



Dunbritton Housing Association Limited

Name of Policy	Contractors Code of Conduct
Responsible Officer	Asset Manager
Date approved by Board	24 February 2021
Date of next Review	February 2024
Section	Asset Management
Reference	AM3

We can produce information, on request, in large print, Braille, tape and on disc. It is also available in other languages. If you need information in any of these formats please contact us on 01389 761486

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1. Introduction

At Dunbritton Housing Association we accept that high standards of governance and ethical behaviour are demonstrated by all those people/persons representing the Association in all of our activities.

This Code of Conduct sets out the requirements and expectations which are attached to your role as a Contractor carrying out work on behalf of the Association. You're Organisation and employees have responsibility to uphold the requirements of this Code. You cannot carry out work for the Association if you do not agree to adopt this Code of Conduct. To confirm that you understand its requirements and accept its terms, you must review and sign this Code annually.

This Code of Conduct is an important part of service delivery and attitudes towards excellent customer service. At Dunbritton Housing Association customer service is at the forefront of all we do. Contractors are responsible for ensuring that they are familiar with the terms of this Code and that they always act in accordance with its requirements and expectations. You must always ensure that your actions accord with any legal duties or with regulatory guidance that has an impact on the Association.

All contractors who work for the association must provide an up to date and valid public liability insurance / professional indemnity insurance certification before being considered to work on behalf of the Association.

2. Who the Code applies to

This Code of Conduct applies to all contractors who have been appointed by the Association to carry out in any shape or form repairs and maintenance work, consultancy or surveying related work within the association's properties.

All contractors working on behalf of Dunbritton Housing Association are required to manage all data with regards to the Association and or their customers in line with the provisions of the General Data Protection Regulation and in accordance with the data-sharing agreement held between Dunbritton and their company."

Contractors must arrange access using details stated on the works order.

Ask tenants or person present to sign works order to confirm attendance and works carried out.

If you encounter any unforeseen delays, you must notify the resident or tenant immediately to advise them of the situation

Arrive on time and park your van considerately in authorised areas/locations. You must allow plenty of time for the resident to answer the door.

If you are unable to gain access, you must leave a calling card asking the resident to re-arrange the appointment.

During your contracted hours, you must wear your full uniform, safety boots or shoes and ID card at all times and keep them as clean as possible

Use and/or wear the correct necessary Personal Protective Equipment, as dictated by the work you are going to do.

Greet the resident politely, introduce yourself, explain the purpose of your visit and show your ID card clearly to them before entering their home. If the resident has any concerns invite them to contact Dunbritton Housing Association for verification.

Offer to cover your footwear when entering a resident's home.

If you enter a resident's home and you have your personal mobile phone with you, this must have an appropriate ring tone activated or be put on silent or vibrate.

Be polite, helpful, courteous and above all, professional. Anger, rudeness and overfamiliarity (e.g. asking personal questions) is not acceptable.

If the resident is behaving inappropriately or being rude or aggressive, do not engage in any argument. Leave the property immediately and contact Dunbritton Housing Association.

Explain clearly to the resident what work you are going to do and discuss how this may affect them. On completion of the work, re-affirm what has been done.

Where jobs cannot be completed at the first visit, explain to the resident what will happen next, including clear steps and timescales where possible.

Take care of the resident's possessions, protecting them from damage, dust and paint etc. Furniture and carpets should be completely covered by dust sheets where appropriate.

Comply with the Race Relations Act 1976 and the Human Rights Act 1998

3. Conduct of Work

It will be the Contractors responsibility to:-

Ensure that the materials used are to be the equal or equivalent type to those existing unless otherwise authorised by the maintenance officer.

Undertake to carry out work in a professional and workmanlike manner.

Comply with the Health & Safety at Work Act.

Ensure that any furniture removed to carry out the work is returned to its original place this must be agreed upon by the tenant and logged with the association (the association may ask for a disclaimer to be signed). If breakable or valuable items are present, explain the potential risk and advise the resident to move them to a safer place.

4. Loss and Damage

You must not enter a resident's home unless there is a responsible adult present.

Never accept the key(s) to a resident's home unless this has been formally agreed upon beforehand with the resident and the Dunbritton Housing Association

Be respectful of the fact that you are working in a resident's home. Do not smoke, play radios, or make or receive private telephone calls.

When working outside, you will take every step possible to avoid damaging flowers, trees and plant

The contractor will be liable to the resident or tenant for any loss or damage caused to Tenants' property during the course of the works. Any such incidents must also be reported to Dunbritton Housing Association immediately.

Make good any damage to the fabric of the property caused by your work or, if applicable, arrange to have the damage made good through the maintenance Officer.

Clear and remove all rubbish at the end of each working day and leave your work area in the condition that you found it.

Offer to reset anything that has been disturbed whilst carrying out the work e.g. Digital clock where the power has been turned off.

Where applicable, make sure essential services are connected at the end of each day and/or as soon as you have completed the work.

5. Diversity & Equality

Person alert information should be used to identify where residents may have specific needs. Operatives and contractors should take full account of such needs when carrying out a repair.

Where residents suffer from visual impairments, you will be expected to provide verbal instructions on how to use any new equipment or adaptations.

Additional measures may be needed to secure the health & safety of elderly and vulnerable resident; residents with visual impairments or mobility problems or those

with learning disabilities. All practical steps should be taken to address potential hazards.

6. Confidentiality

You must treat residents' details as confidential and in no circumstances should you disclose or discuss any information regarding residents' circumstances to any third party.

Acceptance

I _____ have read and understood the terms of this Code of Conduct and I agree to abide by it.