



# Our Standards for Working in Your Home

If you would like this guide to be translated into another language or provided in an easier-to-read format, please speak to your Community Housing Manager or Service Manager.

You can also contact:

01772 667002 (England)  
0131 657 0600 (Scotland)

**#BecauseCommunityMatters**



**At Places for People,  
we recognise that  
your home is  
a personal and  
private space.**



**We are committed to ensuring all work carried out in your home is done with respect, quality, and care.**

To make sure every visit runs smoothly, **all our operatives follow ‘Our Standards for Working in Your Home.’** This helps us provide a safe, professional, and respectful service whenever we or one of our contractors visit your home.

These are a set of rules and guidelines that makes sure every visit is carried out with care and consideration, so you feel respected, valued, and safe. **We’re focused on delivering a service that meets your needs and supports your comfort and peace of mind.**





## What we will do

We want you to feel as comfortable and respected as possible while we carry out work in your home.

### Here's what we promise to do:

- **Let you know we're coming**  
We'll call before we arrive to confirm the visit and explain the reason for it, so you feel prepared and reassured.
- **Be easy to recognise**  
We will always introduce ourselves, show photo ID, and wear clean, professional workwear.
- **If no one answers the door**  
We'll wait a short time and try to call you if that's one of your preferred contact methods. If we still can't reach you, we'll leave a card with the date, time, and reason for our visit, plus details on how to rebook.
- **Keep to the schedule**  
We will attend as scheduled and will notify you promptly of any delays or changes.
- **Park respectfully**  
We'll park safely and considerately, keeping driveways, footpaths, and access routes clear. If we need to park closer to your home, we'll ask first and explain why.
- **Come prepared**  
We'll arrive with the right tools and materials to complete the job wherever possible. If we need to return with additional parts, we'll explain why and arrange a follow-up visit as soon as the required parts are available.



- **Keep you safe when essential utilities are affected**

We'll always aim to maintain access to essential facilities. If a utility needs to be disconnected for safety reasons, we'll explain what's happening and make sure your home is safe before we leave.

If it isn't safe to reconnect a utility straight away, we'll assess the work needed and schedule it based on priority. A follow-up visit will be arranged as soon as possible.

- **Respect your home**

We'll treat your home with care — using dust sheets, protective covers, shoe covers and keeping the area tidy.

Once we finish, we'll clear away all materials and leave your home clean, safe, and hazard-free.

- **Work safely and professionally**

Your safety and ours is always the priority. We follow all health and safety guidelines to complete every task responsibly.



- **Respect your privacy**

We'll only enter the areas of your home we need to work in and will always ask before accessing any other space. Any personal information you share will be handled with care and kept confidential.

- **Listen and keep you informed**

We'll take time to answer your questions, explain what we're doing, and let you know if any follow-up work is needed. Your voice matters — we're here to make sure you feel heard, supported, and informed every step of the way.

- **Aim for excellence**

We always aim to get it right the first time, delivering high-quality work that meets your expectations. If more than one visit is needed, we'll keep you updated and make sure you know what to expect.

# Respecting and supporting your individual needs

We know our Customers are all different, with a wide range of backgrounds, experiences, and needs.

Our **Customer Inclusion Charter** is our promise to make sure our services are inclusive for everyone — so every Customer feels represented, respected, safe, and supported in their home.

You can find out more about our Customer Inclusion Charter by visiting:

[www.placesforpeople.co.uk/accessibility](http://www.placesforpeople.co.uk/accessibility)

## Respect religious and cultural requests

We will always respect, and wherever possible, follow any requests related to religious or cultural beliefs you share with us. We'll honour these requests as long as they don't affect health and safety.

Respecting your values is an important part of how we provide a thoughtful and inclusive service.

## Supporting Customers with vulnerabilities

We know life isn't always straightforward. That's why we're especially mindful when working with Customers who may need extra support — including older adults, Customers living with disabilities or mental health conditions, or anyone going through a difficult time.

We will always be patient, respectful, and clear in our communication, avoiding jargon and making sure you feel safe and informed throughout our visit. If we think you might benefit from more help, we'll connect you with the right support — because your wellbeing matters to us.

If you'd like someone to speak on your behalf, you can choose an advocate such as a family member, support worker, or trusted contact. We'll work with them to make sure your voice is heard and your needs are met.

If we ever have concerns about your welfare, we have a duty to raise this as a safeguarding concern. We'll act quickly and take the right steps to help keep you and others in your home safe.



We expect all our People and Contractors to act with professionalism, courtesy, and respect always. There is zero tolerance for discrimination, harassment, or inappropriate behaviour of any kind. Everyone deserves to feel safe, respected, and valued.



## We won't:

- Smoke, vape, eat, or bring pets into your home or the surrounding area.
- Use your toilet, bathroom, or household utilities without your permission.
- Make or take personal calls, use headphones, or play loud music while in your home.
- Share personal contact details, connect with you on social media, or agree to carry out private work.
- Express personal views on politics, religion or sexuality.
- Enter or work in your home if the only person present is under 18 years of age.
- Criticise previous work or speak negatively about Places for People. If there are concerns, we'll raise them internally rather than cause worry or confusion.



## If something else comes up

If, while we're visiting your home, you mention something that's not part of the work we're there to do, we'll make sure it reaches the right Colleague who can help, whether that's supporting you to raise a new repair, pointing you towards the right service, or helping you get the advice or information you need.

## Customer feedback

We encourage our Customers to share their experiences with us as it helps us continuously improve our services.

If you feel an operative has not met the standards expected, please contact our Customer Contact Centre or submit a formal complaint.

### England

**01772 667002**

Open Monday to Friday, 8am–6pm  
(excluding Bank Holidays)

**CSC.General@placesforpeople.co.uk**

### Scotland

**0131 657 0600**

Open Monday to Thursday, 9am–5pm, and Friday,  
9am–4pm (excluding Bank Holidays)

**PFPSCustomer@placesforpeople.co.uk**

If you need to report an emergency repair, please call us immediately on **01772 667002** (England) or **0131 657 0600** (Scotland). The line is open 24 hours a day, 365 days a year.