

Code of Conduct

West Kent is committed to providing our customers with an efficient and high quality service. It is important that you know the standards of conduct expected of all our staff and contractors.

You can expect anyone working for, or on behalf of West Kent to:

- Greet you appropriately, being polite and courteous at all times, responding in a positive manner.
- Wear a name badge and carry an identity card.
- Deliver on their promises.
- Give a 'right person, right answer, first time' response whenever possible.
- Resolve issues without the need for the formal complaints process.
- Use our customer relationship management system to record customer transactions.
- Handle complaints according to our Complaints Policy and Complaints Procedure.

When providing a service in your home anyone working for or on behalf of West Kent will:

- Follow our working safely procedures.
- Drive and park courteously.
- Introduce themselves to you and show you identification.
- Explain the purpose of their visit and any work they are going to do.

They will not:

- Use radios, CD/cassette players, mobile devices for non-work purposes.
- Smoke.
- Use your telephone without permission.
- 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.

In addition, when working in your home our iNHomes team and partnering contractors will:

- Carry out all work in a safe manner, including storing materials safely; securing scaffolding and removing or planking any external ladders overnight or when not in use.
- Tell you of any hazards and advise you how to keep safe while they carry out the work.
- Clear away all debris, dust and rubbish from the works every day.
- Treat your possessions with respect. Use suitable protection, such as dust sheets where appropriate to protect items vulnerable to dirt, dust or other damage.
- Ensure your home is secure at all times and tell you if they have to leave doors and windows open.
- Only use, move or remove any of your possessions with your permission.

A copy of the full code of conduct for board members, staff, partnering contractors, and involved residents is available on request.