

Residents Charter: Our Code of Conduct for occupied properties

Our six promises to you



Safety - To feel safe and secure in your home

Our commitment to you

- All staff and operatives will show photographic ID when visiting your home.
- We will follow strict health, safety, and security procedures.
- Any work carried out will meet the highest safety standards.
- We will protect your belongings and clean up after works.

What we ask of you

- Always check ID before letting anyone into your home.
- Let us know about any risks or hazards (e.g. sharp objects, pets, or materials).
- Keep children and pets away from work areas while our teams are present.



Excellence - To receive a quality and reliable service

Our commitment to you

- We will honour agreed appointments, explain clearly if changes are needed and keep you updated.
- We will aim to complete work “right first time” where possible, and act quickly if something goes wrong.
- Our workforce will be skilled, trained, and professional.

What we ask of you

- Keep appointments or give us as much notice as possible if you need to rearrange.
- Prepare work areas in advance, moving belongings where possible, or let us know if you need help.
- Treat our staff with politeness and respect at all times.



Respect - To always be treated with respect

Our commitment to you

- We will be polite, professional and clear in our communication.
- We will respect your property and your belongings and never smoke, vape or eat in your home.
- We will tailor our services to your needs, including accessible formats where possible (large print, translation, etc.).
- We will respect cultural, religious and social needs at all times.

What we ask of you

- Treat our staff with courtesy and respect.
- Let us know if you have specific communication needs.
- Work with us to resolve issues constructively.



Integrity - To have your voice heard, and for us to act on it

Our commitment to you

- We will ask for your views and feedback regularly and listen to what you tell us.
- We will provide clear, accessible ways to contact us - phone, email, online, or in writing.
- We will use your feedback to shape and improve our services.
- We will deal with complaints fairly, quickly and transparently.

What we ask of you

- Share your views openly and constructively.
- Let us know promptly if you are unhappy with our service so we can put things right.
- Take part in feedback opportunities where possible.



Expertise - To benefit from our knowledge and skills

Our commitment to you

- We will invest in training and developing our people to deliver the best service.
- We will ensure you have access to staff with the right knowledge and experience.
- We will provide advice and guidance to help you manage your home and benefit from support available.

What we ask of you

- Ask us if you need guidance or support – we are here to help.
- Work with us by providing accurate information so we can give the best advice.
- Allow our staff to carry out their work without disruption.



Sustainability - To care for your home and community now and in the future

Our commitment to you

- We will help make homes warmer, safer and more energy efficient.
- We will work with partners to improve neighbourhoods and communities.
- We will deliver wider social value, supporting local opportunities.

What we ask of you

- Report issues promptly so we can fix them before they become bigger problems.
- Allow us access to your home when needed for safety checks, servicing, and repairs.



We are here to help

Get in contact with your local Sureserve team quickly and conveniently via live chat or WhatsApp.



www.sureserve.co.uk/support-for-residents/



This Charter was developed in partnership with tpas and in alignment with the UK Governments Charter for Social Housing Residents.



Ministry of Housing,
Communities &
Local Government