



NICHOLSON NON-NEGOTIABLES

This list sets out a complete list of works that MUST be carried out for each and every job you attend regardless.

It is your responsibility to notify the office when stock is running low (before they are depleted) so materials can be in order in good time before they run out

These form part of a general standard of work that are non-negotiable, must be completed each time.

MAINTENANCE OF TENANTED STOCK

- After finishing a job we ensure the property and area worked in is left clean, tidy and as we found it
- We use all possible endeavours to complete the job at the first visit and attend with materials we reasonably believe will be required to complete the job there and then.
- If we have arranged an appointment with a tenant and they are not in we MUST post a “sorry We Missed You Card.”
- We must offer to use shoe covers if requested by the tenant
- We must wear work uniform at all times and display our lanyard and ID Badges
- We must note the time we attended each property and left each property on Connected making a manual note of how long each job took
- We must take before and after pictures
- When using office keys we MUST sign them out and in and any not a fine of £50 will be charged
- All expenses must be submitted prior to 4pm each Thursday in order to be paid that week

- Expense forms must have the receipt/invoice attached unless excepted by management
- All work is to be completed to the reasonable standard of a competent person having regard to the philosophy – would I except this in my home?
- If we see minor issues we should repair them there and then if under 20 minutes but if takes longer report the issue back to management so it can be scheduled for future workflows
- At the end of each day to update workflow progress to the office
- We are to hold ourself to high levels of professionalism and integrity, being courteous and respectful to customers at all time