

CODE OF CONDUCT



**A guide for residents
to the standards you
can expect from
contractors and CHP
operatives working
in your home**

**Creating homes
shaping places**





We have CHP operatives and contractors who carry out maintenance and modernisation work on our properties. This work can range from minor repairs to major improvements and usually takes place while properties are occupied. To ensure we keep the disruption to you to a minimum and that the work is completed as efficiently as possible, it's vital you co-operate and treat each other with care, courtesy and respect.





All CHP operatives, contractors, sub-contractors and suppliers are given a copy of the Code of Conduct, which explains the standards, behaviour and actions that are expected of them. They are expected to read and understand the information before carrying out any work for us. We do not employ contractors who do not follow this Code.

The information in this leaflet explains the standards, behaviour and actions you, and the contractor, should follow.

CONTRACTORS AND CHP OPERATIVES MUST:

- Communicate with you in your preferred method, write to you using large print or in an alternative language for example;
- Report potentially vulnerable or antisocial residents to us;
- Display their name and photograph on ID badges, which must be worn at all times;
- Dress appropriately and smartly for the work they are carrying out;
- Be polite and courteous at all times;
- Minimise noise, disruption and inconvenience to you;
- Respect and respond appropriately to your culture;
- Consider your safety, health, comfort and security;





- Make allowances for any shift work, school runs, pets and special needs you may have;
- Avoid dropping mud, paint, grease and other materials in your home;
- Give you notice before starting work and explain the nature of the work, anticipated sequence of events (including when dirty or dusty work will take place), the anticipated duration, and if any utilities will be unavailable at any time. They must inform you if any of these arrangements change;
- Beforehand, advise residents of neighbouring properties that may also be affected;
- Work between the hours of 8.00am and 6.00pm Monday to Friday (dependent on the agreed contract). They may work at other times as long as they agree these with you first;
- Ensure you have use of a toilet, hot and cold water, cooking facilities, lighting, and some form of heating (during winter) at the end of each working day;
- Make sure there are no trip hazards, such as electrical cables, especially if there are small children or people with limited mobility;
- Ask permission to use your toilet;
- Agree with you for the use of your gas, electricity and water and offer to reimburse you for the cost of those services;
- Adhere to our Health and Safety Code of Practice at all times.





CONTRACTORS AND CHP OPERATIVES MUST NOT:

- Use offensive language, play loud music or engage in loud or boisterous behaviour;
- Comment on the property or your lifestyle;
- Smoke indoors, consume alcohol, use prohibited substances or carry out work while under their influence;
- Eat food, leave wrappers or containers in your home;
- Bring visitors unrelated to the work, animals or pets to the work site;
- Interfere with or mistreat residents' animals or pets;
- Block private or common driveways, access paths, crossings, residents' parking areas or vehicles, without prior permission and not for longer than necessary;
- Use any part of the building or site for storage, parking or any other purpose, without prior agreement with us or you;
- Enter or remain in your home if you are not present, or without your prior permission;
- Enter or remain in your home with minors (under 18 years of age);
- Use your telephone, except in cases of emergency;
- Leave your home unsecured or leave ladders where they could be used to gain access;
- Leave your home open to damage from the elements;
- Leave dangerous items, such as electrical wires, exposed;
- Leave tools or possessions in your home overnight;
- Try to resolve situations where your lifestyles affect the work or there are difficulties or disputes. In such circumstances, contractors must remain calm and polite and refer any problems to us.



AS A RESIDENT, YOU HAVE A RESPONSIBILITY TO:

- Be polite and courteous towards contractors;
- Give contractors the necessary access and freedom to do their work so that it can be completed in the shortest possible time;
- Keep agreed appointments. If a contractor is delayed, allow a reasonable time before leaving your property;
- Restrain or contain your animals and pets if they are a risk to health and safety, are liable to escape from your property, or if the contractor requests;
- Empty kitchen and bathroom cupboards if the nature of the work requires it and if you are asked to do so;
- Move ornaments, paintings, clothing, furniture and other personal items and fixtures;
- Respect the right of others, including operatives, consultants and staff, to feel safe. If there is real or likely risk of damage to a contractor's or CHP operative's property or threatening behaviour by residents or pets, operatives will gather their equipment and leave the property immediately. Abusive or threatening behaviour will be reported;
- Refer any concerns about the standard of workmanship to us; not the contractor. Please call the Service Centre on 0300 555 0500.
- Contact us if you want to change the scope of work. Maintenance work is determined by us and cannot be altered by contractors;
- Contact us if you require more information and/or assistance with moving and securing your possessions.



RESIDENTS AND CONTRACTORS HAVE A RESPONSIBILITY TO:

- Jointly inspect furniture and appliances in the work area and note any existing damage before work starts;
- Ensure your own personal safety if you witness illegal acts. You must call the police, ambulance or other appropriate emergency services. You also need to let us know;
- Report alleged theft to both us and the police.

BREACH OF THE CODE

If you believe a contractor or CHP operative is in breach of this Code, please contact us so that we can take appropriate action. Call our Service Centre on 0300 555 0500.

GENERAL ISSUES

- Claims of damage to your personal effects will be dealt with through the contractor's or CHP's insurance policy;
- Contractors and CHP operatives are not permitted to carry out private work for you;
- We would ask you to refrain from smoking in the area in which contractors/CHP operatives are working as CHP has an obligation to provide CHP employees with a smoke-free environment.



Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায় সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500
Text relay 18001 0300 555 0500
Email enquiries@chp.org.uk
Write to Myriad House,
33 Springfield Lyons Approach,
Chelmsford, CM2 5LB

