



Code of Conduct

This Code has been prepared to assist Contractors and Trade Operatives in their working procedures and to ensure that all concerned are aware of the standards which are required. It is a condition of all Contracts that Contractors ensure their operatives are fully aware of and conform to this Code.

1 ACCESS

- 1.1 **Times** - Visits should be made at reasonable times, except in emergencies.
- 1.2 **Access Arrangements** - Calls to carry out works should comply with the access instructions given.
- 1.3 **Arrangements** - Where the work is likely to cause major disruption for the resident, at least 24 hours' notice shall be given before commencing work, except where works are classed as an emergency.
- 1.4 **Broken Promises**- Having made arrangements these must be kept. If a broken arrangement is unavoidable then the Contractor shall:-
 - a) apologise to the resident as quickly as possible;
 - b) explain the reason for failure;
 - c) make a new arrangement;
 - d) inform the Contract Administrator.
- 1.5 **Identity Cards** - Residents are to be shown identity cards whether requested or not (this is to encourage awareness of possible 'confidence tricksters').

2 HOME STANDARDS

- 2.1 For a variety of reasons people's home standards vary. It is vital that the quality of workmanship remains high, irrespective of the general condition of the property.

The Contract requires a high standard of workmanship.
- 2.1 An occupied property must always be left in a habitable condition with all main services connected at the end of each day.
- 2.2 The Contractor should be aware that some of our residents are from vulnerable groups and will require extra consideration.

3 BEHAVIOUR

3.1 **Conduct to Avoid** - It is essential that the following are avoided:-

- (a) Rudeness;
- (b) Excessive noise including use of radios, etc;
- (c) Over familiarity;
- (d) No smoking in people's homes;
- (e) Arguments;
- (f) Making judgmental comments about the Employer's Policies, Procedures or staff;
- (g) Any form of sexual activity or innuendo;
- (h) Racial comments of any sort regardless of the ethnic background of the resident.

3.2 Where any allegation of an infringement of this code is concerned, the Contractor will be required to provide a written report to the Employer on request. This report will include a full response to any issues raised.

4 CONCLUSION

4.1 It may appear that all the obligations in this Code fall upon the Contractor and the Trade Operative(s). It is however, hoped that residents will give similar courtesy and respect to anyone working in their property. Our experience shows that, in general, people do respond to being treated properly and this can only be for the good of all concerned.

4.2 Your help in achieving our aim of a first class service is a requirement of the Contract.