



Contractors' Code of conduct

Our contractors will be customer focused. They will always:

- Introduce themselves and show their ID card.
- Behave in a polite and professional manner.
- Endeavour to keep appointments for all repair appointments.
- Aim to fix the repair at the first visit.
- Let you and any neighbours who may be affected by the work know what they're doing.
- Respect your home and contents.
- Ensure yours and your household members safety.
- Keep you informed about the status of a repair. (In the event of any delay or cancellation, notifying you as soon as possible.)
- Report any Safeguarding concerns to the Council.

Whilst working in your home they will:

- Let you know about the work and how long it will take.
- Be respectful of shared areas such as gardens, car parks and access ways.
- Be polite and courteous and not use abusive or offensive language.
- Keep you up to date while they are doing the job.
- Be considerate of any needs you may have.
- Use shoe protectors or dust sheets.
- Keep disruption to a minimum.
- Provide their own power source.
- Make sure all materials and equipment used at your home are kept safe.
- Clean up all rubbish created by the work.
- Complete repairs to a high standard, within the specified target time.
- Let you know when the job is complete.
- Check that you're happy that the work has been completed to a high standard.

Whilst the contractor is working in your home they will not:

- Leave entrance doors to your home or common areas open and unattended.
- Play music or the radio without your permission.
- Use your toilet, phone, or any of your belongings unless you give them permission.
- Smoke, drink alcohol, take drugs or be under the influence of drugs or alcohol.

When leaving the contractor will:

- Leave your home clean, tidy, and secure at the end of each working day.
- Clean up thoroughly and remove all materials upon completion.
- Make sure that, wherever possible, supplies of gas, electricity and water are fully restored at the end of each day, or where this is not possible ensure that there is a temporary supply.
- Ask you to complete a satisfaction survey.