

# Co-op Homes

## Code of Conduct for Contractors



**All contractors and their operatives employed by Co-op Homes as Approved Contractors are required to:**

1. Keep to the times of pre-arranged appointments. If you are running late, please pre-warn the tenant or let Co-op Homes know by telephone or text.
2. Allow a reasonable amount of time for tenants to answer the door. If necessary telephone the tenant while outside the property in case their door bell is not working.
3. Leave a calling card with the date & time of your visit and your details so that the tenant can contact you if they are not in at your pre-arranged appointment time
4. Be tidily dressed and wear any designated uniform
5. Introduce themselves to the tenant and show proof of identity
6. Explain the nature and purpose of the job
7. Be polite and courteous to tenants and staff
8. Report any tenant's observations or requests to Co-op Homes
9. Behave in a proper and professional manner at all times
10. Not to: smoke, work under the influence of alcohol or drugs, use bad language, play radios or cassette players or use the tenant's facilities without permission
11. Not to accept gifts of cash from any source and of any amount. Nor, any gifts in kind where the value exceeds £5 (except for any promotional gifts from suppliers and reported to Co-op Homes as such)
12. Try to minimise disruption and mess to the tenant's home
13. Take care of the tenant's property and possessions and protect these from dust, paint, etc
14. Keep the tenant's home secure at all times
15. Keep safe all materials and equipment used on site to avoid danger to occupants and visitors
16. Re-connect and test services such as water, gas and electricity at the end of each working day
17. Clear any rubbish arising from the repair inside the home at the end of each working day
18. Clear any rubbish arising from the repair outside of the home at the end of the working day
19. Return keys to Co-op Homes promptly after completing voids work
20. Comply with health and safety legislation and relevant codes of practice
21. Comply with equal opportunities good practice

### Specific Guidelines

**Response Times: Repair Orders are issued for completion within:**

- 24 hours – emergencies
- 7 days – urgent
- 30 days – routine

**Repairs orders not completed within the given priority code time limit and/or without good reason, may be cancelled and re-issued to another contractor**

Invoices for payment should include a copy of the original repairs order, the actual date of the completion of the job and any reasons for delay (if completed outside of target date given).

If a tenant does not keep the appointment they will be recharged for the full cost. Please contact Co-op Homes on 0203 166 2608 with the exact date & time of the appointment, and to authorise a further call out.

**Ordering of works:**

- Only act on instructions given on Co-op Homes' repair order forms.
- Only act on telephone or verbal instructions which have been confirmed by a repair order. Any such instruction should be recorded with the date, name of the person giving the instructions and the number of the order. Any confirmation order not received the following day should be chased up as invoices will not be accepted for payment without reference to an order number

**Out of Hours Emergency Ordering – to carry out works to make the situation safe unless a full repair is possible at the first visit**

1. Record the date/time of call and name of agent from the out-of-hours emergency contractor.
2. On completion of the work, obtain the signature of the tenant which confirms the work done & time taken.
3. Contact Co-op Homes on the next working day and ask for an order confirmation.

**Scope of Works** Only the works detailed on the Repair Order or job specification are to be carried out. Any additional works carried out without prior authorisation will be at the Contractor's own expense unless it is a variation connected with and necessary to complete the original order. In this case Co-op Homes should be telephoned for permission to proceed. If further additional work is required, the Contractor must report back to Co-op Homes and await further instruction (except where inaction would lead to a risk to health and safety, or damage to the property). If further works are agreed by Co-op Homes, an additional works order will be raised.

**Access to unoccupied property:** The security of premises is the responsibility of the Contractor whilst the keys are in their possession and they must take all reasonable care to ensure no unauthorised entry to Co-op Homes' property.

**Complaints** If an operative encounters complaint from residents about the quality or standard of work, they should refer them to Co-op Homes. The operative/contractor should not enter into discussion or disagreement with the resident. Contractors should not discuss the previous standards of work of another contractor, nor the condition of the property with the residents. Any such issues should be referred back to Co-op Homes.

**Conflict of Interest:** Operatives should inform Co-op Homes of any known relationship with its employees.

**Collusive Tendering/Lobbying** Contractors should not collude with another in the pricing or submission of any work or tender, nor should they lobby or canvass a committee member, employee or tenant of Co-op Homes, or their affiliates, in an attempt to obtain work or contracts

**Disclosure & Barring (formerly CRB)** Contractors should be aware that generally repairs orders are issued for work to be carried out in peoples' homes. This may include occupants who are children or vulnerable adults. Co-op Homes would expect contractors to satisfy themselves the operatives representing them are not barred from working in this type of situation. <https://www.gov.uk/disclosure-barring-service-check/dbs-barred-lists>

**Confidentiality:** Contractors/operatives should treat tenants' names, telephone numbers and email addresses as strictly confidential and in no circumstances should any information whatsoever regarding tenants' circumstances, lifestyles, health or personal details etc be disclosed to any third party. Personal data about CHS' customers should only be retained for the duration of the contract and it is the Contractor's responsibility to ensure that the destruction of personal data is carried out in a controlled and secure manner and within the provisions of the Data Protection Act 1998.

**Insurance:** Contractors should ensure they have adequate public liability insurance and provide current copies of insurance details to the office annually and/or on request.

**Health & Safety:** Any accident, health and safety risk or near miss on site at any of Co-op Homes' properties must be reported to Co-op Homes immediately

I have read and understood the code of conduct for contractors	Signed by:  Date:
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