs.
- Listen to customers and use feedback to improve our services.
- 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.
- Provide regular updates, so you're never left wondering.
- Give adequate notice for visits.
- Introduce ourselves clearly and act in a friendly, approachable way.
- 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.
- Take pride in our work and represent Saxon Weald responsibly.
- 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.
- Respond quickly to urgent safety issues.



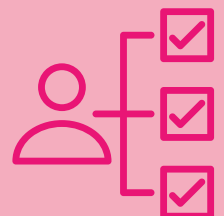
Working with our contractors

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:

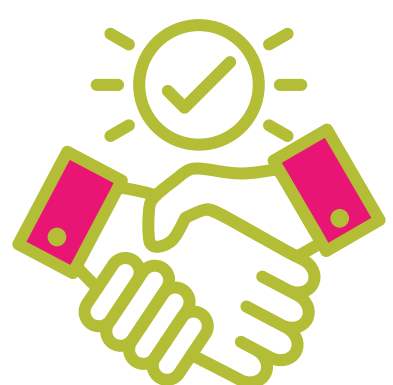
- Listen and learn.
- Be honest about mistakes.
- Put actions in place to improve our service.



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: www.housing.org.uk/our-work/governance/code-of-conduct-2026/.

If you are concerned that we aren't following the code of conduct up to standard, please get in touch with us by emailing hello@saxonweald.com or calling us on 01403 226000.