

RESIDENT ENGAGEMENT POLICY

Unit 11 Telford Court
9 South Avenue
Clydebank Business Park
Clydebank, G81 2NR

T 0141 435 7774
F 0141 951 1739
E commercial@campbellkennedy.co.uk

W www.campbellkennedy.co.uk

CK Technology Solutions
CK Energy
CK Electrical Contracting
CK Fire

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1. Summary

We place great emphasis on ensuring residents are kept fully informed in-line with any formal liaison procedures our clients have in operation, prior to, during and post works.

A resident Liaison Team will be available via a dedicated Flagship Housing Group local-rate telephone service, Monday to Friday, 9am to 5pm.

Our dedicated resident liaison team will ensure residents are fully informed about works and will be on hand to resolve any on-site matters including complaints and general enquiries.

2. Pre-works

Prior to the commencement of works Campbell & Kennedy will engage with local residents through a programme of 'Open Days' designed to inform, engage and encourage dialogue.

During the course of these 'Open Days' Campbell & Kennedy team members will be on hand to answer any questions and address any resident concerns regarding the digital upgrade works.

'Open Days' are held a minimum of four weeks prior to commencement of works and residents are notified of the event via their Flagship Housing Group and/or Residents' Association.

As part of our on-going commitment to resident engagement we also distribute literature, endorsed by Flagship Housing Group notifying residents, one month prior to impending upgrade works commencing within their area.

Seven days prior to commencement of works, residents will receive a notification requesting access to their property on a specific date and time.

Our Resident Liaison team will be on hand to re-schedule dates which are inconvenient via a dedicated Flagship Housing Group, local-rate, telephone service.

3. During Works

In the event of any resident being unavailable at their property on the pre-arranged installation date we will issue a 'Failed to Gain Access Notice' which will include the date and time our Engineering Team

attempted to gain access to their property.

This documentation will include instructions on how to arrange another date and time which is more convenient via our dedicated local-rate number or by sending an email to the address provided.

When residents have their new digital system installed Campbell & Kennedy engineers will issue them with an instruction manual which is tailored specifically to meet the needs of our client and their chosen system.

Additional assistance will be available from our dedicated support contact centre via telephone or online.

4. Working in Occupied Properties

Campbell & Kennedy have a strict Employee Code of Conduct. This stipulates that all employees entering into occupied premises will behave appropriately, professionally and in a courteous manner at all times.

All employees will have clearly displayed, colour photographic identification, with their full name and our company logo, address and contact details clearly printed.

Company clothing, branded with our logo, will be worn by every employee in an appropriate and presentable manner when on site. This is in accordance with our Employee Code of Conduct.

These identification badges and branded uniforms must and will be worn at all times.

Any complaints received about Campbell & Kennedy employees will be logged electronically and thoroughly investigated, in-line with company disciplinary procedures and policy, and necessary measures will be taken to rectify the situation and prevent reoccurrence.

A report, providing details of the complaint, and of corrective action taken, will be supplied.

5. Post Works

Ten days after contract completion all residents affected by the digital upgrade works will be issued with a satisfaction survey.

This survey is designed to be anonymous and can be returned to us at our freepost address.

The responses received will be collated electronically and a report generated for our Flagship Housing Group's review.

A local-rate telephone number will also be issued to residents upon completion of works which they can contact between the hours of 9am and 5pm, Monday to Friday in the event of any fault/defect in the system.

An emergency* call-out number will also be made available to residents in case of system failure over a weekend or bank holiday.

In accordance with our Service Agreement we will attend to reported faults within 12 working hours. **

Our technical helpdesk facility will be available for a period of 12 months in accordance with Flagship Housing Group's defect liability period and thereafter for the duration of the maintenance contract

6. Communications Equality Policy

We appreciate that some of the residents we engage with have special needs or do not speak English as a first language.

As part of our Communications Equality Policy we ensure, where possible, that resident correspondence is available in a variety of languages including Hindi, Chinese, Polish, Urdu and many more via a dedicated portal on our website.

We also try to ensure that any literature we produce takes account of government guidelines on the inclusiveness of communications by left aligning our paragraphs of text and keeping the use of uppercase text to a minimum.

We can also make provisions for those residents who are visually impaired by contacting them via telephone or supplying our correspondence in large print.

Provisions to ensure inclusion will always be accommodated.

References:

- 1.0 *Sample 'Request for Access Notice'*
- 1.2 *Sample 'Failure to Gain Access Notice'*
- 1.3 *Sample Employee Identification Card*
- 1.4 *Sample 'Post-Works Resident Questionnaire'*

**Emergency call-outs are categorised as complete system failure.*

***Working hours are defined as 9am to 5pm, Monday to Friday; weekend working hours are between 9am and 5pm, Saturday & Sunday; and bank holidays between 9am and 5pm.*