

Working in our customers' homes – what's expected of you

Alliance Homes exists to create great places to live that our customers are proud to call home.

When you work on our behalf, you represent us in our customers' homes and our neighbourhoods.



How to behave

We expect all operatives to:

- Be professional, polite and respectful
- Be smart and clean in appearance
- Be friendly, helpful and understanding
- Respect customers, their homes, their belongings and their neighbours.

Unacceptable behaviour

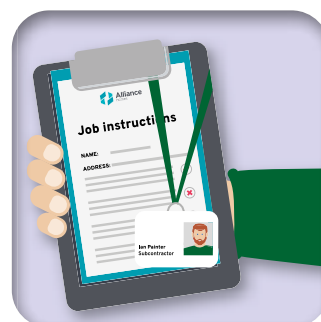
You **must not**:

- Be rude, aggressive, intimidating or disrespectful
- Use inappropriate language or jokes
- Play loud music or create unnecessary noise
- Be overly familiar or intrusive
- Speak negatively about Alliance Homes, your employer, or others
- Work under the influence of alcohol or drugs
- Work in a property without an adult present
- Smoke or vape in or near customers' homes
- Park on pavements or driveways without permission.

Identification and access

When attending a customer's home, you must:

- Wear your ID badge clearly at all times
- Where provided by Alliance, show proof that you have been instructed to carry out the work
- Use a password, if one has been arranged
- Encourage customers to contact Alliance Homes if they are unsure of your instruction.



Always ask permission before entering a home or garden.



While you're in the home

Please remember to:

- Explain what work you are doing
- Warn customers if work will be noisy, dusty or disruptive
- Protect furniture, carpets and belongings using dustsheets
- Keep the work area tidy and safe
- Use company mobile phones only (personal phones only in emergencies)
- Respect the customer's space at all times.

Politely refuse to carry out any additional work for customers as a favour.

Leaving the home

When work is finished or paused:

- Explain the work carried out and show the customer how to use any equipment installed
- Check the customer is satisfied
- Make sure the home is safe, secure and habitable
- Remove tools and materials where possible.

If there's a problem

- Make all reasonable attempts to gain access, including at least two telephone calls and out-carding; if access isn't possible, inform Alliance Homes
- If a visit must be cancelled, give notice and apologise
- If a situation feels unsafe or difficult, speak to your manager and the Alliance Homes Contract Manager
- If you spot any HHSRS or other property concerns, report them to the contract manager as soon as possible.



Safeguarding, vulnerability and respect



Safeguarding is about protecting people from abuse, neglect or harm.

If you see, hear or are told something that concerns you:

- Follow your organisation's safeguarding procedure
- Report it to the Alliance Homes Contract Manager as soon as possible
- Call 999 if someone is in immediate danger of serious harm

You do not need proof, concerns must still be reported.

Reasonable adjustments

Some customers may have:

- Physical or mental health needs
- Disabilities or communication needs
- Temporary vulnerabilities (illness, bereavement, trauma)

We expect you to:

- Be patient and respectful
- Allow extra time for a customer to respond to information or answer the door
- Use the customer's preferred communication method
- Raise any concerns or adjustments with the Contract Manager.

Bullying and harassment

Alliance Homes has zero tolerance of bullying or harassment.

This includes:

- Sexual harassment
- Racist, sexist or discriminatory behaviour
- Threatening or intimidating behaviour
- Offensive jokes, comments or gestures.

Any concerns, whether involving customers, colleagues or contractors, must be reported.

Complaints

Customers have the right to complain.

If a complaint involves your work:

- Cooperate fully with Alliance Homes
- Follow instructions from your manager and the Contract Manager.

