



Hardyman&Co.

Our Commitment to You

Working in Your Home

At Hardyman & Co., we understand that having work carried out in or around your home can be disruptive. We want you to feel informed, respected and comfortable while our team is working with you.

When working in your home, we will:

- **Introduce ourselves and show identification** – Our operatives will identify themselves when they arrive and show their Hardyman identification. If you are unsure who somebody is, please ask to see their ID before allowing them into your home.
- **Keep you informed** – We will explain the work we are carrying out and keep you informed of progress. If there is a change that may affect you, we will aim to let you know as soon as possible.
- **Treat you and your home with respect** – We will be polite and courteous, respect your privacy and belongings, and only enter areas of your home that are necessary for the work being undertaken.
- **Work safely and responsibly** – We will work in a safe and considerate manner and take reasonable steps to minimise disruption while the work is taking place.
- **Keep our working area tidy** – We will manage our work area responsibly and leave it safe and tidy at the end of the working day.
- **Listen to you** – If you have a question or concern about the work, please speak to a member of our team. We want residents to feel comfortable raising concerns and will work with you to resolve any issues.
- **Respect your individual needs** – We recognise that every resident and household is different. Where you have communication, accessibility or other needs that may affect how we carry out the work, please let us or your Local Authority/Housing Association know so that appropriate arrangements can be considered.

If you have a concern

If there is anything you are unhappy with during the works, please tell us. You can speak to your Hardyman contact or contact our office on **01564 772250** or **info@hardyman.co.uk**.

We value your feedback and want your experience of having Hardyman working in your home to be a positive one.