

We believe a home is far more than just bricks and mortar. We want you to feel part of a clean, safe and connected community. Being happy with where you live is a really important part of being our customer. Being in the right environment will help you to thrive.

We will:

- book all visits wherever possible with the customer prior to the visit to ensure we can enter the property to complete the survey or works
- raise an order for pest control contractor to attend within 24 hours to survey the property
- raise a request via the internal system if they cannot get through

The pest control contractor will:

- contact the customer to book an appointment within 24 hours
- submit their report within 48 hours of the attendance date - part of the report will be to identify any contributing factors for example an overgrown garden or poorly managed waste disposal
- follow No Access process if no access is gained on the first appointment

We will:

- read the report from the pest control contractor and if the work is below £500, we will proceed to instruct the pest control contractor to go ahead with the work - we will also request the planned admin support team to arrange a purchase order
- email the relevant neighbourhood coach who will create an action plan with the customer to avoid the issue reoccurring if any contributing factors are identified
- read the report from the pest control contractor and if the work required is above £500, it will be emailed to the pest control programme manager to approve before any instruction is given to the pest control contractor to proceed - the rest of the process is the same as above, once approved

The pest control contractor will:

- contact the customer within 24 hours to arrange a visit in 3 to 5 days to carry out the works
- once the work is completed, the pest control contractor will submit an invoice and before and after photos for proofing works

We ask you to:

- ensure that you are maintaining the property to an acceptable standard in line with your tenancy conditions to help reduce the number of disrepair and legal cases submitted to Bromford
- identify issues and report to appropriate business area to maintain the asset long term



How will we keep a check on our standards

We will:


- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report on how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services


We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

**How to
contact us**

 Visit our website for the latest information at bromford.co.uk

 Call us on **0330 1234 034**

 Contact your neighbourhood coach bromford.co.uk/neighbourhoodcoach