

CONTRACTORS CODE OF CONDUCT



This Code sets out how we want our contractors and partners to help deliver a brilliant repairs service to you:

Look at complaints as opportunities - to fix things and make customers happy, not as threats!

First Impressions - smile, greet, and look the part!

Listening is the key – show respect and concentrate on what customers are saying!

Don't pass the buck - take ownership of the problem and try to solve it!

Take the problem from here – look forward, not back, and don't criticise previous decisions, colleagues, contractors or agents!

Keep your promises – and if you can't, tell the customer as soon as you can! And keep communicating, even if nothing is happening!

Go the extra mile – it's the little things that make the big differences!

Be a problem solver – don't ignore problems, try and sort them out!

Treat people as they want to be treated – look at it from outside in, imagine if you were them!

Don't be afraid to say "Sorry" – when we get it wrong!

CONTRACTORS CODE OF GOOD PRACTICE



Consideration

All work is to be carried out with positive consideration to the needs of the tenants, the general public and the environment in general. Special attention is to be given to the needs of those with sight, hearing and mobility difficulties, neighbours, visitors and site personnel.

- Adjust the working arrangements to suit others
- Display signs advising that work is in progress where locations allow
- Show consideration to tenants, neighbours, visitors and general public
- Be mindful of people with sight, hearing or mobility difficulties
- Deal personally with comments or complaints from the public or neighbours
- Consider the use of additional signs in languages other than English where appropriate
- Consider ensuring deliveries do not coincide with school starting / ending times

Environment

Noise from construction operatives and all other sources is to be kept to a minimum at all times. Consideration should be given in the selection and use of resources wherever possible. Attention should be paid to waste management and the avoidance of pollution. Recycling of surplus materials is to be encouraged.

- Enclose an area where dust is likely to be a problem
- Ensure that waste is segregated into separate skips and recycled or reused where possible
- Ensure that work does not start early or go on until late especially if noise is a problem, be flexible
- Protect trees, vegetation and gardens
- Keep down noise of plant, vehicles, radios etc
- Avoid pollution and wastage at all times
- Provide safe passage for pedestrians around the boundary of the site

Cleanliness

The working site is to be kept clean and in good order at all times. Temporary safety barriers, lights and warning signs are to be maintained in a clean and safe condition. Surplus materials, rubbish etc shall not be allowed to accumulate on the

site or spill over to the surrounding environment. Dust etc, from construction operations shall be kept to a minimum.

- Ensure that a clean supply of dust sheets are available and that they are used
- Clean up after all construction operations when working in someone's home, don't leave tools and materials laying around
- Even if the mess outside your site is not yours the public thinks it is, keep clean all adjacent areas whoever made the mess

Respectful

Respectable and safe standards of dress, appropriate to the weather conditions, shall be maintained at all times. Lewd or derogatory behaviour and language should not be tolerated under threat of severe disciplinary action. Pride in the management and appearance of the site and the surrounding environment is to be shown at all times. Operatives shall be instructed in dealing with the general public.

- Provide operatives with suitable clothing with company logo
- Provide operatives with a clip on ID card with photo
- Maintain respectable standards of dress
- Give thought to general public issues i.e
- No shouting or swearing
- No radios
- Proper dress at all times
- Procedure when addressed by a member of public
- Procedure where the site is in close proximity with a school or elderly people
- No 'wolf whistling'