



# Code of Conduct for occupied properties

A guide for residents to the standards  
you can expect from our operatives  
working in your home



## Code of Conduct for occupied properties

All our operatives are given a copy of the Code of Conduct, which explains the standards, behaviour and actions that are expected of them. They are expected to read, understand and acknowledge the information before carrying out any work for our clients.

The information in this leaflet explains the standards, behaviour and actions you, and the contractor, should follow whilst work is being undertaken in your home.



## Our staff and operatives will:

- Always show you our photographic identification cards
- Treat all our customers fairly, honestly and with respect; tailoring our service to meet each customer's needs
- Communicate in formats accessible to you, if you require an alternative format (i.e., translation or large font) please let us know
- Act in a professional way and be polite, helpful, and friendly at all times
- Not smoke, play radios, eat, or drink within your home
- Not use welfare facilities without permission
- Observe all Health, Safety and Security policies, procedures, and risk assessments at all times
- Explain what we're doing and where- keeping you informed at every stage of the process
- Organise mutually convenient appointments
- Take care to protect your belongings, furnishing and floor coverings from damage
- Make good any areas affected by our works, cleaning up any mess we make
- Get it right first time and, if not, take and communicate actions straight away to put the issue right
- Respond and deal with any enquiries promptly
- Be open and honest and explain our decisions
- Have a well-trained workforce with the skills and knowledge to do the job
- Ask for your views and listen to what you have to say, shaping the way we work
- Keep our promises

## We ask you to:

- Keep the appointments we make with you
- Give us as much notice as possible if you're unable to keep an appointment
- Inform us if you are isolating or have any COVID-19 symptoms
- Always check our identification cards
- Treat our team politely and with respect
- Be ready for us by moving your furniture and possessions from expected work areas before we attend. If you need help with this, please let us know before our appointment
- Advise our staff if there are hazardous materials or substances in an area they may work, so that they can avoid (i.e. sharp equipment, needles, etc)
- Make sure someone over 18 is present throughout the work
- Keep away from our tools, equipment, or materials
- Not leave children and pets unsupervised while we're there, keeping them away from our operatives, their tools, and the work area
- Not smoke within your property whilst our staff are present
- Help us to improve by giving us your feedback views and suggestions

## Contact us

If you have any queries please contact us:

Tel 020 8269 4500

Email [services@ktheating.co.uk](mailto:services@ktheating.co.uk)

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