

Tenants First Housing Co-operative

Contractor Code of Conduct

The Contractor's management shall adopt a positive attitude in accepting responsibility for Customer service, particularly the prompt resolution of Members complaints arising from the Contractor's method of execution and quality of work.

Complaints about service delivery should be dealt with at the highest level and given the utmost priority.

Standards Required from Operatives

The Contractor shall ensure that when services are performed in any dwelling, the following code of correct behaviour is observed by operatives.

1. All reasonable precautions shall be taken to avoid damage to or defacement, staining or dirtying of the furniture, floor coverings, or other effects of the occupier.
2. Due and reasonable regard shall be paid to the Occupants of the properties' in question in the manner of performing the Services and to precautions or preparatory measures such as covering, removing to safety or protecting said furniture and others.
3. Ensure the safety of Members and the general public.
4. Keep all working areas clean and free from obstruction.
5. Keep Members homes secure at all times.
6. Keep safe all materials and equipment used on site to avoid danger to occupants and visitors.
7. Nuisance, noise and other disturbance occasioned by the works shall be kept to a minimum.
8. All waste materials, cuttings, spillage's etc. shall be removed from the property and garden area each day and upon completion of the works.
9. Disturbance to the occupier by way of cutting off power supplies, aerials, telegraphic or other communication links or otherwise shall be kept to the minimum necessary for completion of the works and will be reconnected at the end of each working day.
10. Household power supplies, gas, electric or other, or household moveables or equipment, E.g. Ladders, stools, brushes, etc. shall be used only with the express consent of the Member and then carefully.
11. The job, once started, should be completed in one visit. In the event the job cannot be completed in one visit and without interruption, the Contractor's operatives shall advise the Member of the need for interruption to the work and when it shall resume.

12. Operatives should endeavour to ensure successful completion of work first time.
13. Operatives shall not use bad or offensive language.
14. Operatives shall at all times be courteous and polite. They should explain to the Member the nature of the work or any aspect of it. Should the Member or any member of his family raise matters of concern that are the responsibility of the Co-operative, this should be referred without comment to the Co-operative Clerk of Works.
15. Appointments arranged to visit a Member at an agreed time shall be kept. If unforeseen problems arise which prevents this, the Member shall be notified as soon as possible and offered an alternative appointment.
16. Telephone calls or messages from Members requiring a return call must be followed through timeously.
17. Under no circumstances shall operatives be allowed to smoke within the Member home. The prohibition of this clause shall not be waived or considered waived by any party, e.g. Member's invitation to smoke etc.
18. All persons employed in the performance of the Services shall at all times be properly attired and presentable in appropriate clothing or uniforms.
19. Personnel engaged upon the Services should be issued with the protective clothing, footwear, equipment, material or other appropriate, prescribed or recommended for the work or work conditions encountered or likely to be encountered by the said personnel.
20. Representatives and employees of the Contractor shall carry, at all times, identity cards and make such cards available for inspection on request by the Member. The identity card shall show.
 - Identity of the person to whom it is issued (the bearer).
 - Display an up-to-date photograph of the bearer.
 - Specify the name and address of the company.
 - It is the responsibility of the Contractor to ensure that identity cards issued to employees or sub-contractors who, for whatever reason, cease to be employed are destroyed.
 - Any operative who fails to produce an identity card on being requested so to do will be required to discontinue work and will vacate the property until an identity card is produced, the Contractor shall not be entitled to recoup any costs incurred.
21. The Contractor shall comply with Health and Safety legislation and relevant Codes of Practice.