



# CONTRACTOR CODE SUMMARY

## CODE OF CONDUCT SUMMARY

This Code of Conduct summary, sets out the standards that contractors will deliver to CHISEL residents. Contractors must comply with the terms set out in CHISEL's Contractor Code of Conduct.

## CUSTOMER FOCUS

The contractor must deliver a service and standards which meets the needs of residents. This will include:-

- Making and keeping appointments for all repairs and visits.
- Notifying residents with 24 hours notice where unavoidable delays arise.
- Communicating with residents about the work to their home, in a way that is clearly understood.
- Completing repairs to a high standard, within the specified target time, and within one visit wherever possible.
- Respecting the homes, contents and environment of residents.
- Work delivered with a friendly, helpful, considerate, informative and professional approach.
- Respecting residents and their safety.

## WORKING IN CHISEL HOMES

On arrival the contractor must:

- 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 resident about the work, how long it will take and any relevant matters.
- Whilst working at the property the Contractor is required at all times to:
  - Be polite and courteous to the resident and others.
  - Avoid the use of abusive or offensive language.
  - Be give consideration to residents who are elderly, disabled or otherwise vulnerable.
- Not move resident's possessions unless the resident is unable to do so themselves and only with permission.
- Take care of those possessions (and any items damaged, must be replaced).
- Cause minimum disruption to the resident.
- Liaise with the resident 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 resident 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 residents when the work is complete.

When leaving the property the contractor is required to:

- Leave the site clean, tidy and secure at the end of each working day.
- Clean up thoroughly and remove all materials upon completion.

While 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 CHISEL sites again.
- Use resident's WC, kitchen, phone or belongings for personal use or for cleaning equipment unless given permission.
- Work at weekends or after hours unless by agreement. Normal working between 8am-6pm unless by prior agreement with CHISEL and the resident.