



Haig Housing Contractors Code of Conduct

The Trust requires its contractors to agree with and sign up to a Code of Conduct which outlines the behaviour and standards we expect of them when working on Trust property.

Work is carried out on a prearranged morning or afternoon appointment between 8am - 6pm Monday - Friday.

This leaflet summarises Haig Housing's Contractors Code of Conduct. The full code is available from Haig Housing – please see over for details full details

ON ARRIVAL AT THE PROPERTY THE CONTRACTOR IS REQUIRED TO:

- Produce a photo identity card, with employee's name, company name, address and telephone number
- Have a copy of the works order (exception: when the work is an emergency).
- Advise the tenant about the work, how long it will take and any relevant matters

WHILST WORKING AT THE PROPERTY THE CONTRACTOR IS REQUIRED TO:

- be polite and courteous to the tenant and others
- avoid the use of abusive or offensive language
- be give consideration to tenants who are elderly, disabled or otherwise vulnerable
- only move tenant's possessions with permission and replace after work is done
- take care of tenants' possessions
- cause minimum disruption to the tenant
- liaise with the tenant at all times during the process of the work
- confine and protect the area to avoid disruption, obstruction and nuisance
- provide own source of power unless, before work commences and with arrangements for reimbursement, the tenant will allow the use of their own power
- avoid the necessity of making excessive visits to bring in materials
- be careful about security (i.e. not leaving ladders available for burglars)
- supervise sharp tools, heavy plant, power tools and toxic substances and keep them out of the reach of children and pets
- regularly clean up all debris, surplus materials and rubbish generated by the work
- advise the tenant when the work is complete

WHILST WORKING AT THE PROPERTY THE CONTRACTOR SHOULD NOT:

- Play music or the radio
- Smoke, drink alcohol or take drugs or be under the influence of drugs or alcohol.
Any contractor found under the influence of alcohol or drugs on site will be removed immediately and will not be employed on Haig Housing sites again
- use tenant's WC, kitchen, phone or belongings for personal use or for cleaning equipment unless given permission
- Work at weekends or after hours

WHEN LEAVING THE PROPERTY THE CONTRACTOR IS REQUIRED TO:

- Leave the site clean, tidy and secure each day and on completion of the work
- Clean up thoroughly and remove all materials on completion of the work

MONITORING CONTRACTORS

The Contractor's continued relationship with the Trust will be dependent on satisfactory feedback from the tenant through a questionnaire, based on the above information, filled in on completion of the work

What you can do to help:

Return your completed questionnaire and sign and date the copy order on completion of the work and return it to Head Office along with the Contractor's invoice.