

MAGNA HOUSING LTD

THE MAGNA WAY – VISITING CUSTOMERS AT HOME

1. Introduction

- 1.1 We are fully committed to providing the best possible repairs service. We know it is one of the services most valued by our customers. This is the Magna Way for visiting customers at home.
- 1.2 This procedure sets out what is required when carrying out repairs and maintenance tasks in our customer's home.
- 1.3 This procedure should be read in conjunction with the 'Home Alone Guidance'.

2. Before we arrive.

- 2.1 Make sure you accept the job on your IPAD, so the customer gets a text when you are on your way.
- 2.2 For contractors, never turn up unannounced make sure the customer knows you are coming and why.
- 2.3 Be aware of shared information about customers' personal circumstances, such as mobility or hearing difficulties – make allowances for these.

3. Arriving at our customer's home

- 3.1 Arrive on time.
- 3.2 Turn up clean and tidy, that goes for your van too.
- 3.3 Park considerably and responsibly.
- 3.4 Greet the customer by name, and ensure you show your Magna ID.
- 3.5 For contractors, make it clear you are on Magna Business.

- 3.6 Explain what you are there to do.
- 3.7 Wipe your feet and make sure you have protective footwear or overshoes in case you need them.

4. During your visit

- 4.1 Ask the customer to explain the problem to you and show you where it is.
- 4.2 Explain what you are going to do and let the customer know how long it might take.
- 4.3 Clarify what rooms you'll need access to and make sure carpets and furniture are protected.
- 4.4 Ask the customer before you move anything or touch any of their belongings.
- 4.5 Check that children and pets are out of the area you're working in and make sure there's an adult there throughout the visit.
- 4.6 Keep disruption to services to a minimum – if you need to turn off gas, water, or electricity, explain what you're doing and when you think it'll be back on. Always make sure it is reconnected at the end of the day.
- 4.7 Keep homes and any communal areas always secure, don't prop open communal or fire doors.
- 4.8 If you see any signs of Damp and Mould, this should be discussed with the customer and an appointment should be arranged via your scheduler for a Damp and Mould Inspection.
- 4.9 If you are concerned for the welfare of a customer, child or any one you see in the property during your visit should be escalated as a safeguarding referral via our device.
- 4.10 If you have any concerns regarding tenancy fraud, this should be escalated to the Housing Officer for the area.

5. When you have finished the work.

- 5.1 Explain what you've done and check the customer is happy with the work.
- 5.2 If you've fitted new services or equipment, explain how it works and leave the customer with instructions. Leave the home clean, tidy and take rubbish away with you.

- 5.3 Check to see if there are any minor jobs you can do if you've got time and it doesn't make you late for your next appointment.
- 5.4 Report back on any other defects or problems you might come across.
- 5.5 If you are unable to finish job – follow on's

6. Remember your working in someone's home

- 6.1 Treat customers and their family as you wish to be treated.
- 6.2 Be mindful of and respect cultural sensitivities. Offer translation services if you need to.
- 6.3 Ask permission before using customers' toilets, water electricity or gas supply.
- 6.4 Don't smoke in or near customers' homes.
- 6.5 Don't get into confrontation. Leave if you don't feel safe.
- 6.6 Keep mobile phone use to a minimum and ensure it is work related only.