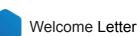# AaronServices
Part of the Sureserve Group

Customer Journey
Internal Works

Pre-Start

We're Aaron Services Pleased to meet you!

Meet the Contractor Event
Learning about you!
Discuss heating works, location and concerns about potential damage
Meet your dedicated RLO
How we will minimise disruption
Your safety and security
Customer's Handbook

I'm excited about ASL coming and want to know more

Customers and Leaseholders

AaronServices
Part of the Sureserve Group

Profiling, Point of Entry Risk Assessments on PDA, tailoring delivery plans to vulnerable/ varying needs

Bespoke & accessible communication to suit customers preferred methods - clear & jargon free!

RLO will discuss bespoke Handbook & answer queries. We provide boxes & assistance moving furniture & belongings from the works area

I'm looking forward to work beginning. ASL have allayed my concerns and I know what's going to happen

Meet at Community fun days & events

We will confirm the start date and full scope of works to your property

During Works

Courtesy Visit to ensure resident is comfortable & satisfied with the proposed works, design and timescales

Customer Red Book

- Contact details
- Feedback forms
- Daily checklists
- Attendance sheet
- Home protection check

I'm pleased with the proposals for my heating works and delivery method. I'm confident ASL understand my concerns. I feel safe, secure and in control

Delivery of Customer Red Book and daily visits from your dedicated RLO and Supervisor

Coffee Morning!

Customer & Community Engagement!

After Works

Stage Inspections & Quality Control Checks including Customer Scrutiny

Joint Inspection and Property Handover

Your RLO will provide a handover pack demonstrating the use and care of products and services

Works Certification Feedback review

Handyman Aftercare Service

I'm delighted with the work and proud of my home. I'd love to have ASL back!

ASL leave a lasting legacy in your community

January