

# Cold Calling Good Practice Guide

As a matter of good practice Derby Homes staff and contractors should book appointments in advance and, where possible, confirm by phone, letter, email or by text message. If this isn't possible, we will:

- Show our photo identity (ID card) to the householder and tell them our name and the organisation we are from. We should also clearly explain the reason for our visit.
- Politely ask the tenant/leaseholder to compare our face to the picture on the ID card and explain that we will not enter until the tenant/leaseholder is satisfied with our identity.
- Explain to the tenant/leaseholder that they can check our identity by calling the Derby Homes Enquiry Centre on 01332 711000 and that they can arrange for a third party, such as a neighbour or friend, to be present if they wish.
- Stress that we will not enter the property unless the tenant/leaseholder is totally happy for us to do so.
- Be willing to return later if the tenant/leaseholder requests it.

**As a matter of good practice, we should follow these guidelines even if a visit is pre-arranged.**

**Please note that this procedure is not a legal requirement, but is good practice for anyone involved in doorstep visits to properties.**

These guidelines will not apply to officers and other officials if they are exercising legal entry powers or taking action on an urgent health and safety matter.

