



## **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.