

contractors charter



Great Places values its customers and is committed to providing a high quality repairs service. Our Contractors Charter highlights how we aim to achieve this high level of service. A copy of this charter can be obtained from any of our offices or by contacting your neighbourhood co-ordinator.

our promise to you...

- all our contractors will behave in a professional and courteous manner
- contractors will treat you, your home and your belongings with respect
- contractors will take into account any special needs or requirements you have while carrying out the job
- all contractors (including contractors from our approved sub-contractors) will carry identification which will include their photograph and their name. We ask all tenants not to let people into their home without checking their identification first
- all contractors will be suitably qualified for the work that they undertake
- contractor will offer you an appointment for your repair. If a contractor is unavoidably delayed, they will make every effort to contact you, apologise for any inconvenience caused and if necessary, will make a new appointment
- contractors will only go into the parts of your home that they need to complete the repair
- sometimes, it may be necessary to move furniture or floor coverings to complete your repair. If an operative needs to do this, they will tell you first to give you the opportunity to move the items. If you would prefer the contractor to move them, they will take care but can't be responsible for any damage
- contractors will use dustsheets and will leave your home clean and tidy at the end of each working day
- before leaving your home, the contractor will tell you what they have done and if there is any work that remains to be done

Our vision: Strong, bright and real