



**FOLD**  
housing · care · support

## **CODE OF CONDUCT FOR CONTRACTORS WORKING IN FOLD PREMISES**

- **Telephone the Scheme Supervisor or Tenant in Family Type Accommodation in advance to arrange for a suitable time to call to carry out repairs. Please note in Sheltered Housing Supervisors will normally be in their office between 9.15am – 10.30am, Monday – Friday.**
- On arrival and departure from a Scheme, Contractors should, where possible, notify the Supervisor.
- Leave a Calling Card if no Access is available.
- Be tidily dressed and wear any designated uniform.
- Introduce themselves to the tenant and show proof of identity.
- Explain the nature and purpose of the job.
- Carry out required works to a good quality standard with due diligence and in a good workmanlike manner and confirm with the Tenant or Supervisor that they are satisfied with the quality of the repair.
- Be polite and courteous to tenants, staff and any visitors
- Respond and report to tenants' complaints
- Comply with confidentiality guidelines.
- Behave in a proper and professional manner at all times.
- Not to: smoke, work under the influence of alcohol, use bad language, play radios or cassette players, use the tenant's facilities without permission.
- Use of power points for power tools within tenants' homes should be kept to a minimum. Power points are provided in corridor areas of sheltered schemes.
- Care must be taken to prevent trailing wires or cables and tools being a tripping hazard to tenants, staff or visitors.
- Minimise disruption and mess to the tenant's home.
- Take care of scheme property and possessions and protect these from dust, paint etc.

- Ensure that all access doors to duct cupboards etc. are locked after use.
- Keep the tenant's home secure at all times.
- Keep safe all materials and equipment used on site to avoid danger to tenants, staff and visitors.
- Reconnect and test services such as water, gas and electricity at the end of each working day.
- Clear any rubbish from inside the property at the end of each working day.
- Remove any rubbish from the garden and other areas outside the property.
- Skips are only to be left on site subject to agreement by Fold Housing Association.
- Drive with due care and attention on site observing any speed limit signs, which may be in place.
- Ensure that when parking vehicles that they are left clear of any entrance doors to allow pedestrian access.
- No vehicles should be parked in bays marked for emergency services or for disabled drivers.
- Comply with health and safety legislation and relevant codes of practice.
- Comply with equal opportunities good practice.
- Provide and comply with current Tax Exemption Registration.
- Provide and comply with Insurance Details as per Fold Housing Association requirements as detailed on memorandum INS 001.

***Note: All work, except emergency call outs, must be undertaken during Monday – Thursday inclusive within the hours of 9.15 a.m. to 5.30 p.m.***

***In Sheltered Housing on Friday's, work must be undertaken within the hours of 9.15am to 4.00pm.***

***Saturday and Sunday working is prohibited unless agreed by Fold Housing Association. Such permission will only be given in exceptional circumstances.***

March 2005