



Breyer Group Resident Handbook

About Breyer Group

Breyer is one of the leading property services providers in the South and South East, with over 60 years of experience within the public sector.

Established in 1956 by Fred Breyer, the company remains a family-owned business and we pride ourselves on continuing to work with family values in place. We run as an extension of our clients' businesses, delivering personable and professional services that are tailored to the needs of their customers and stakeholders, be it within a regeneration project, a long-term programme or a multimillion pound partnering framework.

Our specialist roofing, responsive repairs and refurbishment teams deliver award-winning property services through innovative, sustainable, socially-conscious and environmentally-sensitive solutions.



Data Protection Policy

Introduction

To comply with the General Data Protection Regulation (GDPR), we need to let you know what personal information we collect and what we do with it.

What personal information does the Breyer Group need?

We collect information about you on the Resident Profile form, including:

- Your full name
- Your address and telephone numbers
- Whether you are a leaseholder or a tenant
- Your employment status
- Any language requirements
- Any religious requirements you may have
- Any holidays or other times you may not be at home
- Any medical issues

Residents are not obliged to provide the above information this is all optional to help us provide a more tailored service. Once the defect liability period is complete, these details get removed from our system.

Why does Breyer need this information?

We use this information to plan the works; to keep in contact with you while we are doing the work; and so that we can make any special arrangements you need.

Keeping our records accurate

It is important that you tell us of any changes in your personal information so that we can keep our records accurate and continue to provide the best possible service

Contacting Us

In your property pack, you will find an information sheet outlining the site staff who will be managing the project and their contact details. Our usual site team is made up of a dedicated Resident Liaison Officer (RLO), an Administrator and a Site Manager. However, this may vary dependant on the works we are completing for you. Please check the Project information sheet included in your pack to confirm who your main point of contact should be.

This will also identify what type of works we'll be carrying out in your home, when they'll start, how long they'll last for and our estimated date for completion.

Appointments:

Should any appointments require rescheduling, we will always aim to provide residents at least 24 hours' notice. If you need to cancel and rebook an appointment for any reason, please provide our site team with the same notice period so that we have time to reallocate our team.





Code of Conduct / Site Rules

We pride ourselves on providing residents with a positive experience, as well as a quality service and end product.

To achieve this, all of our tradesmen work according to the following Code of Conduct:

- Be polite, courteous, and always behave in a respectful manner
- Wear identity badges and corporate work wear
- Promote equality and diversity
- Take pride in their work
- Work within permitted hours and keep appointments
- Not smoke/vape other than in designated areas
- Take care of our working areas and provide necessary protection; protect gardens, plants and trees and resident's possessions during repairs
- Not use customers' gas, electricity, telephone, tools, toilet or washing facilities
- Not leave doors and windows unsecured or open
- Park all vehicles responsibly
- Wear Personal Safety Equipment suitable for works (no shorts)
- Clean up at the end of each working day and make the area safe
- No radios, personal headphones or other audio equipment on site
- Ensure services are maintained/restored and homes are left clean, tidy and secure
- Ensure Residents are satisfied before leaving the property
- Recognise and report safeguarding issues

Should any of our trademen not conduct themselves in accordance with these rules, please let the Site Manager or Resident Liaison Officer know.

Working Hours

Our normal working hours are 8.00 am to 5.00 pm Monday to Friday. Some weekend work may be necessary by arrangement with you and your landlord.

Our site teams will endeavour not to commence noisy works prior to 9am. However, in certain instances this may be unavoidable.

Should we need to work on a Saturday, this will be undertaken between the hours of 9am – 4pm.

For any emergencies outside of our working hours (8am - 5pm, Monday to Friday), please contact:

0208 547 5003





Planning Ahead

In your property pack, you will find an information sheet detailing what preparation you will need to do ahead of our improvement works.

Please contact your site team if you have any questions or concerns.



Safety Guidelines

Before letting anyone into your home, please ensure that you:

- Have a confirmed appointment
- See a photo ID card; or check with the Resident Liaison Officer (or Site Manager) to verify the identity of the operative
- Never leave your home empty when people are working there – please advise the Breyer Group Site team
- Never leave your door on a latch
- Never give your keys directly to our operatives – only to the Breyer Site Manager or Resident Liaison Officer
- Never try to do any of the work yourself or tamper with work in progress
- Never unpack or start to redecorate before we have finished the works
- Never leave children home alone while our works are in progress

Please also be aware that our operatives are unable to carry out extra work outside of our programme.

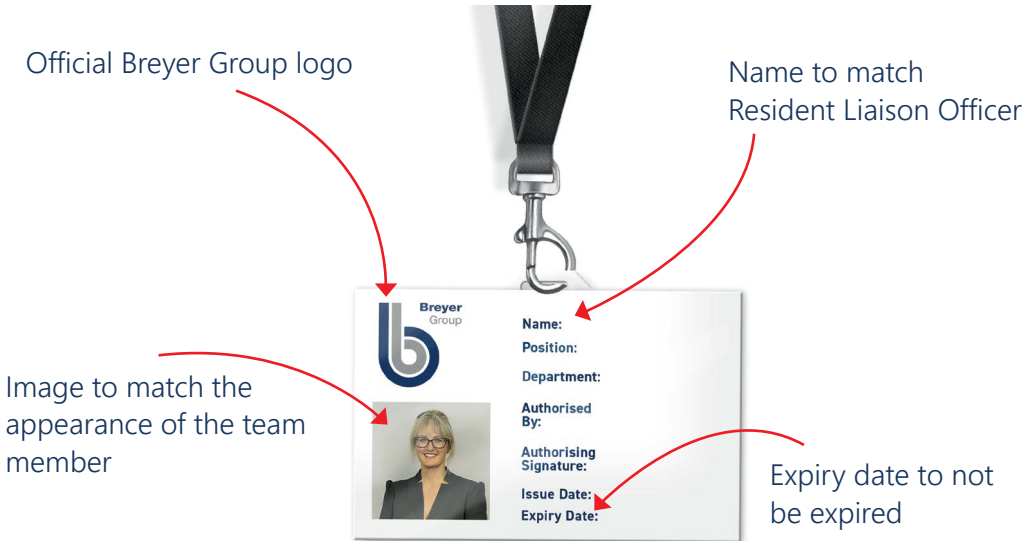


Identifying Our Staff For Your Safety

All Breyer personnel and contractors will carry photo ID cards (as shown). Please ask to see their ID card before you allow them into your home. If you are in any doubt, do not let them in. Contact your Resident Liaison Officer or Site Manager. A genuine staff member will be more than happy to wait, while you check.



Your Resident Liaison Officer will be the main contact if you want to check an ID card. Details include the following:



Compliments / Complaints

We try to get things right first time, but we understand that sometimes this does not always happen. Improvement works to your home can sometimes be a little disruptive and there may be times where you feel the need to highlight issues that are causing you a concern.

In the first instance, for any questions, queries or complaints, please contact your Site team as listed on the contact sheet within your property pack.

Should you feel that your question, query, or complaint is not addressed at that stage or for more serious complaints, please write to us at:

Email : rbk@breyergroup.co.uk

Address:

Breyer Group Head Office
Faringdon Avenue
Harold Hill
Romford
Essex,
RM3 8ST

Repairs Group Information

Part of the Council's ambition is to continue to listen to residents and use your views to influence current and future service delivery. If you would like to get involved and work together with the Council to continue improving the Repairs and Maintenance Housing Services, join us at our monthly Resident Repairs meetings.

In the first instance, for any questions, queries or complaints, please contact your Site team as listed on the contact sheet within your property pack.

Should you feel that your question, query, or complaint is not addressed at that stage or for more serious complaints, please write to us at:

Resident Repairs Group

This is open to anyone living in or owning a council property to discuss any aspect of the repairs service, including day to day repairs and maintenance, planned and cyclical maintenance, communal repairs and maintenance and works to empty properties.

Monthly Resident Repairs Group meetings are at the Guildhall in Kingston from 5pm to 6:30pm.

You can view more information including dates of meetings by visiting kingston.gov.uk/get-involved-housing/join-residents-panel-activity/1

Resident Satisfaction Survey

Once we've completed the improvement works on your home, we ask all residents to complete a survey, providing feedback on your experience with us and enabling us to improve on our service for future residents.

We hope you've been happy with the works that we've carried out and, if so, we would greatly appreciate you also adding a review about us on Google.

We're always working to improve our residents' experience and your satisfaction survey is an important part of helping us to shape our service.

Breyer Group

Resident Satisfaction Survey

Sustainably Improving Your Homes & Communities

Name of Resident: _____
Address: _____
Signed: _____ Date: _____

● Extremely Dissatisfied
● Dissatisfied
● Neutral
● Satisfied
● Extremely Satisfied

How satisfied are you with the information provided by Breyer about the works?
● ● ● ● ●

How satisfied are you with the attitude and politeness of our staff?
● ● ● ● ●

How satisfied were you with the notice provided for the appointments related to the works?
● ● ● ● ●

How satisfied are you with the cleanliness and condition in which your property was left?
● ● ● ● ●

How satisfied are you with the service provided by Breyer?
● ● ● ● ●

How satisfied are you with the finished product?
● ● ● ● ●

Thank you in advance for taking time out to share your thoughts.

Languages

If you would like this information in another language or large print, please contact us:

by telephone on **0208 547 5003**

Or, by email to **rbk@breyergroup.co.uk**

Portuguese: Se você quiser esta informação em outro idioma, por favor nos contate. Nossos dados seguem abaixo.

Sinhala: මමෙ තොරතුරු තවත් භාෂාවකින් ලබා ගැනීමට කැමති නම්, කරුණාකර අප හා සම්බන්ධ වන්න. අපගේ වෙබ්සයිට් පහත දැක්වේ.

Tamil: நீங்கள் இத்தகவலை வறோ மொழியில் பறெ விரும்பினால், எங்களதைத் தடொடர்புகடொள்ளுங்கள். எங்கள் விவரங்கள் கீழுள்ளன



*Sustainably Improving Your
Homes & Communities*



www.breyergroup.co.uk