

planned improvement work

We have a programme of planned improvement work, such as upgrading central heating systems and electrical wiring, replacing kitchens, bathrooms, doors and windows.

as our commitment to you we will

- Give you at least one week's notice before work commences.
- Leave a customer satisfaction survey form when all work is completed.
- Ensure that all contractors maintain Green Vale Homes Code of Conduct at all times.

as part of our routine service we will

- Inform you in advance when the work will be carried out.
- Check for any special arrangements or requirements you may have before work is carried out.
- Provide honest information about any disruption that may be caused and keep this disruption to a minimum.
- Provide full instructions on all new installations.
- Explain the type of work that will take place and how it will be carried out.
- Ensure our workmen introduce themselves and show proof of their identity when they call.
- Take care of your property and possessions and protect them from dust, paint etc.
- Ensure that you are not left without water supply or flushing toilet overnight and maintain services throughout.
- Respond positively to your feedback on work carried out.