

Council Housing Management Service

Contractor Code of Conduct

We are committed to delivering the best possible service to our customers. To achieve this, we expect our contractors, subcontractors and their operatives to follow the highest standards. In carrying out their duties they must fully comply with the following requirements:

1. Communication

- Ensure Cheshire West and Chester standard letters are used to communicate with customer. For example, the contractor introduction letter and follow up letters at 28, 14 and 7-day prior to work. Contractor to refer to the Liaison Process for more information about standard letters.
- Explain the nature and purpose of the work and any associated effects that this will have on the customer.
- Keep the customer informed of progress with the work and make full arrangements with the customer for the next work activity before leaving the property.
- If access to the property cannot be attained, leave a no-access card providing all relevant contact details.

2. Courtesy

- Comply with Equal Opportunities and Equality and Diversity policies.
- Always behave in a proper and professional manner.
- Do not smoke, use bad language, eat food, play radio in a customer home without their permission.
- Do not use the customers facilities, toilet etc without permission.
- Advise the customer in advance of likely noise or disturbance and make every effort practical to keep this to a minimum.
- If services such as water, electric or gas must be disconnected to enable work to be completed, advise the customer in advance. On completion of works reconnect the service and test it to ensure working before leaving property.
- Advise the customer of any white goods, furniture or possessions that need to be moved to afford the works.
- Help the customer to move furniture if necessary and if the customer is unable to do so.
- If moving furniture carpets etc. or working near them, agree their condition with the customer before work commences.



3. Cleanliness/Tidiness

- Take care of property and belongings and protect from damage, harm, dust and paint etc. Use dustsheets in all instances when required. Where these are used on staircases secure them as appropriate to prevent a slip or trip hazard.
- Make sure materials and tools do not represent a hazard or cause danger to the customer or their visitors and remove all tools from the property at the end of the working day.
- At the end of each day clear any rubbish arising from the works and ensure the property is clean and tidy.

4. Safety/Security

- Comply with all Health and Safety legislation and relevant codes of practice.
- Introduce themselves and show proof of ID both before entering a customer's home and on demand.
- Wear any uniform and personal protective clothing provided.
- Where the customer has provided a security password, use it in all instances.
- Keep the property always secure – do not leave doors open unless strictly necessary.
- Do not park vehicles that obstruct pavements, access to driveways or bus routes.

5. Hours of Working

Working hours will typically be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operatives.

6. Confidentiality

Do not discuss matters concerning Cheshire West and Chester or contractor business with customer or discuss with a customer matter arising from another address.

7. Quality of Work

- Ensure all works meet the required specification and are completed to the agreed standard.
- Make good any damage caused to the property.

8. Access

When an appointment or arrangement to undertake the work is made, it must be kept. In exceptional circumstances when the work needs to be reprogrammed, the customer must be advised immediately, and convenient alternative arrangements made.

9. Accident/Damage

Try to find a solution if an accident or any damage occurs. If the matter can't be resolved, inform customer about the Cheshire West and Chester complaints process set out within the complaints policy.

Contact us on tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk