



Respect Standard

Criteria	How We Will Know
1. Carry identification cards at all times and show to customer when introducing oneself	Customer Feedback
2. Clear friendly introduction at door	Customer feedback
3. Carry paperwork authorising, verifying repair/activity	Customer feedback.
4. If you feel there any special needs or requirements that need addressing check this out with the customer or seek advice from elsewhere	Customer feedback Not sure this will measure – first we need to know, then we must tell repairs staff. I would also change to vulnerability as opposed to special needs
5. Wear appropriate clothing	Customer Feedback and monitoring health and safety incidents and site visits
6. Explain how long the work will take and which rooms it will affect	Customer feedback
7. Check the proposed work agrees with the customers expectations	Customer feedback and monitoring right first time! Introducing repair receipt would be good
8. Ask if materials and tools can be left in a particular place	Customer feedback
9. Treat the customers home with respect	Customer feedback
10. Tidy up when leaving	Customer feedback
11. Feedback to the organisation on any issues, needs or requirements that were not made clear	Monitoring and future delivery, complaints - patterns