



CONTRACTORS CODE OF CONDUCT

Kitchen, Bathroom & Electrical Refurbishment

2007 - 2009

INTRODUCTION

Somer Housing Group is committed to providing Tenants and Leaseholders with services of the highest quality and standards. For this to be achieved it is important to ensure that Contractors are aware of the standards of conduct that are to be upheld.

This code has therefore been prepared to assist Contractors in their dealings with residents.

Contractors are expected to ensure that their workforce, including sub-contractors, support and implement these objectives.

❖ Equality & Diversity

In the employment of staff, recruitment of Board members, delivery and accessibility of services, procurement strategies and resident engagement, Somer Housing Group and its members will actively promote equality of opportunity and value diversity.

Somer Housing Group will strive to eliminate both direct and indirect discrimination and will find ways of celebrating the diversity of our workforce and the local community. In particular we are committed to eliminating discrimination on specific grounds of race, ethnic origin, disability, nationality, gender, transgender/transsexual status, sexuality, age, class, appearance, religion or belief, responsibility for dependants, unrelated criminal activities, marital status, health, HIV status, or any other matter which causes a person to be treated with injustice.

Contractors working for The Group are covered by, and required to subscribe to, this policy.

CONSIDERATION FOR RESIDENTS

Contractors are asked to follow the following guidelines in their dealings with residents:

- Show respect for residents and their home.
- Demonstrate respect for resident's privacy.
- Do not take advantage of resident's hospitality or assume that you can use their facilities.
- Remember to gain permission from residents before you do anything in their home.
- Respect resident's knowledge.
- Always listen to residents and take their views seriously.
- Be aware and sensitive to the fact that some residents feel vulnerable whilst you are working in their home.
- Do not smoke in or near resident's homes.
- Do not listen to music or radio broadcasts when working in or near resident's homes.

ACCESS

❖ Times

Visits should be made at reasonable times except in emergencies, or by prior arrangement with residents. This would normally exclude visits before **8.30 am** or after **4.30 p.m.** or on Saturdays and Sundays or Bank Holidays.

❖ Appointments

At least 7 days notice must be given to residents prior to commencing works to their home with a follow-up visit not less than 24 hours prior to the start date given. Arrangements may be made verbally; however, written confirmation is expected.

It is normally expected that contractors will make appointments to carry out work to a resident's home. Appointments are to be for the morning or afternoon periods, although if a specific time for a visit is given, this should be kept. Residents contact details will be provided.

Arrangements should be made in writing, giving 7 days notice, with a contact name in case the appointment needs to be changed.

❖ Broken Appointments

Breaking appointments can cause a great deal of inconvenience and frustration for residents. If it is absolutely necessary to break an appointment please ensure that early contact is made to:

- Apologise.
- Give a reason
- Make a fresh appointment

COMMUNICATIONS WITH RESIDENTS

Contractors should familiarise themselves with resident names, and address them accordingly and with courtesy. Use the title "Mr/Mrs" or other title i.e. "Dr" unless first names have been agreed.

Contractors should leave clear instructions on how to be contacted. Telephone calls should be returned on the same day or if called after 3 pm by no later than the following morning.

If the contractor promises to call at a specific time then they should do so.

If the contractor discovers a need for language interpretation, signing services for the deaf or any other type of special need, the Contract Administrator should be asked for further instructions.

Resident's contact details are to be used in connection with the contracted work only and must not be passed on to any outside party or used for any other purpose.

WORKING IN RESIDENTS HOMES

❖ Identification

It is essential that contractors' staff display identification cards so that they are clearly visible and that they always show them to residents before entering the home. The contractors' staff should introduce themselves by giving their name, organisation and reason for calling.

Failure to show identification may prompt residents to call the Police.

❖ Dress

Contractors are reminded that tradesmen working on Group property are representing Somer Housing Group and must therefore present a tidy appearance.

❖ Protection of Belongings

Furniture and carpets must be completely covered by dustsheets when this is appropriate. Tradesmen are expected to move all items of furniture etc., but if breakable or valuable may request the resident to remove.

Claims for damage to resident's property should be settled by the contractor directly with the resident. The Contractor will, however, fully indemnify the Employer against any claim for damage to any occupant's property.

❖ Tidiness

Furniture and other items must be returned to their original positions at the end of each working day unless otherwise agreed. Dustsheets should be removed and the work area vacuumed where necessary. The contractor should carry their own vacuum cleaner for this purpose and reimburse residents for the cost of any electricity used at the rate of £1 per day. The contractor should check that Residents are satisfied with these arrangements at the completion of each days work.

All materials and rubbish must be removed regularly, preferably daily, and no rubbish must be left on site after completion of the work.

❖ Consultation and Reassurance

The contractor should make every effort to reassure residents and help them understand what to expect by explaining the process and methods used. Use plain language and avoid technical terms.

WHILST CARRYING OUT THE WORK

❖ Use of Property

Unless residents give instructions to the contrary, permission should be sought before a contractor starts work on the property. If a resident is out it is only acceptable to carry out external repairs.

❖ Tools and Equipment

During the course of the job tradesmen are expected to use their own tools and equipment. A generator should be available for use when power is required. Access to residents power supply must not be assumed. With permission residents power may be used at a daily charge of £1.

Equipment and materials must not be left in a dangerous or inconvenient position on the property and agreement should be reached on the placing or leaving of such items. Any ladders must be planked and tied, or removed overnight.

❖ Use of Telephone

Resident's telephones must not be used without permission and then only in connection with work to that property. Calls should be paid for and it is suggested that 20 pence per call represents fair payment.

❖ Gardens

Damage to plants, trees, paths etc., should be avoided as far as possible. If some damage is inevitable, this should be discussed and agreed with residents and Contract Administrator beforehand.

❖ Safety

Doors and windows should not be left open unnecessarily and only after residents have been advised. All windows and doors should be firmly closed and locked before leaving site, except for painting works where special arrangements should be agreed.

❖ **Uncompleted Work**

Residents should be advised when work is complete. The property must be left in a safe habitable condition overnight and at weekends. Essential services must be left safe and useable. If this is not possible temporary arrangements must be provided.

If there is uncertainty over completion dates residents should be notified. Every effort must be made to ensure that outstanding work causes the minimum of inconvenience.

Tradesmen should ask residents if they are satisfied at the completion of each days work.

COMPLETING THE WORK

❖ **Completed Work**

When the job is finished it is essential to make sure residents are completely satisfied. It is important to leave the work area clean and tidy.

❖ **Satisfaction Cards**

Pre-paid satisfaction cards will be sent to all residents receiving work. Performance will be assessed and the contractor notified of the results.

PROBLEMS WHICH MAY ARISE

❖ **Additional Jobs**

Residents sometimes request work in addition to that included in the contract. Only work specified in the contract or instructed by the Contract Administrator should be carried out. The Contract Administrator must be notified if work actually required varies significantly from that specified.

Resident's queries about the amount and scope of work to be carried out should be referred to the Contract Administrator.

❖ **Complaints**

Residents have the right to complain and the contractor should endeavour to achieve a speedy resolution when things go wrong. If the contractor feels they are unable to resolve the complaint themselves they should request assistance from the Contract Administrator.