



## **CONTRACTORS CODE OF CONDUCT**

Impact Housing Association Limited expects each and every contractor employed by them to comply with the following Code of Conduct. So that we can be sure this Code of Conduct will be adhered to we are asking all of our Contractors to sign and date this pro forma and return it to Property Services at Nook Street, Workington.

You should read the statements below and once you are sure you can agree to all of them please sign and return it to us as soon as possible.

### The Tenant

Identification must be shown when arriving at an occupied property, whether asked for it or not.

A full explanation must be given, clearly and in layman's terms, of what work is going to be carried out at the property, when it will be started and how long it is expected to take.

Personal belongings of the tenant must not be moved without their permission or in their absence.

The tenant's permission will be obtained for the use of any of their personal belongings, telephone, WC or kitchen facilities, electricity/gas/water, the bathroom or kitchen to clean up in.

The tenant should be informed once the work is complete.

### The Property

When a repair cannot be completed in one visit we will inform the tenant of the date and time we will return to complete the work and will leave the property weatherproof, all services intact and functional and warn tenants of any potential hazards.

Any item accidentally or wilfully damaged will be repaired or replaced.

Excessive visits with materials will be avoided.

The property must be kept clean and tidy during the work and all rubbish/debris removed at the completion of the work.

Confidentiality

Tenants and their property should be given the utmost confidentiality. The Tenant and/or their property should not be discussed unnecessarily and never outside of your business.

Consideration

Disturbance and inconvenience must be kept to a minimum.

Respect must be shown to tenants and their property at all times with special consideration to elderly or disabled tenants or those with special needs.

We will act in a courteous manner, respect privacy and personal property at all times.

We will not drink or smoke in a tenant's property, nor play music, use bad language, make any comments or gestures which could be seen as offensive, distasteful, racist or have any sexual implications, nor wear clothes which bear offensive slogans or pictures etc.

We will refrain from using any aggressive behaviour, even if we are provoked.

We will work in a competent and responsible manner and bear in mind Health and Safety issues when working in tenanted properties, in particular with regard to children.

We will accept responsibility for our subcontractors, advisers and agents.

We will uphold the good reputation of both our own firm and that of Impact Housing Association Ltd.

We will comply with all aspects of the Law.

Signed: .....

Position: .....

Company: .....

Dated: .....