

Home Defect Surveys

Code of Practise

Home Defects Surveys Professional Code of practice

Here at Home Defects Surveys, we have set out a code of practice. It is a policy that every employee and representative of Home Defects Surveys agrees to adhere to.

It outlines the standards of behaviour we expect from our colleagues and the policies, rules and values we operate by.

Our surveying code of practise means that we are required to commit to the principles contained within it.

The code provides a guideline so that it can be used as a benchmark of standards and aims to give the customers confidence that as a professional practice of and associate member with the RICS we're a safe pair of hands to deal with.

Trust

The code of practice encourages our employees to work in an ethical, considerate and honest manner. This supports the building of trust throughout our business which embraces:

- You, our customers
- Our colleagues
- Key Organisations

Values

Home Defect Surveys value customer feedback and feel our values focus around how our business is perceived and where customer opinion depict these values.

People focussed – to demonstrate that we truly care about people and their needs whilst always looking to be inspiring and motivating in our actions.

Passionate – to encourage our colleagues to be enthusiastic and committed to our business to deliver the best possible results.

Professional – to take responsibility for knowing what the right thing to do is, so that we're building a positive image of our business at all times.

Progressive – to create a better way of working through encouraging individuals to show initiative and creativity.

Standards

At Home Defect Surveys we continually monitor and improve quality standards of our reporting and to highlight any cases where we believe our surveyor may be conflicted or compromised. This means that we can actively promote our code of practice throughout every area of our business. This also means we can eradicate any potential concerns quickly so that the code is protected.

Acting responsibly

Our code of practice ensures that every member of our team understands the responsibility they have to perform their duties with integrity and fairness.

All inspections and reporting to ultimately act in your best interest.

The code is constantly reviewed in line with changes in regulation to ensure we are updated and enables us to always act responsibly.

Fraudulent Acts

As a member of RICS we work under stringent obligations which actively ensures all our actions are in compliance with rules and regulations with the professional code of ethics for RICS members. We are committed to preventing, detecting and reporting fraud with other organisations and we actively work to minimise the opportunity to commit fraudulent acts.

Protecting the Environment

We recognise that the environment has an inherent value and contributes to our quality of life.

This is why promoting a sustainable future for our planet is a key factor to our business and Home Defect Surveys are committed to working in a way which both respects and protects our environment and reduces carbon emissions.

Understanding our Customers

In running our firm for over thirty years we understand that it takes all kinds of people to make a successful business and our family run team is as diverse as our customer base.

It's important to us that our customers are getting the best possible service from us and therefore ensure regular updated training and new sustainable methods are being incorporated into the way we work so that we continue to provide our customers with outstanding practises.

Peace of mind

As an industry expert we always try to provide the best information.

We aim to provide the most comprehensive answers and the clearest possible solutions.

We promote professional practices in all our work but also use laymen's terms to enable simple and easy to understand language so we're clear and never misleading.

We encourage comments from customers to help us improve our services.

Being qualified members of the Royal Institution of Chartered Surveyors, we are a firm regulated by the RICS and as such we are subject to an exacting regulatory regime.

Customer Service

We appreciate all our customers and believe in providing the best service possible.

We commit ourselves in meeting the needs of our customers and to providing highest standards, products and services.

We have staff to answer your calls and will always call back to follow up customer enquiries.

We understand how important your business is and always adhere in taking care to respect your property when we visit. But, if you do find you have cause to complain we will follow our complaints procedure to address your concern as quickly as possible.

For more information on Privacy Policy and our Full Terms of Conditions please visit the our website www.homedefectsurveys.co.uk