



CONTRACTORS - CODE OF CONDUCT

APPENDIX A

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This Code of Conduct sets out the standards that contractors will be expected to meet to ensure a good service for the council's residents.

CUSTOMER FOCUS

The contractor will deliver a service at a standard which meets the needs of residents. This will include:

- Introduce themselves and show formal identification.
- Always behave in a polite and professional manner.
- Will endeavour to keep appointments for all repairs appointments.
- Aim to fix the repair at the first visit.
- Communicate with residents about the work in a way that is clearly understood.
- Communicate with neighbours who may be affected by works.
- Respect the homes, contents, and environment of the council's residents.
- Always ensure the safety of residents.
- Keep residents informed about the status of a repair. In the event of any delay or cancellation, notifying residents as soon as possible.
- Apply the council's Safeguarding policy and report any areas of concern to the relevant council staff.

WORKING IN COUNCIL HOMES

On arrival the contractor will:

- Produce a photo identity card which shows the employee's name, company name, address, and telephone number. Residents are guided to not let anyone in if the contractor does not show relevant identification and report the incident to the council's Repairs Team
- Be dressed appropriately and in branded clothing where applicable.
- Advise the resident about the work, how long it will take and any relevant matters.
- Be respectful of shared areas such as gardens, car parks and access ways.
- Speak to residents before crossing or encroaching on a resident's personal space and/or privacy. For example, when using ladders to work on upper flats, contractors must notify the residents of the flats below that they will be there.

WHILST WORKING AT THE PROPERTY THE CONTRACTOR IS ALWAYS REQUIRED TO:

- Always behave in a polite, respectful and professional manner. Be courteous and don't use abusive or offensive language.
- Always liaise with the resident during works.
- Be considerate of the needs of residents who are elderly, disabled or otherwise vulnerable.
- Take care of resident's possessions (and replace any items that are damaged).
- Use shoe protectors or dust sheets as appropriate.
- Cause minimum disruption to the resident.
- Not move residents' possessions unless the resident is unable to do so themselves and only with permission.
- Confine and protect the area to ensure safety of both residents and the operative/s.
- Provide their own power source.

- Make sure all materials and equipment used on site are kept safe and with a minimum of inconvenience to residents.
- Be mindful around security and not leave entrance doors to properties open and unattended.
- Supervise sharp tools, heavy plant, power tools and toxic substances and keep them out of the reach of children and pets.
- Regularly clean up all debris created by the work.
- Completing repairs to a high standard, within the specified target time, and within one visit wherever possible
- Advise the residents when the work is complete.
- Provide residents with easy-to-understand explanations of work completed and guidance on how to use various components.
- Check that the resident is happy that the work has been satisfactorily completed.

WHILST AT THE PROPERTY THE CONTRACTOR WILL NOT:

- Play music or the radio.
- Smoke, drink alcohol, take drugs or be under the influence of drugs or alcohol.
- Use a resident's WC, kitchen, phone, or belongings for personal use or for cleaning unless given permission.
- Work outside of defined areas unless by agreement.

WHEN LEAVING THE PROPERTY OR SITE THE CONTRACTOR IS REQUIRED TO:

- Leave the site clean, tidy, and secure at the end of each working day.
- Clean up thoroughly and remove all materials upon completion.
- Make sure that, wherever possible, supplies of gas, electricity and water are fully restored at the end of each day, or where this is not possible ensure that there is an adequate temporary supply.
- Ask the resident if they are satisfied with the work undertaken.