



**Dalmuir Park**  
Housing Association



## Contractor Code of Conduct

We strive to ensure that all repairs are carried out efficiently and to an excellent standard as well as ensuring that visitors adhere to our Code of Conduct when authorised to carry out work in your home. If you feel that the contractor has breached any of these conditions please contact the Maintenance Manager or respond to us using the Tenants Satisfaction Survey form attached to your copy of the works order.

- The operative should be properly dressed and wear his or her company's uniform to clearly identify themselves as a bona fide operative.
- The operative should greet the householder and identify his/herself, explain the purpose of the visit and the expected lengths of time required to perform the work.
- Operatives must not smoke, work under the influence of alcohol or drugs, use bad language, or use the tenant's facilities without permission inside dwellings whether occupied or vacant.
- If the tenant is elderly, disabled or infirm, operatives must ensure that there is always at least one room where they can be warm and have privacy and advise the Association if this is not possible.
- If a return visit is necessary then the operative will advise the tenant accordingly and liaise with the Association's Maintenance Staff to agree the extent of further work before finally advising the tenant and making access arrangements.
- The operative should present his/her identification to the householder.
- The operative should be pleasant and courteous to the householder and Association Staff and refrain from discussing his employer's or the Association's business in the presence of the householder particularly if in an adverse manner.
- The operative should perform the work exercising caution for the safety of him/herself and that the safety of the householder or others is not endangered in any way.
- The operative should minimise disruption within the house ensuring that the householder's furniture, carpets and personal items are protected from damage during the visit.
- The operative should be advised by the Association if the tenant has special requirements which are adversely affected by the nature of the work e.g. disabled, elderly and should contact the Association for assistance.

- The operative should refer to their supervisor and in turn to the Association if:-
  - the job is poorly or under specified
  - has implications for other components
  - may affect other tenants.
  - is in excess of the authorised cost limit on the works order or
  - the tenant has a complaint about the work.
- If an operative experiences difficulties as a result of the behaviour of the tenant, he/she should immediately contact his/her supervisor and in turn the Association for assistance. The conduct will be investigated under the Associations complaints procedure.
- The operative should keep safe all materials and equipment used on site to avoid danger to occupants and visitors.
- The operative should reconnect all services and test services such as water, gas and electricity at the end of each working day and on final completion and ensure if relevant that the tenant is properly able to use a component and is satisfied with the work.
- The company shall recompense the tenant for gas and electricity used where usage is significant.
- The operative shall comply with all health and safety legislation, codes of practice and equal opportunity good practice.
- The operative shall refuse any gift or enhancement likely to induce him/her to provide additional work not specified or authorised by DPHA.
- The operative shall obtain a completed questionnaire from the tenant which should be forwarded to DPHA on completion of the work.

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We are committed to equality and diversity, valuing people's differences and aim to provide a service to all of our customers. We are happy to make any of our information available in other formats and languages. If you need this information in Braille, on audio tape, in large print or in a different language, please let us know. We will also be happy to arrange a sign or language interpreter on request. If you need any more help or advice, our staff will be happy to help.