



Trivallis Code of Conduct for Contractors

'Treating our Tenants with Respect'

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1 INTRODUCTION

Trivallis' properties are not just bricks and mortar – they are tenants' homes. Our tenants have a right to expect that they will be treated with courtesy at all times and that their homes will be treated with respect.

As part of Trivallis commitment to our tenants, all contractors (including our own Housing Maintenance Unit and sub-contractors) employees will go through the Trivallis Induction Programme and will all receive a copy of the Contractors Handbook. This will ensure that the core values of Trivallis are adopted by all our contractors. This will also cover all external consultants who may wish to visit on Trivallis behalf. e.g. Asbestos surveys, structural surveys, drainage surveys, etc.

This code makes sure that any contractor (including our own Housing Maintenance Unit and sub-contractors) working for Trivallis is aware of the high standards they must follow. It also means that Trivallis' tenants will be clear about the levels of service that they can expect when you are working in their homes.

2 LEVELS OF SERVICE

2.1 Time keeping

Make sure you keep all appointments made with tenants and turn up on time. If there are likely to be any delays, make sure the tenant is told in advance of the appointment by telephone.

2.2 Confidentiality

You must keep any personal information about Trivallis' tenants private. Don't discuss other tenants, other properties, previous workmanship or other contractors when you are with tenants or others.

2.3 Identification

The work may involve many officers and tradesmen coming into tenants' homes. Tenants need to be sure who you are.

Wear an ID badge with the Trivallis logo (with your company logo, individuals name and photo on it) at all times.

When you arrive at a tenant's home, introduce yourself and show your ID badge.

If a tenant wants to check who you are with Trivallis, you must help the tenant to do this. Stay outside the tenant's home until the tenant has confirmed who you are.

2.4 Dress code

Make sure that your clothing (including safety clothing and PPE) is clean and tidy.

Make sure that your ID badge can be seen at all times.

2.5 Before starting work in a tenant's home

You must:

- Explain to the tenant the work that you will be doing and check that this is the work the tenant expects to be done. If not, contact your line manager or the relevant contract manager at Trivallis for advice.
- Explain how long the work will take and which rooms or spaces will be affected. Tell the tenant if the toilet or gas, water or electricity will be unavailable.
- Ask if materials and tools can be left in a particular place. Check that they will not cause a problem or a hazard to the tenant, family or visitors.
- Ensure you leave contact details including a telephone number.

2.6 Care of the tenant's home and possessions

Always ask the tenant before moving furniture. Ask the tenant to move any delicate or valuable items themselves.

Wherever possible, restrict your work to one room at a time.

Always get permission from the tenant before using sinks, electricity and other services in the property.

Make sure furnishings, carpets and floors are protected by using dustsheets or other suitable means.

Make sure that white goods and other appliances are fully covered before work starts and that a white goods dilap is administered with the tenant. Do not put tools or materials on appliances.

Clear up all rubbish at the end of each working day and when you have finished your work.

Make sure that services such as gas, water and electricity are reconnected, tested and working at the end of each working day.

2.7 Your conduct in the tenant's home

You **must not**:

- Smoke (within the curtilage of the property), eat or drink in a tenant's home
- Turn on radios, CD players or any other audio equipment (within the curtilage of the property).
- Enter a tenant's home under any circumstances after drinking alcohol or taking drugs.

- Carry out work in the home without the tenant being present, unless they have given their express permission.
- Allow tenants to leave their children unattended while you are there.
- Use foul or abusive language or threatening behaviour.
- Cause offence or harassment to a tenant. This includes unkind, embarrassing or rude words or gestures, even if meant as a joke (they may not be received as you intended).

2.8 Leaving and returning to a property

You must:

- Tell the tenant why if you have to leave their home before the work is completed.
- Tell the tenant when you leave their home and when you return. This includes leaving the property to collect materials or to get further instructions.
- Tell the tenant the time and day you expect to return.

2.9 When you have finished your work

Move any items such as appliances back to their right position.

Make sure the property is secure if you have installed or repaired any doors or windows, or their fittings and locks. Hand over any keys.

Tell the tenant that the work is complete.

Explain to the tenant how to operate and maintain all new equipment installed and make sure they are given any instruction manuals.

If anything needs to be left for a while before use, make sure that protection or a notice is in place **and** that you explain to the tenant e.g. 'Do not walk on newly laid floor for two to three hours'.

2.10 Disabled and elderly tenants

It is important to make sure that the tenant's movement is not obstructed or restricted.

If the work is likely to cause some inconvenience or obstruction, you must explain this to the tenant before you start work and if the tenant has any disabilities advise your line manager for any support requirements to be arranged.

If furniture and other items need to be moved, talk to the tenant to agree places where it will not obstruct their movement or the work. Make sure furniture and other items are put back in place as soon as the work is finished.

If you need to leave the property, make sure that tools, materials and equipment are out of the way and that the property is made safe.

Wet floors, dust and paper pose particular hazards for disabled and elderly tenants. Clear up rubbish and spillages immediately.

2.11 Tenants with a Hearing Impairment

Face the tenant when you are talking to them, make sure that you have attracted their attention, talk clearly and use your usual tone. Unless the tenant asks you to speak up, don't raise your voice.

Be prepared to write things down.

Let the tenant know if you will be making excess noise or vibration e.g. drilling or hammering.

Let the tenant know if you have to leave their home even if it is only for a few minutes e.g. to get work tools, materials and equipment from the van.

2.12 Religious/cultural considerations

Do not disturb a religious object without first asking if it can be moved. It is best to get the tenant to move it themselves.

If a tenant asks you to comply with a particular religious or cultural procedure, respect their request wherever possible. If this will affect your safety or ability to carry out the work (e.g. if you are asked to remove your safety shoes before entering a room), contact your line manager or Trivallis.

Be aware that it may not be acceptable to some female tenants to be alone in their home with male workers.

2.13 Interpreters

Trivallis can arrange for an interpreter through 'Language Line' to be present if the tenant's first language is not English.

3 Difficult situations

If you feel uncomfortable about the behaviour of a tenant and/or their guests, and you feel you cannot work in these circumstances, explain to the tenant, if possible, why you are leaving and report the problem to your line manager or Trivallis.

If valuables are left within your working area e.g. purses, cheque books, mobile phones, jewellery etc, ask the tenant to move them to somewhere more secure. This is to protect you, in case these valuables go missing or are at risk of damage.

4 Working in empty (void) properties

Never remove any abandoned belongings from void properties (including garages) without the express written permission of Trivallis.

Trivallis' Code of Conduct for Contractors

When work is taking place in your home, you have a right to expect that you will be treated with courtesy at all times and that your home will be treated with respect. All contractors working for Trivallis have been given a Code of Conduct and all their employees go through an Induction Programme to make them aware of the high standards they must follow. Here, we explain the level of service that you can expect when they are working in your home.

If you believe that a contractor working in your home has failed to keep to this Code of Conduct, please contact your Trivallis' Programme Manager or Tenant Liaison Officer.

Time keeping

Our contractors will where possible make an appointment and will do their best to keep all appointments made with you and to turn up on time. If there are likely to be any delays, they will tell you.

Confidentiality

Any personal information about you will be kept private. This includes anything our contractors see or hear when working in your home.

Identification

Our contractors will wear an ID badge with the Trivallis logo (with your company logo, individuals name and photo on it) at all times.

If you want to check that the contractors are who they say they are, they will help you to do so. They will stay outside your home until you have confirmed who they are.

Dress code

Our contractors' clothing will be clean and tidy.

Before contractors start work in your home

They will:

- Explain the work that they will be doing and check that this is the work you expect to be done.
- Explain how long the work will take and which rooms or spaces will be affected. They will tell you if the toilet or gas, water or electricity will be unavailable.
- Ask if materials and tools can be left in a particular place.

Care of your home and possessions

Please move all valuables e.g. purses, cheque books, mobile phones, jewellery etc to make sure they are not mislaid or damaged during work in your home

Our contractors will ask you before moving furniture. They may ask you to move any delicate or valuable items yourself.

If possible, our contractors will restrict their work to one room at a time.

Our contractors will ask you before using sinks, electricity and other services in your home.

Your furniture, carpets and floors will be protected by using dustsheets or other suitable means.

Your fridge, washing machine, cooker etc will be covered before work starts.

Our contractors will clear up all rubbish at the end of each working day and when they have finished their work.

They will make sure that services such as gas, water and electricity are reconnected, tested and working at the end of each working day.

Our contractors' conduct in your home

Our contractors will **not**:

- Smoke(within the curtilage of the property), eat or drink in your home
- Turn on radios, CD players or any other audio equipment (within the curtilage of the property).
- Enter your home under any circumstances after drinking alcohol or taking drugs.
- Carry out work in your home when you are not there, unless you have given your permission.
- Use foul or abusive language or threatening behaviour.
- Cause you offence or harassment.

Leaving and returning to your home

Our contractors will tell you why if they have to leave your home before the work is completed.

They will tell you when they leave your home and when they return.

They will tell you the time and day they expect to return.

They will leave you contact details including a telephone number.

When our contractors have finished their work

They will put anything they have moved back in its right place.

They will make sure that your home is secure if they have been working on doors, windows or locks and they will give you any keys.

They will tell you that the work is complete.

Our contractors will explain how to operate and maintain any new equipment and make sure that you are given any instruction manuals.

If anything needs to be left for a while before use, our contractors will explain why and they will make sure that protection or a notice is in place.

Your safety

Please note: Our contractors are not allowed to continue work if children are left unattended in your home.

If the work is likely to cause some inconvenience or obstruction, our contractors will explain this before they start work.

If furniture and other items need to be moved, they will agree with you places where it will not obstruct your movement or the work. They will put furniture and other items back in place when the work is finished.

Our contractors will let you know if they will make excess noise or vibration e.g. drilling or hammering.

They will let you know if they leave your home, even if it is only for a few minutes. If they need to leave your home, our contractors will make sure that tools, materials and equipment are out of the way and that your home is made safe.

They will clear up any rubbish and spillages.

Religious/cultural matters

Our contractors will not disturb any religious object without first asking you if it can be moved. They may ask you to move it yourself.

Our contractors will try to comply with religious or cultural procedures as long as this does not affect their health and safety.

Interpreters

Trivallis can arrange for an interpreter through 'Language Line' to be present if a tenant's first language is not English.