

**AT THE END OF EACH DAY****The contractor will:**

- Remove all debris and rubbish, including dust sheets, caused by the works, using their own vacuum cleaners and refuse containers
- Reconnect and test services such as water, gas and electricity
- Remove or store tools and equipment
- Ensure that the property is left habitable, safe and secure

**WHEN THE WORK IS COMPLETE IN YOUR HOME****The contractor will:**

- Ensure that you are satisfied with the quality of the work
- Make sure that all services are in working order
- Make sure all debris is removed before carpets or other floor coverings are laid
- Ensure that your home is clean and tidy
- Move your furniture back into place
- Explain clearly in plain English how to use any new equipment we have installed, such as heating, and make sure you understand how to use it

**WHEN THE CONTRACT IS COMPLETE****The contractor will:**

- Clean and tidy any work areas
- Reinstate garden ground

**The Housing Department will:**

Contact you to ask:

- how well the work has been carried out
- if any improvements can be made to the way the work was carried out
- if the contractor met the standards listed in this leaflet

**HOW YOU CAN HELP US DURING THE WORKS****You can help us to provide a better service by:**

- Allowing us access to your home, at agreed times, to carry out the works
- Keeping appointments and letting us know if you need to cancel and rearrange
- Being aware of your own, your family and any visitors' health and safety during the works
- Telling us about problems and complaints as soon as they occur
- Treating us with courtesy and respect and not using inappropriate language or behaviour

**WHAT TO DO IF ANY OF THESE STANDARDS ARE NOT BEING MET**

Please contact the **Housing Investment Unit** on **Tel: 434848** and ask for the Project Officer or Assistant Project Officer that has been dealing with your contract.

**Housing Investment Unit**, Dundee House, 50 North Lindsay Street, Dundee DD1 1NB. Tel: 434848

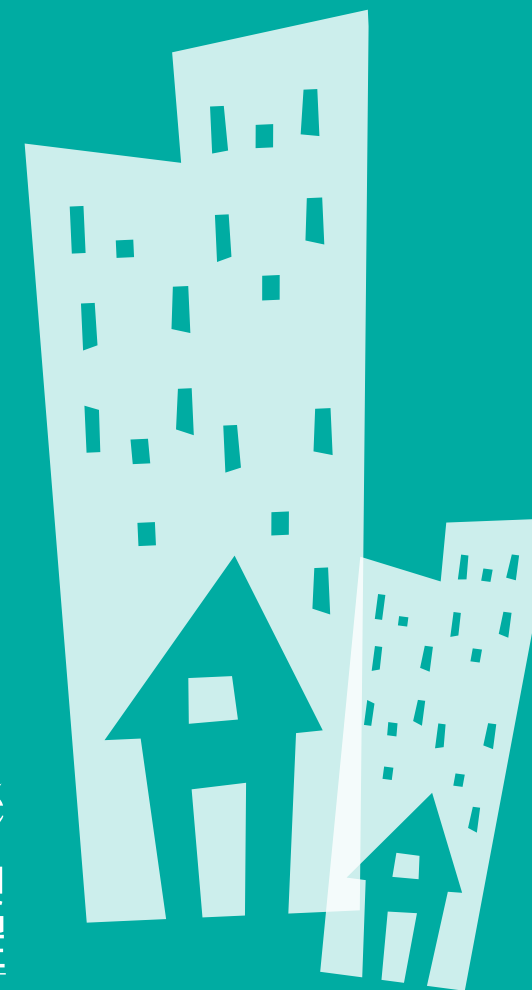
This information is made available in large print or in an alternative format that meets your needs.

<b>Chinese</b>	欲知詳情, 請致電: 01382 435825
<b>Russian</b>	Более подробную информацию можно получить позвонив по телефону: 01382 435825
<b>Urdu</b>	مزید معلومات کے لئے براہ مہربانی 01382 435825 پر فون کریں۔
<b>Polish</b>	po dalszą informację zadzwoń pod numer 01382 435825
<b>Alternative Formats</b>	For further information please contact 01382 307293

The Housing Department uses Language Line to provide a telephone interpreting service.



# Code of Conduct for Contractors



The Housing Department is committed to providing high quality, customer focussed services.

Our aim is that anyone who carries out work on our behalf that involves contact with our tenants delivers the same high quality of service you expect from us.

A Code of Conduct for Contractors has been developed that sets out the minimum standards expected from contractors and their tradespeople when working in or around your home.

#### **The aims of the Code of Conduct for Contractors are:**

- To develop a culture that puts the customer first
- To ensure a consistent, high quality and professional service
- To ensure tenants know what to expect when a contractor works in their home
- To ensure tenants receive a polite and friendly service

## **HEALTH AND SAFETY**

#### **The contractor will:**

- Comply with Health and Safety legislation and relevant codes of practice
- Keep safe and secure all materials and equipment used onsite to avoid danger to occupants
- Ensure warning is given if a hazard is created, particularly when working around young children, older people and vulnerable adults
- Ensure that doorways, hallways and staircases remain accessible and are not blocked by tools or materials
- Keep the site clean and tidy and remove debris and waste materials

## **HOME VISITS AND APPOINTMENTS**

#### **The contractor will:**

- Introduce themselves, show an identity card and explain the reason for the visit
- Advise you of timescales and give you at least 5 days' notice of the work starting inside your home

- Provide you with emergency daytime and out of hours telephone numbers for use during the works
- Keep all appointments and turn up punctually. If there are likely to be any delays, you will be kept informed
- Tell you in advance if they need to cancel an appointment. They will explain why and arrange another appointment
- Leave a calling card when contact has not been possible

## **CARE OF YOUR HOME AND POSSESSIONS**

#### **The contractor will:**

- Take care of your furniture and belongings and let you know if something is damaged accidentally. You should contact the Housing Department if this happens, contact details are on the back of this leaflet
- Protect your kitchen worktops and laminate floors with hardboard
- Wrap all white goods in polythene
- Wrap all carpets in polythene
- Always use clean dust sheets to protect your furnishings and replace them as they get soiled

## **CONDUCT DURING THE WORKS**

#### **The contractor will:**

- Display their commitment to customer care in all site huts
- Ensure that vehicles are parked appropriately so they do not cause traffic congestion, obstruct pavements or cause difficulties for people gaining access to their homes
- Take steps to keep noise at a minimum
- Respond quickly to any complaint made by you. If they can't resolve it within 24 hours it will be passed on to the Assistant Housing Officer to try and resolve it
- Treat you with courtesy, respect and use appropriate language
- Show respect for your home and property, whether you are at home or not

- Treat all details about you and your home confidentially
- Remember that this is often a stressful and difficult time for you and do their best to show understanding

#### **The contractor will NOT:**

- Display any material that could be classed as offensive in site huts
- Use foul or loud language in your home
- Make any comments or gestures that could be offensive or distasteful to you or which have racist or sexual implications
- Make judgements about you, your family or lifestyle
- Enter your home if no adult is present and there is only a child present
- Eat or drink in your home, without your permission
- Smoke, consume alcohol or take illegal drugs under any circumstances
- Play radios, without your consent, and if granted, at a reasonable volume that is acceptable to you and your neighbours
- Use any of your facilities, including telephones and toilets

## **DURING THE WORK IN YOUR HOME**

#### **The contractor will:**

- Take all reasonable steps to limit airborne dust
- Look after your keys and leave your home secure when they are not working in it, even for short periods of time, and especially at the end of each working day
- Take care to ensure no avoidable damage occurs to decoration
- Try to get work right first time. If they have to come back to carry out repairs they will be completed promptly and efficiently
- Keep one room free for your use or if this is not possible, will give the Housing Department three days' notice so they can make alternative arrangements