

Longhurst Group and Mears Limited - Customer Charter

This customer charter covers the service standards you can expect as a Longhurst Group customer in all heating repairs and servicing work you may receive from Mears.

We will continue to ask for your feedback to ensure our contractor continues to deliver the high quality service promised to our customers.

CUSTOMER APPROVED

Our commitments to you

Communication

We will communicate clearly and keep you informed and up to date at all times.

- We aim to answer your call within 45 seconds
- You will receive a reminder text 24 hours before your appointment and another to let you know when we're on our way to your home
- We will ensure any information sent to you is easy to understand
- You can request our communication in a number of alternative formats, including audio versions, sign language and braille
- We will use agreed passwords when communicating with you to give you peace of mind
- We will fully explain why we are visiting your home and always show you identification on arrival
- We will arrange further appointments for any additional heating repairs that are required whilst we're at your home
- We will keep you up to date with the progress of your heating repair, servicing or heating installation and inform you of any changes promptly.

Unique service

We will work with you to understand your personal needs.

- We will listen to you and consider your personal circumstances at every stage and offer flexible services as much as possible to accommodate your personal requirements
- We will treat you as an individual – we will take time to understand any personal needs or special requirements and pass these on to our engineers
- For Care and Support customers and leaseholders, we will aim to use the same engineers on each visit so there is a familiar face delivering our services
- Where possible, we will provide temporary heating to support you
- If possible, we will use female engineers where requested
- We will offer an enhanced service to our elderly and vulnerable customers.

Standards

We will set and maintain high standards in the quality of our work.

- We will always aim to fix your heating repair during the first visit to your home
- All colleagues receive regular training to ensure the highest standards are always delivered
- All engineers will leave your home clean and tidy after every visit and we will respect your property and make use of shoe covers and dustsheets to protect your home

- Once we have completed our work and before we leave, we will explain what we have done and if any follow up visits are required
- All engineers will wear branded uniform and have an ID badge - subcontractors will have Mears ID cards only.

Timely service

We will keep our promises and provide information to you when we say we will.

- We will arrive on time and let you know if we are delayed
- Upon arrival at your home, we will wait for five minutes for an answer before we leave, having left a No Access Card
- We will call you back when we say we will.

Ownership

We will act responsibly and take ownership of the service provided.

- We will book follow on appointments and order parts straight away
- We will pass on all information to ensure the right person can help you
- We will maintain our duty of care to you.

Mindfulness

We will always act with honesty and integrity.

- We will hold ourselves accountable to our working values
- We will be open and upfront in our dealings with you
- We will follow our code of conduct and be respectful in your home.

Evolving the service

We will continually use feedback to enhance the customer experience.

- We will listen to you and use your feedback to improve our services
- We will let you know what your feedback tells us and how we've used it
- We will take complaints seriously, respond within our set timescales and learn from our mistakes
- We will keep you informed of any service improvements through our website and customer newsletter
- We will attend customer meetings where required
- Staff will keep their knowledge and skills up-to-date to make sure we offer a first-class customer experience.

Reliability

We will treat your personal information confidentially and with respect.

- We will protect all data given to us.