

Contractor Code of Conduct

Introduction

Cadarn Housing Group is passionate about delivering excellent services. We want our tenants to have the best possible experience during works to their homes and neighbourhoods.

This Contractor's Code of Conduct (CoC) has been prepared by Cadarn Housing Group to assist Contractors, Sub-contractors and Consultants in developing their working procedures to ensure that the tenant experience truly reflects our values. We hope this CoC will ensure that all individuals concerned are aware of the importance of tenant care and understand the standards of conduct expected as a minimum from everyone who works on a Cadarn Group contract

Contractors, sub-contractors and consultants should ensure their staff are familiar with the Code and that it informs their induction process as the code will form part of any contract documentation.

It may appear that all the obligations in this code fall upon the contractor and trade operatives. It is, however, expected that tenants will give similar courtesy and respect to anyone working in their homes.

Cadarn Housing Group may amend or add to this code at any time but will ensure that tenants and contractors are advised of the changes as appropriate

Responsibilities

Ultimate responsibility for this COC sits with the Client. Contractors, Sub-Contractor's and Consultants are responsible for its implementation and Cadarn Group management team are responsible for its' monitoring and enforcement. The code should be included within any contract documentation that forms part of the 'Invitation to Tender' and is therefore enforceable as part of the contract. The code should also be issued to all new Contractors, Sub-Contractor's and Consultants.

Further advice

The Cadarn Group management team can provide advice on the requirements of this Code if required.

Monitoring and evaluation

The Policy will be monitored by the Cadarn Group management team, and by tenants who are asked to complete customer rating surveys upon completion of the works. These survey results will be used to enforce the COC and to monitor contractor performance in terms of living our values and delivering excellent services.

It is expected that all Contractors and Consultants dealing with Cadarn Housing Group will ensure their operatives and sub-contractors are familiar with this code

Access

- Barring emergencies carry out routine work between 08.00am and 17.00pm Monday to Friday.
- Give the tenants at least 24-hour prior notice by confirming the appointment in writing (SMS/email).
- Weekend work will only be permitted with authorisation from Cadarn Group and the agreement of the tenant where internal works are involved.
- No major works should be undertaken or left incomplete over the Christmas or Easter period.
- Calls to carry out repairs should comply with any access instructions given.
- Where the work is likely to cause major disruption for the tenant, **at least** 7 days' notice should be given to the tenant before commencing work.
- Where work is being carried out at Independent Living Schemes, the relevant Independent Living Officer must be notified when you arrive on site.
- Keep to agreed appointments, if a broken appointment is unavoidable then apologise to the tenant as soon as possible. Always ensure that the tenant understands the reasons for the failure and agree a new appointment.

Greetings

- Explain who you work for, what works are being undertaken, how they will be completed and how long they will take.

Identity Cards

- Always show identity cards to residents **whether requested or not**.
- Identity cards should be heat-sealed with clear plastic to eliminate tampering, contain the contractor's name and logo, Cadarn Group name and logo, telephone number and authorised person/director's signature, clear passport type photograph of the user with his/her name.

Appearance and conduct

- Suitable uniforms should be worn at all times with the name of the company clearly labeled.
- Be polite at all times and treat tenants and their homes/gardens with respect **regardless** of the diverse lifestyles encountered
- Behave in a proper and professional manner

- Rudeness, swearing, excessive noise including the use of radios, over familiarity, arguments and other aggressive behavior do not reflect the values of Cadarn Group and will not be tolerated by any individual working on our contract.
- Maintain confidentiality
- Ask permission when wishing to come into the property (including the garden) unless the tenant gives instructions to the contrary.
- Doors and windows should not be left open unnecessarily.
- **ANY and ALL Safeguarding** issues **MUST** be reported to the Cadarn Group Designated Safeguarding Officer Sarah.Black@cadwyn.co.uk at the earliest opportunity if concerns of immediate harm then please call 999
- **ANY** concerns of the property not being Fit for Human Habitation (FFHH) under the Renting Homes Wales Act 2022 **MUST** be reported back to Cadarn Group Maintenance newyddmaintenance@newydd.co.uk at the earliest opportunity

Smoking (including Vaping)

- **Do not smoke** inside any dwelling or close to any open windows/doors even if invited to by the tenant.

Parking

- Vehicles should be parked in accordance with the Highway Code.
- Accesses, footpaths, gateways etc. should not be obstructed and 'No Parking' signs should be observed.
- Do not park on or drive over landscaped areas unless essential for the work to be undertaken.
- Take special care in respect of blind or partially sighted residents and their guests. Avoid leaving any objects overhanging vehicles, such as ladders, as these will be undetectable by the blind and can cause serious injury.
- Contractors and their sub-contractors are expected to comply with any Health and Safety Regulations and apply good common sense.

Appointments

- Prior contact should be made with the tenant to arrange a suitably convenient appointment for you to attend. During the initial contact, the tenant's details should be confirmed, and you should clearly explain why you are making contact, the nature of the work and how many operatives will be attending. No prior contact is required for emergency repairs.

- Where work is being carried out at Independent Living Schemes, the relevant Independent Living Officer must be informed that you are on site and told why you are there.
- If no agreed appointment time can be reached between the contractor and the tenant, then Cadarn Group should be contacted and will decide upon the appropriate course of action.
- A 'No Access' card should be left on each occasion where access cannot be gained or where pre-arranged appointments are not kept by the tenant.
- Cards should detail; time/date of call, Contractor's telephone number (that the tenant should contact within three days to arrange a further appointment).
- Copies of 'No Access cards to be supplied to Cadarn Group at the earliest opportunity.
- If you make an appointment with a tenant to visit them in their home or carry out an inspection or a repair and you fail to keep the appointment or give advance notice of an inability to keep the appointment (of at least one day) compensation should be paid to the tenant. This may include reimbursement of wages or loss of pay if proof can be provided. Before any payment is made, the Cadarn Group representative should be made aware.
- The Cadarn Group representative will refer to the contractor any claims for loss or damage received from the tenant, which in their opinion are reasonable claims. Where appropriate, the Contractor will pass claims through to their insurers for processing and agree what is happening with the tenant.
- **DO NOT** enter any premise where there is only a child at home (under the age of 18). Leave an 'No Access Card' and let the Cadarn Group representative know.
- **DO NOT** enter any premises where the tenant is inappropriately dressed. Leave an 'No Access Card' and let the Cadarn Group representative know.

Tenant Effects

- Dustsheets should protect tenant's furniture; however, dustsheets are not to be used on the floor as they are deemed to be a trip hazard.
- Appropriate floor protection is to be used where appropriate to avoid accidental damage
- Overshoes are to be worn to protect flooring and carpets.

- You operatives are expected to move large items of furniture etc. but not to lift fitted carpets, except when they are undertaking a rewire or new heating system to the property.
- Tenants should be requested to move any breakable items to a safe place before works commence.
- Photographs should be taken prior to starting any works in all work areas. Photo's will also need to be taken after the works have been completed and submitted along with the relevant invoice.
- If works will require the electricity supply to be turned off at any point, check and record that any appliances such as fridges and freezers are working before proceeding with any works. You should make the tenant aware that the power will be turned off and give an indication of how long the power will be off for and what not to do in the meantime (e.g., open the freezer).
- Laminate flooring shall remain the responsibility of the tenant and should not be disturbed by the contractor, except when they are undertaking a rewire.

Gardens

- Damage to Plants, Trees, and Paths etc. should be avoided as far as is possible. If some damage is inevitable, discuss and agree with the tenant before work starts.
- Photographs should be taken of all affected areas before and after any works are carried out.
- Any claims for damaged items should be referred to the contractor.

Materials and tools

- No equipment/materials should be left in a hazardous/inconvenient position within the property and agreement should be reached with the tenant on the placing of such items.
- Operatives to use their own equipment. If power is required a generator or battery tools should be used. **DO NOT** use the tenant's electricity supply and no reimbursement of money for any electricity used is to be offered.
- All power tools if not battery operated must be 110v not 240v.
- The correct PPE and ID badges should be worn and maintained in an effective condition at all times.

Health & Safety

- Any accidents or incidents that occur on site must to be reported to your supervisor/manager.

- Any accidents or incidents that occur on site must be reported to the Cadarn Group representative, who will ensure that the required Incident/Accident reports are completed. Staff must co-operate with Cadarn Group throughout any investigation into an accident or incident.
- The contractor, or sub-contractor, is to be fully liable for all costs incurred in dealing with and rectifying any accidents or incidents that they are responsible for.

Safety and security

- Work must be carried out in accordance with the Health and Safety at Work Act and all other safety legislation. Contractors are expected to make all trade operatives and sub-contractors aware of such requirements as they affect their work.
- If a hazard is created by the work, then the contractor must ensure that adequate warning is given, and a safe method of work agreed with the Cadarn Group representative in advance.
- Particular attention is to be given to any vulnerable groups. If any works are taking place during the day with a vulnerable tenant in the property, then extra care must be taken to ensure that the tenant is either advised of "no go" areas and that these are physically taped off, or the work is carried out in a manner where there are unable to injure themselves during normal activities.
- Ladders and steps should always be used in accordance with all relevant policies and procedures and in accordance with manufacturer's instructions.
- Ladders should be removed from site overnight or securely locked to prevent misuse.
- At the end of each day the premises must be left in a safe condition

Additional Works

- Any additional routine works required by the tenant that cannot be completed at the visit should be reported by them to Cadarn Group in the normal manner. **DO NOT** offer to pass on a report on behalf of the tenant as this can lead to errors.
- Any additional emergency works required should be made safe and immediately reported back to Cadarn Group.
- Do not express opinions on the nature/extent of works or the plans, intentions or responsibilities of Cadarn Housing Group in any respect.
- Tenants should be advised if parts are not readily available and given some indication of the likely timescale and new appointments arranged with the tenant.

Leaving the property

- Properties to be left clean and free from debris and dust at the end of **every** working day.
- All waste and excess materials arising from the work should be cleared from the site on a daily basis without fail.
- Once a job is completed, make sure the tenant is satisfied and check that all services, which were involved, are in working order, e.g., fridges, freezers after electrical works.
- If it is not possible to complete the work, ensure the property is safe and proper arrangements made with the tenant for completion of the work. The property must be left habitable overnight and at weekends.

General

- Any offer, gift or gratuity must not be accepted. Under no circumstances should cash be accepted.
- If anything is received, it should be passed to Cadarn Group Human Resources for logging.
- Contractors, Sub-contractors and their employees are under no circumstances to carry out private works to tenant's properties whilst their firm is employed by Cadarn Housing Group.

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