

Customer Communications and Care:

FSE Property Services Ltd expects all employees and contractors working on behalf of the company to uphold a high level of customer service, ensuring minimal disruption to customers at all times. These expectations align with the standards set by housing contractors, and are integral to delivering high-quality, customer-focused services.

The following are key expectations:

- **Punctuality and Identification:** Employees and anyone working on behalf of FSE Property Services Ltd must attend properties promptly at pre-arranged times. All operatives must provide visible photo identification for validation at occupied properties.
- **Tidiness and Efficiency:** Work should be carried out in a tidy and efficient manner, using clean overshoe protectors and laundered dust sheets in homes and internal communal areas to protect floor coverings and work areas.
- **Minimising Disruption:** Noise and mess must be minimised during work. They should maintain a courteous, positive, and informative attitude at all times, ensuring minimal disruption to customers.
- **Customer Care Training:** Everyone involved in FSE Property Services Ltd must receive appropriate and documented customer care training, ensuring a professional approach to customer interactions
- **Uniform and Appearance:** Employees and anyone working on behalf of FSE Property Services Ltd are expected to wear the correct uniform, which must be clean, smart, and include the agreed logos to represent FSE Property Services Ltd professionally.
- **Customer Communication:** Employees and anyone working on behalf of FSE Property Services Ltd must clearly explain the work to customers, show them the completed work, and take photographic evidence of 'before and after' as part of the process.

Additionally, FSE Property Services Ltd encourages and values feedback from customers to continuously improve services and practices.