



# **Contractors Code of Conduct**

North Devon Homes (NDH) is committed to providing its customers with an efficient, high quality service for all types of work carried out in their homes.

NDH will ensure that all its main contractors, sub-contractors and workforce are aware of the code and that its importance is understood and remembered at all times.

NDH require contractors to ensure that all works are carried out with the minimum disruption to customers and are required as a minimum to adhere to the following:

## **1. Communication**

- Make appointments to carry out work to customers convenience and be prompt in attending at the agreed times and dates;
- Introduce themselves when they contact customers or call at their homes and produce an identity card;
- Advise customer of any delay or postponement of a planned visit / appointment.
- discuss the Works with the Customer on arrival, agree how they are to proceed and keep the Customer regularly updated on the progress of the Works, particularly where their completion will require more than one visit;
- Always leave a calling card if the customer is not in when access is required.

## **2. Courtesy**

- Maintain a professional manner at all times, being polite and courteous with no offensive language to be used,
- To not use any of the customers facilities without their prior permission for example customer's telephone, toilets or washing facilities.
- Not play radios, CD players, ipods, MP3 players or any other music production equipment or use headphones in any Customer's home;
- Adhere to the no smoking policy
- Give due notice if services are being disconnected for any period of time. Reconnect and test services such as electricity, gas and water at the end of each working day. If this is not possible we will discuss and agree this with the customer.
- Where major works are involved, agree the extent of removal of carpets, furniture etc, and their condition, before work starts.
- Be clean, properly dressed, taking off soiled shoes or boots before entering the Customer's home;
- Essential for operatives to wear company clothing or overalls.
- Comply with the NDH Equality and Diversity policies and respect any cultural or religious requirements the Customer may have.
- Remember at all times that although a Property is owned by NDH, it is someone's home, and must be treated as such.

### 3. Cleanliness/Tidiness etc

- Clear away any rubbish caused by works promptly and at the end of each day.
- Always use dust sheets to cover furniture, plastic coverings on floors or shoe protectors or other alternative protective measures.
- Take care of the property and possessions and protect them from dust, paint and any other building debris or damage.

### 4. Security/Protection

- Make sure that customer's homes and possessions are secure at all times.
- Keep safe all materials and equipment used and ensure customers and visitors safety.
- Repair any damage to surfaces and leave ready for decoration by the customer.
- Comply with health and safety legislation and any relevant codes of practice.
- Where scaffold is erected ensure that access ladders are removed at the end of each working day.
- Carry out customer induction on Health and Safety on first visit.
- Operatives to advise NDH of any specific customer requirements that may affect their ability to carry out their work.

### 5. Inducements

Staff must not offer or give any:

- inducement or encouragement to any Customer to seek to influence the ordering of Works;
- gift or gratuity (e.g. seasonal 'perks') to any of the NDH staff.

### 6. Staff relationships with North Devon Homes

Under no circumstances must any member of the Service Provider's or a Subcontractor's Staff be:

- a board member of NDH or
- an employee of NDH;
- a close relative of or have a close personal relationship with any member of NDH staff or member of the NDH board unless this is declared and approved

**Note:** A "close relative" is a person's spouse, civil partner, parent, grandparent, child, grandchild (including an illegitimate child or grandchild), brother or sister. Although technically it does not include any relationship that is not by blood, marriage or civil partnership, any person with whom the NDH board member or member of staff has a close personal relationship should be treated as though they were a close relative.

The Service Provider must inform the NDH Representative in writing immediately if the Service Provider employs or becomes aware that a Subcontractor is employing any person who falls into any of the above categories.

## **7. Private Work for NDH Staff**

No work is to be undertaken privately for a member of the NDH staff, or their close relatives unless this has been notified and approved by NDH.

## **8. Private Work for Customers**

Any private work undertaken for a Customer must be on a completely separate basis with no involvement from NDH, or responsibility for payment.

It is the responsibility of the Customer to obtain permission from NDH to carry out any Works of a structural nature to the Property. The Service Provider must ensure that the NDH Representative is aware of any intention to carry out such work.

## **9. Children**

Particular care must be exercised when the Works are carried out in the vicinity of small children. Sharp tools and toxic substances must be kept well out of reach.

## **10. Vulnerable Customers**

Particular care and consideration is required when working in the home of an elderly Customer or a Customer with a disability, particularly with regard to:

- Restricting or impeding movement around the Property;
- Equipment (tools) and Materials left lying on floors; and
- Maintaining acceptable levels of warmth and comfort.

## **11. Inability to undertake the Works**

If for any reason the Service Provider is unable to undertake specified Works on any Property, NDH Representative must be informed immediately.

## **12. Staff safety**

If Staff encounter a particular difficult or potentially violent situation they must leave the Property immediately and contact the NDH Representative as soon as possible.

## **13. Consents**

The Service Provider must obtain any statutory consents needed for the Works (e.g. for scaffolding on a pavement) before the Works commence and ensure that any statutory notices (e.g. building regulations) are served as appropriate.

#### **14. Hours of working**

No Works may be undertaken outside the Service Provider's Permitted Working Hours (as specified in the contract) or on any days other than the Working Days specified in the Contract.

Permitted working hours are normally 07:30 to 18:00 hours weekdays and 08:30 to 12:30 on Saturdays, but this may vary depending on the nature of the works.

Where the Contract Details allow for Works at unsocial hours, due notice of those Works must be given to Customers and their neighbours.

#### **15. Keyholding**

All Works should be done or access obtained to the Property when the Customer is present. Arrangements for keyholding or unaccompanied access should be discouraged, or if absolutely necessary, kept to a minimum.

Where the Service Provider holds the keys to any Property, this is at the sole risk of the Service Provider. The Service Provider must never hold the keys of an occupied Property without the specific agreement of the Customer.

#### **16. Confidentiality**

Staff must not discuss matters concerning the NDH business or concerning other Customers, other Properties or other contractors with Customers. Any enquiry from a Customer or others concerning NDH business should be diplomatically redirected to NDH.

The NDH will regard it as a serious breach of contract if Staff discuss any confidential matters with Customers or the public.

#### **17. Access**

When arrangements for access cannot be made by telephone, the Service Provider must either email, text or write to the Customer to make access arrangements to carry out the Works. If the above is unsuccessful then the contractor may try and visit the customer to make an appointment. If

necessary, a card should be left with a request to contact either the NDH Representative or the Service Provider directly. The Service Provider must use translation facilities where necessary.

If works are external then it may be agreed with the customer that an appointment is not required for the works. Contractor may also 'cold call' on a customer where arranging access has been an issue.

The Service Provider must inform the NDH Representative as soon as possible of any failure of a Customer to allow access at the agreed time. In exceptional circumstances, NDH Staff will accompany Staff to a Property if this is requested in advance.

The Service Provider must ensure that there is an adult (18 years plus) present at the property when undertaking works. Permission must be sought by customer for minors below the age of 18 to be present but the minimum age in these circumstances is 16 years old.

## **18. Completion**

On completing or ceasing work for the NDH, the Service Provider must hand back any keys, plans, specifications, other documents or equipment issued by the NDH.

## **19. Voids**

The Service Provider must obtain NDH written permission before removing any property belonging to the previous Customer from a Void Property.

The Service Provider must take a proper inventory of any property so removed. Clear instructions should be agreed with NDH regarding its disposal.

## **20. Complaints / compensation**

Any complaints or requests for compensation from a Customer must be referred immediately to the NDH Representative.

## **21. Subcontractors**

The requirements of this Code of Conduct apply equally to Subcontractors.