
CLYDE VALLEY GROUP

Customer Care and Service Standards Policy

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1. Introduction

- 1.1 The Clyde Valley Group is committed to exceptional service delivery that is customer focused. The achievement of our vision and values relies on us ensuring that we are obsessed with our customers and work in an environment where we continually seek feedback, seek to improve and seek new and innovative ways of delivering our services.
- 1.2 This policy formalises our commitment to providing exceptional levels of customer service. As well as formalising this commitment, the policy also outlines our Service Standards against which we can measure our performance in relation to direct customer care and it helps us to continuously improve.

2. Clyde Valley Group – Customer Service Principles

- 2.1 In order to achieve the aim of being a customer service pioneer in our industry and beyond, the Clyde Valley Group has adopted the following customer service principles:
- **Number 10: Focus** – the customer should always be the number one focus. All decisions, services, and products should be based upon satisfying the needs and expectations of our customer.
 - **Number 9: Take Action** – The best laid plans will never come to life, without action. If we are going to talk-the-talk, then we must walk-the-walk. If we fail to deliver outstanding service, customers and employees lose faith and trust in us.
 - **Number 8: Create Happy Employees** – Our employees' beliefs, attitudes and behaviours determine the quality of the customer service provided. The quality of customer service will never exceed the quality of the people who provide it. Happy employees create happy customers.
 - **Number 7: Develop Employees** – We will teach our employees how to serve our customers, equip them to serve, and then empower them to serve with excellence.
 - **Number 6: Establish Relationships** – Customer loyalty is achieved by having a relationship with our customers. Relationships are built upon trust, respect, communication, and interaction. Every customer interaction is an opportunity to further enhance communication and improve trust. We will make every customer feel important.
 - **Number 5: Measure Performance** – If you can't measure it, you can't manage it. Measuring customer satisfaction in a succinct and achievable way, customer feedback, and employee adherence to customer service standards is paramount in delivering exceptional customer service with any degree of consistency. We will always inspect what we expect.
 - **Number 4: Build Team Unity** - To achieve optimal success everyone must be on the same page, striving for the same goal, aspiring to the same vision, and functioning as a team. Teamwork will always produce greater results, than individuals working alone.
 - **Number 3: Formulate a Plan** – We will ensure that we have well defined customer service standards and these are driven by our overall Corporate Strategy, visions and ambitions.

- **Number 2: Commit to Excellence** – Customer service is the number one differentiator today - serving with excellence is a choice, and this will be our choice.
- **Number 1: Belief** – Believe in the power of customer service. Believe in the relationship between the customer and the success of our business, as well as the job satisfaction of our people. Believe that becoming customer-focused not only makes good business sense but it guarantees great performance.

3. Scope of Policy – Who Are Our Customers?

3.1 The Group uses a very broad definition of customer. This is essentially everyone with whom we interact or work with, and includes:

External Customers	Tenants
	Factored Homeowners
	Shared Owners
	Potential Tenants
	Homeless People
	Gypsies/Travellers
Internal Customers	Board
	Staff
Stakeholders	Partners
	Contractors
	Consultants
	Scottish Government
	Local Authorities
	Scottish Housing Regulator
	Other Agencies

3.2 The policy covers a broad range of subjects, for example:

- General enquiries about the services we provide.
- The behaviour of staff, Board members and contractors/agents acting on our behalf.
- The adequacy of our office facilities.
- How customers (or their representatives) feel we treat them during personal visits to the office.
- How customers (or their representatives) feel we treat them when making telephone enquiries to the office.
- How customers (or their representatives) feel we treat them when making written enquiries to the office.
- How customers (or their representatives) feel we treat them when visiting them in their own home.

4. Corporate Fit

4.1 The degree of compatibility of the Group's Customer Services Policy with other corporate policies, plans and strategies is as follows: -

- **Equalities and Diversity Policy** – in line with the ethos of equality of opportunity for all, the policy ensures all groups will receive the same high standard of customer care, irrespective of any protected characteristic.

- **Customer Engagement Strategy** - The policy is closely linked to Customer Engagement Strategy and ensures all customer feedback will be treated with respect and as far as possible acted upon. Our Service Standards have been developed in liaison with our staff, Customer Panel and the Tenants Information Service.
- **Complaints Policy** – It is essential that customers are aware of the route to take if they are dissatisfied with any aspect of our customer service and this policy carefully explains the procedure.
- **Access to Information Policy** – we are committed to publishing our targets and performance.
- **Risk Strategy** – this policy seeks to identify and improve on key areas of customer care enhancing customer loyalty and contributing to long-term viability.

5. Expected Outcomes

5.1 Through implementation of this policy, the Group hopes to benefit as follows: -

- Staff will demonstrate strong awareness of external **and** internal customers, and openly display a positive image, with a commitment to provide exceptional customer services,
- Areas for improvement will be identified and addressed,
- The Group will maintain strong relationships with internal and external customers and provide an appropriate level of service to meet requirements, developing partnerships and enhancing long-term relationships,
- That an active display of the above characteristics as a core aspect of the organisations culture, will in turn support business growth and success.

6. Informing and Involving Stakeholders

6.1 The Policy is approved by the Board and all employees are informed at team meetings of the policy's contents and where it can be accessed internally. Board Members are issued with the revised policy.

6.2 All staff members receive customer care training and also are expected to live up to our Code of Conduct and Behaviour Code for staff.

7. Service Standards

7.1 Clyde Valley aims to provide customers with a high quality service at all times. We set ourselves high standards and welcome feedback. Our Charter and Service Standards, at Appendix One outlines what customers can expect when they receive a service from us, no matter whether they work for us or we work for them.

7.2 Our aims are that we:

- Put our customers first by respecting their rights, needs and views.
- Treat our customers with dignity and respect.
- Find out what our customers want and respond to their wishes.
- Set standards in relation to customer care and monitor progress against these standards.
- Provide relevant, accurate and accessible information.
- Are open, honest and truthful at all times.
- Ensure equality in the relationship at all times.
- Ensure that the service we offer is simple, user friendly and available to everyone.
- Ensure that customer care is equally important to everyone working in the organisation.
- Ensure that our standards are evident and consistent throughout the organisation by every means of contact, phone, writing, e-mail, in person.
- Continually ask for feedback from our customers about all aspects of their dealings with our contractors and us.

8. **Measuring our Service Standards**

8.1 In order to assess our customer care performance and identify areas where we can improve, we have to be able to measure what is being achieved. We detail in our Service Standards however we will measure specific targets.

8.2 There are two main reasons for measuring standards of customer service:

- To let all customers, know how we are performing.
- To identify areas where we may be falling short and take action to remedy these.

8.3 The Groups gives all of its customers an absolute undertaking that it will accurately assess all of the information gathered and include true details on performance in a newsletter/annual report on an annual basis, and will also advise where any resultant changes or improvements will be made and are linked to customer views.

CLYDE VALLEY GROUP

1. Customer Charter

1.1 If you **phone** our office, we will:

Standard	How It Will Be Measured
Always answer your call promptly, politely and efficiently, and within 6 rings.	Ad-hoc mystery shopping. Complaints monitoring. Customer Panel
Tell you who you are speaking to.	
Provide the opportunity for you to speak to someone or leave a voice mail message.	
Get back to you by the next working day if you leave a message.	
Respect and treat your personal details confidentially.	
Provide an answer phone service when the office is closed.	

2. If you **write or e-mail** us we will:

Standard	How It Will Be Measured
Acknowledge your letter/e-mail within 1 working day.	Ad-hoc mystery shopping. Complaints monitoring. Customer Panel
Reply to your letter within the targets set out in our service standards.	
Answer your letter in an open friendly style using easily understood language.	

3. If you **visit our office**, we will:

Standard	How It Will Be Measured
Ensure a member of staff is available to see you on arrival.	Ad-hoc mystery shopping. Complaints monitoring. Customer Panel
Provide private interview rooms, if required.	
Provide a clean, tidy, seated reception area with relevant and up-to-date information.	
Not keep you waiting longer than 10 minutes if you have an appointment.	
If the person you wish to see is not available, we will schedule an appointment for you, or arrange for another member of staff to meet with you.	
Wear our name badges.	

4. If we **visit your home**, we will:

Standard	How It Will Be Measured
Show you our identification immediately.	Ad-hoc mystery shopping. Complaints monitoring. Customer Panel
Respect your home and your privacy.	
Contact you as soon as possible if we have to reschedule your appointment.	

5. If we **get it wrong**, we will:

Standard	How It Will Be Measured
Apologise.	Complaints monitoring.
Aim to put it right as soon as possible.	Complaints monitoring.
Keep you informed at all times.	Complaints monitoring. You Said, We Did Reporting
Learn from our mistakes so they don't happen again.	Ad-hoc mystery shopping. Complaints monitoring. Customer Panel

6. **Overall we will:**

Standard	How It Will Be Measured
Deliver our services in a friendly, welcoming manner, using professional staff.	Ad-hoc mystery shopping. You Said, We Did Reporting Customer Panel
Always identify ourselves.	
Treat you with courtesy and respect.	
Treat all customers fairly, equally and without discrimination.	
Aim to resolve your enquiry at first point of contact.	
Learn from you and your feedback.	
Provide you with an efficient Complaints Service	Complaints monitoring
Develop and continually review our Service Standards outlining our timescales and commitment to you.	Policy review.

7. **From our customers we need:**

Standard	How It Will Be Measured
To be treated with the same courtesy and respect.	Ad-hoc mystery shopping. Complaints monitoring. Customer Panel
Feedback, both constructive and positive.	

8. **Our Complaints Service Standard**

8.1 For **Clyde Valley Housing Association** - the complaints process is split into the following stages.

Stage One – Frontline Resolution

8.1 We aim to resolve complaints quickly (where possible when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong or immediate action to resolve the problem.

8.2 We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

8.3 If we cannot resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through Stage 2. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

You must normally ask us to consider your complaint at stage 2 either:

- Within six months of the event you want to complain about or finding out that you have reason to complain; or
- Within two months of receiving your stage 1 response (if this is later)

8.5 In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Stage Two – Investigation

8.6 Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead..

8.7 When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation) and
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

8.8 If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

8.9 What if customer is still dissatisfied?

8.10 After we have fully investigated and given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

8.11 The can only ask the SPSO to look at your complaint if:

- You have gone all the way through CVHA's complaints handling procedure
- It is less than 12 months after you became aware of the matter you want to complain about; and
- The matter has not been (and is not being) considered in court.

9. **For Clyde Valley Property Services – the complaints process is split into the following stages:**

Stage One – Frontline Resolution

9.1 We aim to resolve complaints quickly (where possible when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong or immediate action to resolve the problem.

9.2 We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

9.3 If we cannot resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through Stage 2. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

You must normally ask us to consider your complaint at stage 2 either:

- Within six months of the event you want to complain about or finding out that you have reason to complain; or
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9.4 In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

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- acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation) and
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

9.7 What if customer is still dissatisfied?

9.8 If after receiving our final decision on their complaint, a customer remains dissatisfied with our decision or the way that we have handled their complaint, the relevant Housing Panel may be able to consider it.

9.9 For factored homeowners, the Housing and Property Chamber is there to try to resolve complaints and disputes between homeowners and property factors. If a customer complaint is about a property factoring service provided by us, and they are still dissatisfied after our investigation stage, they may be able to complain to the Housing and Property Chamber.

9.10 For private tenants, the Housing and Property Chamber can help tenants and landlords resolve their differences. If a customer complaint is about a landlord service provided by us, and they are still dissatisfied after our investigation stage, they may be able to complain to the Housing and Property Chamber.

10. **Our Repairs Service Standard**

10.1 We have set standards for the maximum time you should have to wait for a repair. In addition each year Clyde Valley will also carry out a Gas Safety Inspection to your property.

Emergency Repairs

10.2 Emergency repairs are those needed to make safe or repair any defect that may cause, or deteriorate quickly into, a serious health & safety risk or cause significant damage to the property.

Target response time: attendance within 4 hours

<p>The types of repairs that should be reported as emergencies include:</p> <ul style="list-style-type: none"> Burst pipes Faulty cooker control unit Blocked flue to open fire or boiler Loss or partial loss of gas supply Unsafe power or lighting socket or electrical fitting Choked toilet or not flushing (1 toilet in house) No lighting or power, heating or water. Unsecured external door Broken windows Blocked or leaking foul drains or soil stacks Any health and safety related issue
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10.3 Urgent Repairs

Urgent repairs are those which are required to repair any defect that significantly detract from the tenant's use of the property and which would cause rapid deterioration if not attended to.

Target response time: 3 working days.

The types of repairs that should be reported as urgent include: Repairs to mechanical extractor fan Blocked sink, bath or basin No hot water Loose or detached banister or handrail Partial loss of electrical or water supply Choked toilet or not flushing (2 toilets in house) Leaks from water or heating pipes, tanks or cisterns Unsafe timber flooring or stair treads Door Entry repairs

10.4 Routine Repairs

Routine repairs are any repairs identified as a response repair and which cannot be delayed until a future planned/cyclical maintenance performance.

10.5 Target response time: 10 working days.

10.6 The types of repairs that should be reported as routine includes all repairs not included in the Emergency and Urgent categories.

For new homes that are under a year old, the following standards will apply:

11. **Our Equalities and Diversity Standards**

11.1 Clyde Valley Group is committed to eliminating discrimination and building equality considerations into all our functions. We aim to ensure that its policies, procedures and practices do not result in any individual or group receiving less favourable treatment.

11.2 We have a detailed Equalities & Diversity Policy and put our commitment to equality and diversity into practice in a number of ways.

11.3 **If you apply to live in one of our properties or you are already one of our residents or you apply for our services, we will:**

- Ensure that everybody feels they are playing an important part in the organisation's business.
- Ensure that our offices are accessible to all.
- Provide the information you need, in ways that you find easy to understand and access.
- Take into account any particular needs you have when we let you one of our properties and when you have become one of our customers.
- Take prompt and effective action if you face harassment where you live.

- Only work with contractors and other agencies that share our commitment to be fair to all.

11.4 If you apply to work with us or are already a member of staff, we will:

- Endeavour to ensure that no employee or job applicant is discriminated against, either directly or indirectly, on the grounds of any protected characteristic. This commitment applies to all the aspects of employment.
- Make every endeavour to ensure working arrangements should be as flexible as practicable to take account of people's responsibilities for dependants and/or their personal circumstances.
- Provide training and other opportunities to help you develop your skills.
- Make sure you have the necessary equipment to do your job effectively.
- Take prompt and effective action if you face harassment at work.

12. Clyde Valley will actively seek information about issues, needs and trends within the community by:

- Identifying gaps in knowledge about services & communities of interest.
- Using a variety of methods to consult and inform tenants depending on the specifics of the issue(s) at hand.
- Ensuring consistency of provision and approach across the Association's operations.

12.1 Clyde Valley will work in partnership with appropriate charities and other organisations to meet requests for special needs housing.

13. Our Housing Application and Allocations Standards

13.1 We have a dedicated Allocations Team who are responsible for processing our housing applications, managing letting enquiries and letting our properties to agreed targets.

13.2 We aim to assess your housing needs accurately and give you help and advice on what is available in your area (s) of choice.

13.3 If you apply for a house with Clyde Valley, we will:

- Offer help and assistance to complete your Housing application.
- Give honest, realistic advice on housing demand and supply in your area of choice
- Offer a Housing Option interview on request.
- Process and review change of circumstances to your application, in line with mutually agreed timescales with our Home finder partners.
- We will measure these standards through quarterly performance monitoring.

13.4 When you are being considered for a tenancy, we will:

- Visit you at home, to ensure we have a full and accurate assessment of your housing needs.
- Provide pre-tenancy help and advice on housing costs and obligations
- Arrange referrals to our in-house Income Maximisation Officers, if you need benefit advice.
- Carry out an assisted viewing of the property you are being offered, if possible.

13.5 When you have accepted an offer of housing, we will:

- Arrange for you to collect your keys as soon as the property is ready for let.
- Arrange an appointment, in our office, for you to sign your tenancy agreement. If you cannot attend the office due to mobility problems, we will arrange an appointment at your home.
- We will issue a welcome pack and give you full and detailed information about your new home and your tenancy rights and responsibilities.
- We will ensure you have the names and direct telephone number of the Officers who have delegated responsibility for helping you to sustain your tenancy.

14. Our Rent collection and Income Management Standards

14.1 We have a dedicated Revenue Team. Their main responsibility is to ensure that the Association maximises rent collection, while ensuring customers have help and advice to enable them to claim the Benefits they are entitled to.

14.2 Our Revenue team will:

- Promote a range of payment options and encourage customer to choose an option that is convenient for them.
- Provide accurate information when you make an account enquiry and provide a breakdown of any arrears showing, on your request.
- Check rent accounts on a regular basis and ensure early intervention as soon as an account falls into arrears.
- Follow our procedures and send letters to advise our customers of arrears. We will also make every attempt to make personal contact. We will do this by visiting tenants at home, phoning and emailing them. Our aim is ensure customers engage as early as possible to prevent arrears escalation.
- Offer flexible appointments in our office or at your home.
- Refer you to our in-house Income Maximisation Officers who can offer expert help and advice.
- Assist you to make an on-line Housing Benefit and Universal Credit claim on the same day you sign for your new tenancy and if you require assistance during your tenancy.

- Refer you to external agencies, where we do not have the expertise to give you the help you need. For example to a Money Advice service when you need debt advice.
- Work with you to agree a realistic, achievable and acceptable re-payment arrangement when your account has fallen into arrears.
- Take your income and family circumstances into account when we agree an arrangement with you.
- If unavoidable and court action commences; we will arrange an appointment for you to speak to a senior member of staff. They will explain the process to you and make every attempt to work with you to prevent an eviction.

14.3 At all times we will treat our customers with respect and understanding in a confidential forum and do our best to ensure that arrears are managed effectively by early and targeted action. We will listen to you and encourage you to seek assistance as early as possible.

15. Our Tenancy Management Standards

15.1 We have a team of Sustainment Officers who are responsible for helping our customers sustain their tenancies and managing our estates.

15.2 Managing your environment

We will:

- Encourage customer ownership and a sense of community by supporting tenants to fulfil their tenancy obligations.
- Endeavour to manage our estates to a high standard and to encourage residents to be proud of their local environment.
- Regularly inspect gardens, stairs and common areas and take appropriate action against tenants who are not keeping these areas to an acceptable standard.
- Also carry out regular estate inspections, involving both planned inspections (every three months) and responsive inspections (as required). Inspections will include the following:
 - House visits (including settling in visits) – reminding tenants of obligations and being alert for signs of deterioration;
 - Gardens;
 - Common closes, back courts and bin stores;
 - Landscape maintenance
 - Common areas;
 - Vandalism (identifying, reporting, ordering remedial work, liaising with Police);
 - General estate environment;
 - Alterations (runways, TV aerials, etc. comply with the Association's conditions); and
 - Safety issues (possible hazards e.g. fencing, broken steps, paths etc).

- Where all other measures fail, we will take firm action against tenants whose behaviour damages the physical environment of our houses and the immediate surroundings.
- Work closely with all agencies that contribute towards a pleasant and comfortable environment, such as the Police and Environmental Health.
- Re-inforce good waste management behaviours by talking about this at the beginning of every tenancy and ensuring tenants are aware of their re-cycling duties, Local Authority 'special uplift' arrangements and local re-cycling sites available.

16. Anti-social Behaviour and harassment

16.1 Tenants are entitled to live in their home free from fear and disruption from others.

16.2 We will:

- Ensure all new tenants sign our 'Good Neighbour Agreement' at the beginning of their tenancy. This clearly states that we expect tenants to conduct their tenancy in a way that does not adversely affect their neighbours.
- Respond promptly to all complaints about breaches of tenancy conditions involving disruptive behaviour and harassment.
- Deal with all complaints of anti-social behaviour or harassment fairly and effectively and will regularly update the complainant of all action being taken.
- Work closely with all agencies that can provide advice, assistance and support in dealing with anti-social behaviour or harassment.
- Promote Mediation as a solution where complaints arise as a result of lifestyle clashes and there is no breach of tenancy.
- Take prompt action against tenants who breach their tenancy agreement. This action will initially be a warning letter or an interview with the tenant to discuss the issues. In the event of the tenant continuing to breach the agreement, the action will become more serious and may lead to legal action such as an ASBO or a Notice of Proceedings that could ultimately lead to eviction. Our Estate Management procedures contain full details of how we deal with breaches of the tenancy agreement in terms of Estate Management.

17. New Tenants

17.1 We will:

- Speak to new tenants about their needs and put measures in place to assist where necessary. For example, offering assistance to complete a Welfare fund application or considering offering assistance under our 'Starter Pack' discretionary fund, to provide basic new home essential items.

- Work closely with all new tenants to ensure that they are fully aware of their responsibilities under their tenancy agreement and how they should comply with them.
- Provide a Welcome Pack to all new tenants.
- Provide our new tenants with advice and assistance when they sign up for their new home. This will include advice on all statutory rights, such as the Right to Repair and the Right to Compensation for Improvements. As appropriate, we will also include advice on how to apply for a joint tenancy, assignation of a tenancy, succession to a tenancy etc. as well as an explanation of the rules that we will use to make such decisions. We will also give advice on how and when tenants should seek permissions, for example to renew doors, lay laminate flooring, erect a garden shed, take in a lodger, etc. All of this information will be discussed at our tenancy sign up and the new tenant will also be given a direct contact for their Tenancy Sustainment Officer, should they queries at a later stage.
- Carry out new tenancy visits to all new tenants within 6 – 8 weeks of the start date of their tenancy. During the visit we will ensure that the tenant is fully aware of their responsibilities under their tenancy agreement, including how much rent they should pay and how to get financial assistance with rent if appropriate.

18. Supporting Tenancies

18.1 We will:

- Make attempts to identify tenants with additional support needs at an early stage. We will try to do this at the start of a new tenancy. We will also make every attempt to be alert to signs that support needs have developed as a tenancy progresses.
- Record, with your permission, contact details of your support network. This could be professional support workers or family and friends who help you.
- Make active referrals to try and put support in place. This could be to professional agencies, charities or to voluntary agencies.
- Source local support services.

19. Our Contractors Service Standards

19.1 Clyde Valley is committed to providing our customers with an efficient and high quality service by working in partnership with our contractors. It is important that you know the standards of conduct expected of all our contractors.

19.2 This also applies to any of our staff who visit you in your property.

19.3 You can expect all people working for or on behalf of Clyde Valley to:

- Treat you courteously.
- Keep appointments. If they are unable to keep an appointment, they will contact you to arrange a new appointment.

- Wear identification badges.
- Carry out all work in a safe manner. Materials will be stored safely, scaffolding will be secured and any external ladders will be removed or planked overnight or when not in use.
- Contractors will adhere to Health & Safety Regulations and will ensure that Personal Protective Equipment is used where necessary. They must tell you of any hazards and advise you how to keep safe whilst they carry out the work.
- Clear away all debris, dust and rubbish from the works every day.
- Treat your possessions with respect. They will use suitable protection, such as dustsheets, where appropriate to protect items vulnerable to dirt, dust or other damage.
- Ensure that your home is secure at all times and if doors and windows have to be left open, they must tell you.

19.4 Individuals working for or on behalf of Clyde Valley will not:

- Smoke inside your home.
- Use your telephone without permission.
- Drink alcohol during working hours.
- Use foul language, lewd behaviour, racist or sexist remarks.
- Enter a home where only a child is present. If no other adult is present, they will not enter the premises, but seek a further appointment.
- Use, move or remove any of your possessions, without permission.

20. Nova Property Management Services Standards

20.1 As your factor, we will:

- Issue quarterly invoices in respect of factoring fees with a description of charges.
- Issue a quarterly Nova newsletter providing helpful, relevant information.
- Issue you with an annual statement of account detailing charges and payments.
- Provide a factoring agreement to new owners.
- Provide a Statement of Service to new owners, detailing our obligations as your factor.
- Provide you with information on planned maintenance and/or common works relating to your property or your Estate.
- Investigate issues/complaints in regards to landscape maintenance and /or repairs and keep you informed.
- Provide the opportunity for you to speak with someone or leave a voicemail message if you phone the office.
- Respond to your voicemail by the next working day.

- Aim to resolve your enquiry at first point of contact.
- Provide an answer phone service when the office is closed.
- Reply to your letter or email within the targets set out in our service standards.
- Ensure a member of staff is available to see you if you visit the office.
- Update the Nova website for your information.
- Deliver our services in a friendly, professional and welcoming manner.
- Consider value for money and new and innovative ways of working and engagement.