



**Williams Roofing Ltd  
73a Pendas Way  
Crossgates  
Leeds  
LS14 2HA**

### **HOUSEHOLDER/TENANT CARE POLICY**

1. Staff must treat all householders, their families and visitors with respect at all times and speak to them in a pleasant manner. Foul & abusive language and aggressive behaviour toward householders will not be tolerated.
2. Treat their homes and gardens with respect using due care and attention at all times.
3. Staff must communicate with the householder regarding times of work and any unscheduled delays/absences. Speak in a non-confrontational, non aggressive manner. Answer householder's queries and/or questions in a pleasant, positive way and if unable to answer the query then act in a helpful manner by diverting the question, on their behalf, to the relevant department.
4. Should the householder become unreasonable, aggressive or abusive then UNDER NO CIRCUMSTANCES should staff enter into any debate or act in an argumentative manner? Under these circumstances staff should calmly and politely retreat from the situation and refer the instance to a company officer or the clerk of works.
5. Householders identified as having a disability whose daily routine could be effected during the course of works should be given as much help, care and attention as possible in order to minimise this disruption. Should any householder require any special service or product then this will be catered for with higher management involvement if necessary.
6. Staff must recognise that special needs borne out of cultural, religious, disability, gender or health related issues may need to be addressed and should be done so in a sympathetic, conforming and helpful manner.
7. Special care should also be afforded to older householders. Help should be made available if necessary and extra care to be taken when clearing up and tidying the property. Also more consideration and patience is sometimes required during communication with older householders.
8. Health and Safety of householders and their families is of primary concern. Absolutely no debris is to be left at ground level during the completion of the daily work. All paths, gardens and scaffolds must be

cleaned free of all debris, nails and other rubbish. No plant or materials are to be left in an obtrusive situation. Special care is to be used when considering the pathways especially for the elderly. Also when small children are present doubly make sure that there are no small objects such as nails etc left lying around.

9. Under no circumstances should staff approach the householder in order to use any welfare facilities ie toilets/wash basins or for the purpose of requesting refreshments. Welfare facilities are provided. Should a householder offer non alcoholic refreshments then this is acceptable. Make sure you are appreciative but do not take advantage by pressurising the householder into making this gesture a regular occurrence.
10. Once the work is complete ask the householder if there any unresolved issues or problems. If so attend to these ASAP. The aim of the company is to leave the householder in a content and happy disposition on completion of the works.

DG Williams  
Managing Director