

Our Core Commitments

McTaggart Construction Ltd recognise that it is essential to meet or exceed our Clients' expectations of a high standard of service.

We acknowledge that the provision of a responsive and highly skilled repairs service is a critical part of this process, and have prepared this policy, other associated documents and procedures to assist in its delivery.

To support our Clients' expectations, McTaggart have established a series of core commitments:

- Regardless of whether the repairs are required on a privately owned dwelling, or rented accommodation provided by a third party, McTaggart Construction will provide a quality and responsive service, via the dedicated Customer Care Department.
- We will always act with integrity and ensure systems are in place to provide reliable and competent workforce to fulfil the needs of our Clients.
- Completing repair and maintenance works "Right First Time" and in line with McTaggart Construction values is considered essential.
- We will always endeavour to minimise the time between a request for a repair and its completion, unless the repair can be more effectively carried out as part of a programme of collective or planned works.
- When identified, vulnerable residents will receive priority for repairs- particularly in urgent or emergency situations.
- Our systems will analyse completed repairs with the objective of identifying areas of continual improvement in the services provided.
- Our procedures and risk assessment process will ensure that a safe and secure environment is maintained for our clients and residents for the duration of any works.
- Our Customer Care procedures will be regularly reviewed to ensure they deliver a fit for purpose service.
- A member of the Senior Management Team will be responsible for monitoring Customer Care Department activities, reporting matters to the Board of Directors and ensuring the McTaggart commitments and core values are being met.
- McTaggart Construction will ensure the personal details of Clients, residents and householders remain secure and will only be distributed to third parties to ensure satisfactory completion of the works (e.g. specialist sub-contractors)
- All of our Clients will be kept adequately informed at all stages, and will receive excellent service from approachable and knowledgeable staff.

Customer Care Department Field Based Staff Standards

McTaggart Construction will ensure that all Customer Care field based Operatives and Staff will:

- be fully aware of the contents of this policy and details provided within the procedures and safe systems of work.
- adhere to the McTaggart Construction Health & Safety Policy at all times.
- wear McTaggart Construction corporate uniforms and carry identification.
- ensure all repair work is undertaken to a high standard
- wherever possible, ensure repair works are undertaken within agreed time scales.
- leave all properties in a clean and tidy condition following remedial works.



Janice Russell
Managing Director
1st May 2025