

Working in your home service standard



You can expect all our staff and contractors to deliver high standards when working in your home. To do this we will aim to:

- ✓ Provide fully trained staff to ensure work is carried out as quickly as possible, safely, and to a high standard.
- ✓ Carry out Criminal Records Bureau (CRB) checks for our workforce as part of our recruitment process.
- ✓ Offer you an appointment where possible, and keep all appointments we make with you.
- ✓ Introduce ourselves and show you our identification before entering your home.
- ✓ Explain what work will be carried out and how long it is likely to take.
- ✓ Leave a calling card if you are not at home with a phone number for you to call us and re-arrange the work.
- ✓ Carry cards to help identify different languages and ensure access to a translator or assistance with sign language as required.
- ✓ Treat your home with respect, leaving it clean and tidy after completing work and taking action if we fail to do so.
- ✓ Ensure that your home is secure whilst work is being carried out and that our materials and tools do not cause a danger.
- ✓ Drive and park with care at all times.
- ✓ Our staff and contractors will not
 - play music whilst working in your home
 - smoke inside or outside your home
 - use your telephone unless you give us clear permission to do so
 - drink alcohol whilst working in your home
 - use foul language, lewd behaviour, or make offensive remarks.
 - enter your home if only a child is present. A further appointment will be made.
 - move any of your possessions without your permission.
 - use any of your utilities or possessions, such as electricity, gas, water, tea, coffee without your permission.

Refurbishment programme carried out
Merlin Housing Society
Merlin Works freephone 0800 953 034
Working in partnership with:



Building 2
Riverside Court
Bowling Hill
Chipping Sodbury
BS37 6JX

www.merlinhs.co.uk

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.