

Contractors code of conduct

This code should be adopted by all contractors / sub contractors and tradespersons working directly or indirectly in Worthing Homes' occupied homes.

Access and security

Appointments for access should be made wherever possible, with an approximate arrival time given as a minimum. Changes to appointments should be notified as soon as possible.

Care must be taken to ensure the comfort, safety and security of Worthing Homes' customers. All operatives are required to use dustsheets and protective coverings whenever dust, dirt, paint, mortar is likely to damage the property or plants externally.

Care must also be exercised when work is carried out in the vicinity of small children, with sharp tools and toxic substances being kept well out of reach.

Care and consideration is required when working in the homes of our elderly, disabled or vulnerable customers, particularly restricting their movement around the house i.e. leaving tools and materials lying on floors. Acceptable levels of warmth should be maintained at all times.

Health and safety

The contractor shall make necessary arrangements and take reasonable precautions to ensure the safety of all persons employed, visiting or passing adjacent to the site.

Customer care

Worthing Homes places great emphasis on good customer care. Contractors are reminded that in respect of their conduct to our customers the following is to be observed:

- operatives to be polite / courteous and no swearing;
- identification to be carried at all times;
- complete jobs without unnecessary delay or inconvenience;
- no smoking in any home;
- maintain an appropriate personal appearance at all times;
- no alcohol or drugs (non prescriptive) to be consumed;
- radios not to be used, unless permission is sought from the customer;
- use site toilets or request to use customers toilet facilities;
- ensure water, electric and WC facilities are provided at the end of each working day.

Keys

If you are handed the keys to a customer's home, please respect their home and ensure that wherever possible, the safety of the property and its possessions at all times. Do not leave the keys in the door or any other place where they may be mislaid. Close doors if you are not working in the home. If you are not working in a home continuously, operatives are asked to make yourselves known when re-entering the property i.e. by knocking, ringing doorbell etc. to ensure the customer is aware they have returned. Similarly, please inform the customer if you are leaving the property for any length of time.

Refreshments

Only use customers refreshments i.e. tea, coffee, milk etc. if these are offered.

Cleanliness

All roads, paving, internal floors adjacent to the works should be kept in a safe condition and clear of materials, rubbish and mud. The mixing of concrete or other materials on roadways is forbidden and drains must at all times be kept clear and usable.

Rubbish

All rubbish is to be removed as it accumulates i.e. each and every day. Clean and scour all floors, clean glass areas both sides, touch up paint, clear away rubbish and leave the whole of the works clean, sound and perfect in every respect on completion.

Water / electricity / gas

If the customer's own supply is used, permission should be obtained first and if required, the cost of water / electricity / gas used be reimbursed directly with the customer.

Noise control

The contractor shall take all measures to control noise levels produced by his operations on site to comply with the appropriate regulations and working rules of the industry.

Confidentiality

Operatives should not involve themselves in discussions with the customer or others, of matters which may breach confidentiality concerning the employer's business or concerning other customers, other properties or other contractors. Any enquiry from a customer or others concerning the employer's business should be diplomatically redirected to the appropriate staff.

Private work for customers

Any private work undertaken for Worthing Homes' customers must be on a separate basis with no involvement or responsibility for payment by Worthing Homes. It is the responsibility of the customer to obtain permission from Worthing Homes to carry out any works to their home.