

# CONTRACTOR'S 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 familiar with and conform to this code.

## Access

1. Times - visits should be made at reasonable times, except in emergencies. Working hours are to be between 8.00 a.m. and 6.00 p.m. Monday to Friday and no weekend work will be permitted without the prior permission of the Contract Administrator and the tenants...
2. Access arrangements - calls to carry out work should be in line with the access instructions given on the work order.
3. Arrangements –
  - All tenants will be given at least 72 hours' notice where possible from the contractor before any repair works starts
  - However, tenants with a disability will be given at least 1 weeks' notice where possible from the contractor before any repair work starts
  - Where the work is likely to cause major disruption for the tenant then at least 1 week's notice should be given where possible to the tenant before starting the works.
4. Broken promises - If a broken arrangement is unavoidable then the Contractor shall:
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  - firstly - apologise to the tenant as soon as possible;
  - secondly - explain the reason
  - thirdly make a mutually convenient appointment.
5. The Contractor will provide the necessary tenant liaison facilities to ensure that tenants are properly informed of the proposed programme works and extent of the and subsequent stages and to respond to tenant's enquiries. The Contractor will co-operate with the employer by providing the proposed programme of operations so that tenants can be given sufficient notice of the start of works to their home.
6. Identity Cards - all Contractors' operatives should have identity cards and tenants are to be shown identity cards whether requested or not (this is to encourage awareness of the possibility of 'confidence tricksters').

The Contractor or any of their operatives should not enter the property unless a responsible Adult (over 18 Years of age) is on the premises.

## Behaviour

Conduct to avoid - it is essential that the following are avoided: -

- Rudeness;
- Excessive noise including use of radios etc;
- Over familiarity;
- Arguments;
- Smoking;
- Alcohol;
- Any form of illegal drugs;
- Any display of Harassment; racism, or sexism
- Swearing of offensive language;
- No operative should take to site any unauthorised personnel or pets;

7. The Contractor should to advise the tenant to move/ arrange to move furniture and or personal items, where necessary prior to attending to carry out works.

Home Standards - for a variety of reasons people's home standards vary. It is vital that the quality of workmanship remains high, irrespective of the general state of the property.

8. Use of the Property - unless the tenant gives instructions to the, permissions should be sought when is required to come onto the property (including the garden). Remember your place of work is the resident's home, not a building site and that you need to behave accordingly.
9. Draughts - The Contractor must ensure that all doors and windows (door to block and tenant's property) are not left open during works and is properly secured at all times at the end of the working day.
10. The resident's kitchen and W.C. facilities are only to be used with the resident's permission.
11. Any Anti Social Behaviour towards the contractor must be reported to the Contract Administrator by filling out a Copy of Lambeth & Southwark's Anti-Social Behaviour form which can be obtained from the Contract Administrator's Appointed Representative.

### **Residents' Effects**

12. Protection of furniture etc. – Tenant's furniture and carpets should be protected by dust sheets or if the works dictate to allow for air tight dust screens to protect areas of the existing buildings during the works. Trades Operatives are not expected to move items of furniture and carpets or floor coverings but when access arrangements are made with the resident, the Contractor shall inform the resident about which items need to be moved for the work to be carried out and if the resident is unable to move the items requested then the Contractor shall inform the resident that they will move them carefully, but cannot be held responsible for any damage unless caused through neglect or un-willful behaviour because they are not furniture removers or carpet layers. If breakable valuable items are present the resident should be requested to move them to a safe place.
13. 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 the resident before work begins and reinstated to their original condition.
14. Materials - any equipment or materials should not be left in a hazardous or inconvenient position within the property, and agreement should be reached with the resident on the placing of such items. No Burning of any Materials or Debris on sites/gardens is allowed.
15. Old Materials, Rubbish - this should be cleared on a daily basis.
16. Tools - The Trade Operatives are expected to use their own equipment and provide the facilities for electricity and water supply however if circumstances don't allow then an agreement should be reached with the resident regarding electricity or Water used for the duration of the works.
17. All tools where appropriate should be used with dust collecting facilities if possible.
18. Safety - if a hazard is created by the work, then the Contractor must ensure that adequate warning is given. Obviously particular attention needs to be given to young children and the elderly.



19. Work must be carried out in accordance with the Health and Safety at Work Act and other safety legislation. If work is to carry on next day, then all equipment and materials shall be placed in a safe place and debris cleared away.

**Other Problems Which Can Occur**

20. Additional Jobs - residents often require further works to be carried out whilst the Operative is at the property. This additional work must not be carried out without written instruction from the Contract administrator. Emergency work that is discovered must be made safe. In other circumstances the tenant should report the additional defect to LSHA.
21. Parts - if parts are required for a job and these are not readily available then the resident should be advised that this is the case and given some indication of the likely timescale. An alternative access arrangement may also be required.
22. Sharps - Please be aware when working on an estate or visiting a property, an individual may face situations where a discarded syringe or other sharp is discovered. It is appropriate for contractors to comment and leave the property if indications are that remaining in the property constitutes an unacceptable risk. The finder must report any needles found to the Contract Administrator's Appointed Representative immediately.

**Leaving the Property**

23. Completed Work - once a job is finished, make sure that the tenant is satisfied and check that all services are in working order.
24. Incomplete work - if it is not possible to complete the work, the Trades Operative is required to ensure that the property is left safe and will make proper arrangements with the tenant for the completion of the work. The property must be left habitable overnight, maintaining cooking, heating (temp heating if required), and lighting, washing and sanitary facilities.
25. The Property will also be left wind, weatherproof and secure at all times.

**Conclusion**

26. It may appear that all the obligations in this code fall upon the Contractor and the Trades Operative. It is, however, expected that tenants 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.
27. If a Contractor does come across any antisocial behaviour from our tenants, then it would be appropriate for the Contractor to leave the site and report this directly to the Contract Administrator's Appointed Representative or LSHA. immediately.

Signed by Contractor: ..... Printed Name: .....

Dated: .....