

Resident Communication and Support Guide

At TF Energy, we believe good communication is the key to a smooth and stress-free project. This guide explains how you can contact us, raise questions or concerns, and stay updated while works are taking place in your home.



Your Support Network and Communication Channels

Your main point of contact

- Each project has a **site supervisor** who will introduce themselves on day one.
- They are your first point of contact for questions, updates, or concerns.
- If the supervisor is unavailable, our office support team can assist.

How to reach us

- **On site:** Speak directly to the site supervisor.
- **By phone:** Call the TF Energy office during working hours.
- **By email:** Contact our dedicated resident support email address.
- **Out of hours:** Leave a message and we will respond the next working day.
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Daily updates

- The site supervisor will provide regular progress updates.
- You will be told in advance about any works that may cause disruption, such as temporary loss of heating or electricity.
- Any changes to the project schedule will be communicated promptly.

Resident feedback

- At the end of the project, you will be invited to share feedback on your experience.
- Feedback helps us continually improve the way we deliver works in resident homes.

Raising questions or concerns

- You are encouraged to raise issues at any time.
- All concerns will be taken seriously and dealt with quickly.
- If needed, concerns can be escalated from the site supervisor to our project manager for resolution.

Our commitment

TF Energy is committed to open, honest, and respectful communication. Whether it is a quick update or resolving a concern, our team is here to support you throughout the project.