

1.0 INTRODUCTION AND PURPOSE OF POLICY

- 1.1 SBHA recognises that the time when improvements are being carried out in a Tenant's home can be very disruptive and stressful for the occupants. The overwhelming majority of work carried out by SBHA is done with Tenants staying in their homes, and very few Tenants are decanted to allow such work to proceed.
- 1.2 In light of this, SBHA strives to carry out the works with as little disruption to Tenants as possible. The principal mechanism for achieving this is this Customer Care Policy for SBHA Contractors.

2.0 KEY PRINCIPLES

- 2.1 The key areas on which the Contractor's performance is judged are as follows;
- Notification of work to be carried out and timescales for completion;
 - Level of disruption;
 - Participation in consultation with Tenants when required;
 - Provision of high quality service and advice to Tenants;
 - Provision of temporary services;
 - Attending to defects promptly and with consideration;
 - Full compliance with Health and Safety;
 - Dealing with accidental damage promptly and with consideration.
- 2.2 **Notification of Work Content and Timescales** - The Contractor must give Tenants the required notice of works commencing, a full understanding of how the work will be carried out, adequate notice of any changes or delays, and the anticipated date for completion.
- 2.3 **Level of disruption** - The Contractor must advise Tenants, in writing, of the level of disruption to be expected and the steps they will take to minimise this.
- 2.4 **Consultation with Tenants** - The Tenants will be consulted on the work to be done in their homes, and they will be offered choices of finishes from agreed ranges and layouts where possible.
- 2.5 **Provision of high quality advice** - Tenants will be provided with high from start to finish.
- Advice and user friendly information will be provided for all new or replaced installations.
- 2.6 **Provision of temporary services** - Tenants must have all necessary services restored at the end of each working day, for example although not exhaustive;
- Kitchen requires running water and temporary work surface;
 - Bathroom requires WC connection and running water;
 - Temporary heating supplied

- 2.7 **Attending to defects promptly and with consideration** - Contractors will provide excellent and prompt responses to defects within agreed time limits.
- 2.8 **Full compliance with Health and Safety** - The works will be carried out in accordance with all current legal requirements and regulations.
- 2.9 **Dealing with Accidental Damage promptly and with consideration** - The Contractor will be required to recompense the Tenants for any damage caused due to Contractor negligence.
- SBHA will be informed of all Accidental Damage and will assess the appropriateness of the level of recompense if required.
 - Tenants have the right to inform SBHA if they are not satisfied with the Contractor's response.

3.0 IMPLEMENTATION

- 3.1 The Customer Care Policy for SBHA Contractors will be implemented using the detailed Information Pack produced in agreement with the Scottish Borders Tenants Organisation.

4.0 SBHA ACTIONS

- 4.1 The works will be regularly monitored by SBHA and should Contractors continue to fail the required standards, a recommendation of suspension from the Borders Regional Procurement Framework supplier list will be made for a minimum period of six months. At the end of this time, the issues that prompted the suspension will be reviewed, and if they have been addressed, the suspension will be lifted. If the issues remain, then the Contractor will continue to be suspended until it is evidenced by the Contractor that the issues have been dealt with thoroughly and to the satisfaction of SBHA.

5.0 REVIEW AND MONITORING

- 5.1 **Review and Monitoring** - The Customer Care Policy for SBHA Contractors will be reviewed every two years. This will be undertaken in conjunction with the Scottish Borders Tenants Organisation.

6.0 COMPLAINTS

- 6.1 If Tenants are not satisfied with the service received they have a right to complain through SBHA's Complaints Procedure.