

**CODE OF
CONDUCT**



**Guidance for
contractors**

**Creating homes
shaping places**





As a contractor, you may be carrying 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 a minimum for residents and that the work is completed as efficiently as possible, it's vital contractors co-operate with residents, honour agreed service standards and treat each other, and the property, with care, courtesy and respect.





The information in this leaflet explains the standards, behaviour and actions we expect contractors to follow.

All contractors, sub-contractors and suppliers are given a copy of this leaflet before carrying out any work. You are expected to read and understand the information before doing any work for us. We do not employ contractors who do not follow this Code.

AS A CONTRACTOR, YOU MUST:

- Check the REACT and RESPONSE registers before contacting or visiting our residents to ensure you use the correct form of communication – large print, alternative language, telephone or email for example;

- Report potentially vulnerable or antisocial residents to your employer and us;
- Display your name and photograph on ID badges, which must be worn at all times;
- Dress appropriately and smartly for the work you are carrying out;
- Be polite and courteous at all times;
- Minimise noise, disruption and inconvenience to residents;
- Respect and respond appropriately to residents' culture;
- Avoid discussing our policies or matters relating to previous work carried out at the property with residents;
- Consider residents' safety, health, comfort and security;





- Make allowances for residents' shift work, school runs, pets and any special needs;
- Avoid dropping mud, paint, grease and other materials in premises;
- Restore any item you soil or damage to the condition it was in before work started;
- Give residents notice before starting work. You need to explain the nature of the work, anticipated sequence of events (including when dirty or dusty work will take place), the duration, and if any utilities will be unavailable at any time. You must inform residents if any of these arrangements change;
- Advise residents of neighbouring properties that may also be affected;
- Generally work between the hours of 8.00am and 6.00pm Monday to Friday (dependent on the agreed contract). You may work at other times by mutual agreement with residents and their neighbours.
- Ensure, wherever possible, residents have the 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;
- Remove all work residue and off-cuts and leave work areas in a clean, tidy and habitable condition;
- Ask residents' permission to use their toilet;





- Agree with residents for the use of their gas, electricity and water and offer to reimburse them for the cost of those services;
- Adhere to our our Health and Safety Code of Practice and CDM Regulations at all times.

AS A CONTRACTOR, YOU MUST NOT:

- Use offensive language, play loud music or engage in loud or boisterous behaviour;
- Comment on the property, the residents or their lifestyles;
- Smoke indoors, consume alcohol, use prohibited substances or carry out work while under their influence;
- Eat food, leave wrappers or containers in occupied premises;
- 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 the resident;
- Enter or remain in occupied premises if the resident is not present, without prior permission from the resident;
- Use the resident's telephone, except in cases of emergency;
- Leave the premises unsecured or leave ladders where they could be used to gain access;
- Leave the property open to damage from the elements;



- Leave dangerous items, such as electrical wires, exposed;
- Leave tools or possessions in the property overnight;
- Try to resolve situations where residents' lifestyles affect the work or there are difficulties or disputes with residents. In such circumstances, you must remain calm and polite and refer any problems to us. Please call 0300 555 0500.
- Restrain or contain their animals and pets if they are a risk to health and safety, are liable to escape from the property, or if you request;
- Empty kitchen and bathroom cupboards if the nature of the work requires it and if you request;
- Move ornaments, paintings, clothing and other personal items and fixtures. You should assist with moving furniture, appliances and other large items;

RESIDENTS HAVE A RESPONSIBILITY TO:

- Be polite and courteous towards you;
- Give you the necessary access and freedom to do your work so that it can be completed in the shortest possible time;
- Keep agreed appointments. If you are delayed, they should allow a reasonable time before leaving their property;
- Respect the right of others, including operatives, consultants and staff, to feel safe. If there is real or likely risk of damage to your property or threatening behaviour by residents or pets, you should gather your equipment and leave the property immediately. Abusive or threatening behaviour must be reported to us: 0300 555 0500;



- Refer any concerns about the standard of workmanship to us;
- Contact us if they are seeking a change to the scope of work. Maintenance work is determined by us and cannot be altered by contractors;
- Contact us if they require more information and/or assistance with moving and securing their 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, including domestic violence. You must call the police, ambulance or other appropriate emergency services. You also need to report the incident to us;

- Report alleged theft to us and the police.

BREACH OF THE CODE

If you believe a resident is not complying with these guidelines, please contact us so that we can take appropriate action. Call our Service Centre on 0300 555 0500.

GENERAL ISSUES

- Claims of damage to resident's personal effects must be dealt with through your employer's insurance policy;
- You must ensure you are not left alone in the property with minors (under 18 years of age);
- You must not seek private work from residents.



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

