



Haig Housing Contractors Code of Conduct

Contractors working on Trust property are expected to adhere to the Trust's Code of Conduct, which outlines the expected conduct and professional standards.

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

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 or have the job number available upon request of the tenant (exception: when the work is an emergency).
- Advise the tenant about the work being carried out, how long it's expected to take and any relevant information on disturbances.

WHILST WORKING AT THE PROPERTY THE CONTRACTOR IS REQUIRED TO:

- Always be polite and courteous
- Avoid the use of abusive or offensive language, avoid sharing any political views
- Refrain from expressing views that may be perceived as critical of Haig Housing including complaints.
- Consider the needs of tenants who are elderly, disabled, or otherwise vulnerable.
- Only handle a tenant's belongings with their permission, and ensure items are returned to their original place once work is completed.
- Cause minimum disruption to the tenant and their home.
- Liaise with the tenant as appropriate in relation to the progress of work
- Confine and protect the working area to avoid disruption, tenants entering an unsafe area, obstruction and nuisance.
- Provide own source of power where possible, use of tenant power must be agreed before use.
- Be mindful about securities - not leaving ladders available in public access areas, wedging communal or tenant doors open.
- Supervise sharp tools, heavy plant, power tools and toxic substances and always keep them out of the reach of children and pets.
- Regularly clean up all debris, surplus materials and rubbish generated by the work and advise the tenant when the work is complete.

WHILST WORKING AT THE PROPERTY THE CONTRACTOR SHOULD NOT:

- Play music or the radio without the agreement of the tenant
- Contractors must not smoke, consume alcohol or drugs, or be under their influence while on the property or estate grounds. Any contractor found under the influence will be removed immediately and barred from future work on Haig Housing sites.
- Use tenant's bathroom, kitchen, phone without permission
- Use any of the tenants cleaning products or equipment.
- Work at weekends or after hours without prior approval. (Emergency works exempt)

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
- Ensure where possible, follow up visits have been agreed.

MONITORING CONTRACTORS

The Contractor's continued relationship with the Trust will be dependent on satisfactory feedback obtained from

- Post inspection reports
- Questionnaire's
- Satisfaction surveys