

CARDO



What you can expect when we visit your home

www.cardogroup.co.uk





Thank you for welcoming us into your home.

We are committed to working with Dacorum Borough Council to deliver a positive experience for every resident.

If you need us

If you have any questions, concerns, or need further support, please contact us:

Free Phone Number: 0800 018 6050 (option 2).



Our Promise To You

At Cardo, we know we're not just working in a property - we're working in your home.

We are committed to delivering a service that is:

- Respectful
- Safe
- Professional
- Customer-focused

Every visit should leave you feeling informed, reassured, and treated with dignity and respect.

1 - Before We Arrive

We will:

- Let you know when we're on our way
- Arrive in full uniform, with visible ID
- Introduce ourselves clearly
- Explain the work we are there to carry out
- Respect your time and your home

You will always know who we are, and why we are there.



2 - When We're In Your Home

We will:

- Treat your home with care and respect
- Be polite, professional, and approachable
- Keep noise, disruption, and mess to a minimum
- Keep work areas clean, tidy, and safe
- Keep you informed throughout the visit
- Be mindful of your family, pets, and personal circumstances

Your comfort, safety, and wellbeing matter to us.



3 - Understanding your needs

We understand that some residents may need additional support or adjustments during repairs visits.

Please let us know if you:

- Have mobility difficulties
- Have hearing or visual impairments
- Need communication support
- Have health conditions or vulnerabilities we should be aware of
- Need us to adapt the way we work in your home

We will always aim to:

- Listen
- Be patient and understanding
- Make reasonable adjustments where possible
- Treat all residents fairly and respectfully

Small adjustments make a big difference.

4 - Damp, Mould, and Resident Safety

We take damp and mould concerns seriously.

If we attend your home regarding damp, mould, or condensation issues, we will:

- Treat your concerns professionally and sensitively
- Explain any actions taken
- Provide guidance or information where appropriate
- Make sure you understand any next steps

Residents should always feel listened to and supported.



5 - Before We Leave

Before leaving your home, we will:

- Explain the work completed
- Make sure the area is left safe, clean, and secure
- Explain any follow-on works or next steps
- Check if you have any questions

You should never feel unsure about what happens next.



Your Feedback Matters

Your feedback helps us to improve our services and recognise good work.

You may receive a survey after your appointment asking about your experience.

Your voice helps shape our services.

Our Customer Excellence Commitment

Our teams follow a set of Customer Care Golden Rules designed to ensure every resident receives a professional and respectful service.

This includes:

- Treating every property as a home
- Communicating clearly and honestly
- Keeping residents informed
- Leaving homes safe and secure
- Delivering services with dignity and respect



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