



Contractor's Charter

Halton Housing Trust Partnership

Halton Housing Trust values its customers and is committed to providing an excellent service for all. Our Contractor's Charter highlights how we aim to achieve this high level of service. A copy of this charter can be obtained from any Halton Housing Trust office.

As such we will:

Presentation and behaviour

- Carry identification. The identification will include a photograph and name. We ask all customers not to let people into their home without checking their identification first.
- Be tidy and appropriately dressed.
- Be polite, courteous and professional at all times.
- Not use language or behaviour or display materials that discriminates or offends.
- Not smoke, consume alcohol or any illegal substance.
- Not play audio equipment without the permission of the customer.
- Not accept hospitality which places them under any obligation.
- Avoid confrontational situations and report any such instances to site management.

Communication

- Explain the nature and purpose of the job and keep the customer informed about progress.
- Explain and demonstrate the use of any newly fitted appliance and pass on manufacturers instructions/ manuals where available.
- Keep appointments where they have been made.
- Make all efforts to contact you if unavoidably delayed.
- Explain the reason if the appointment cannot be kept and make new appointment arrangements.
- Adopt a professional approach to all telephone calls.

Care of the property

- Take care of all property and possessions and use adequate and appropriate protection from debris, paint and dust etc.
- Leave the property clean and tidy at the end of each working day.
- Minimise noise disruption and mess.
- Not use facilities without permission.
- Ensure the level of security to the home at the start of the works is maintained throughout.
- Treat your home and belongings with care and respect.

Care of the customer

- Treat customers with courtesy and respect at all times.
- Not endanger the health and safety of themselves, other employees, customers or visitors.
- Keep safe all materials and equipment used.
- Reconnect and test services as appropriate such as water, gas and electricity at the end of each working day.
- Not discriminate against customers for any reason (including race, colour, gender, age, disability or sexuality).
- Monitor your satisfaction of works carried out by our partner contractors.
- Maintain Customer confidentiality at all times.