

What you can expect from our contractors

When we arrange for contractors to carry out work in your home, we expect them to provide a high quality, safe and respectful service to you.

This guide explains what you can expect when our contractors visit your home.

1. Respect and professionalism

- Treat you, your home and your belongings with respect
- Be polite, considerate and professional
- Listen to any concerns you raise during the visit.

2. Identification and safety

- Show valid identification before entering your home
- Follow all health and safety requirements
- Work safely to protect you, your household and themselves.

3. Communication

- Make an appointment to carry out the relevant work (except in an emergency)
- Explain the work they will carry out before starting
- Keep you informed if there are any changes or delays
- Let you know when the work is complete.

4. Quality of work

- Work to be of a high standard
- Complete repairs within agreed timescales
- Minimise the need for repeat visits.

5. Care of your home

- Take care to avoid damage to your property
- Keep disruption to a minimum
- Leave your home clean, tidy and as they found it when the work is finished.

6. Appointments

- Arrive on time for agreed appointments
- Give you notice if they need to rearrange.

7. Your feedback

- We welcome your feedback to help us improve our services. Please complete the survey form you receive and return it to us – we read every one!
- Please let us know if you are unhappy with a contractor's behaviour or the quality of work.

If you have any concerns about a contractor, please contact us as soon as possible, so that we can address the concerns as quickly as possible. You can email us at hello@shsoc.org.uk or telephone 020 8642 1500.