

## Customer Care Policy

Our primary objective is to effectively and efficiently address the needs of our valued customers, always striving to provide a service that is fair and courteous. We firmly believe that it's not just about delivering a service, but also about how it is delivered.

In order to meet our customers' needs, we have implemented the following strategies:

- Ensuring that our service is both efficient and friendly, guaranteeing a positive experience for all.
- Appointing a Resident Liaison Officer who serves as a dedicated point of contact for our customers.
- Utilising various and appropriate communication methods to keep our customers informed and engaged at every stage of the process.
- Making it easy to identify our staff and subcontractors by providing them with branded personal protective equipment (PPE) and identification badges. Additionally, all staff members undergo enhanced DBS checks for added peace of mind.
- Offering availability of our customer care team during office hours to provide advice, information, and support over the phone.
- Operating a Customer Care Line outside of office hours to promptly handle any emergencies or incidents that may arise.
- Addressing any questions or concerns related to health and safety matters.
- Recognising and respecting the unique needs of each customer.
- Demonstrating flexibility and adaptability to cater to the requirements of vulnerable customers.
- Treating all customers fairly, with respect and sensitivity. We strive to provide information, advice, and support services that align with our customers' expectations.
- Handling requests and inquiries with accuracy, promptness, and efficiency.
- Demonstrating our dedication to upholding our Equality, Diversity and Inclusion Policy
- Exhibiting our commitment to maintaining our Environmental Policy
- Safeguarding customer information by securely storing it in accordance with GDPR regulations
- Exerting every effort to address customer enquiries, and if necessary, directing them to the appropriate individual or organisation
- Providing an explanation or devising an action plan when customer requests cannot be fulfilled
- Ensuring the appointment of qualified staff members who have the opportunity to enhance their expertise and skills through additional customer care and safeguarding training
- Establishing benchmarks for accuracy and efficiency while consistently monitoring our performance
- Conducting regular assessments of our services to ensure exceptional quality, excellent customer care, and value for money
- Encouraging customer feedback regarding our services, as well as suggestions for improvement and advancement
- Striving to guarantee complete satisfaction for all our valued customers
- Providing a resident information pack that includes information relating to the project and our Complaints Policy



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We are committed to delivering exceptional service that not only meets but exceeds our customers' expectations. With our customer-centric approach, we aim to establish lasting relationships built on trust and satisfaction.

Signed:

A handwritten signature in black ink, appearing to read 'Charlie Brown', with a fluid, cursive style.

Charlie Brown  
Managing Director

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