



Code of Conduct

Standards of Practice and Behaviour

Keeping our customers' safe and delivering a high quality service is at the heart of what we do at MSV.

Our repairs operatives and sub-contractors are skilled and trained to deliver work of an excellent quality in a professional way. All work needs to follow our Code of Conduct and we will measure the service by these standards.

To provide a high quality service to our customers please ensure you adhere to the below standards:-

Our Commitment to our Customers

- Always wear your ID and introduce yourself to the customer
- Ensure you are dressed professionally with the MSV logo visible
- Treat our customers with utmost courtesy and with respect
- Only work in a customer's home where an adult is present
- Explain what you are doing and keep the customers informed of progress relating to any repairs. If services have to be turned off, inform the customer beforehand
- Be professional in your work and portray MSV in a professional manner
- Do not vape or smoke in or near a customer's home or garden
- Maintain cleanliness in a customer's home at all times
- Maintain security of the customer's home whilst working on the repair
- Do not leave tools or equipment unattended in a customer's home
- Do not play music in a customer's home
- Ensure the customer's home is left in a tidy manner upon completion of the works and remove all waste from the site
- Update the customer on the completed works, explaining how to use new components where relevant



Safeguarding

- Our approach to safeguarding adults and children at risk of harm, abuse, or neglect is described in our **Safeguarding Children, Young People, and Adults policy**. Search '**Safeguarding**' on our website at msvhousing.co.uk to read it
- If you work in the vicinity of young people and adults at risk, we will ensure you have the right policies and procedures, training, and Disclosure and Barring Service (DBS) when it comes to safeguarding
- Where you have a safeguarding concern following a visit to a customer's home please report this to a representative from **MSV Repairs Team**. Or if you are a member of staff at MSV you can report it on the **Cause for Concern page on the Heart**. MSV have a duty of care to ensure we are responding to instances where we are concerned about a customer or child's welfare or living conditions - this includes signs of damp and mould

For any questions please contact enquiry@msvhousing.co.uk
or a member of **MSV's repairs team**

msvhousing.co.uk