

Contractor code of conduct

Introduction

With your help, we aim to provide our residents with a good-quality service. We only want to use contractors who are able and have promised to carry out their work properly.



We usually arrange appointments for residents, and will ask them what they thought of the service they received. If you can help us to improve our service, please tell us how.

Please remember your worksite is someone else's home.

Before you turn up

- Check you have the repair details and, where possible, arrange access by contacting the resident.
- Respect religious events, holidays and festivals. For example Muslim residents may not want to accept an appointment during Friday prayer time, Ramadan or Eid. We will try to let you know if you need to avoid certain times for particular residents when you are given the job. You can get advice about any religious events from us.
- Make sure you have what you need to do the job, including dust sheets.
- Make sure you have the right parking permits.

Meeting the residents

- Show your identification card.
- Confirm the work you need to do with the resident and say how long it will take.
- If you have to disconnect the gas, water or electricity, let the resident know.
- Get any permission you need from the resident before you start the work.
- Be polite and not racist or sexist (please remember our residents come from a range of backgrounds).
- Be professional and do not gossip about other residents, our organisation (Gateway), our staff or other contractors.
- Please do not get into arguments with residents. If you have a problem, please phone customer services on 020 8709 4300 or Freephone 0800 052 9922.

*Diverse communities
– one vision*

Keeping the site clean and tidy

- Use dust sheets if your work will cause a mess, and always try to avoid damaging the resident's home or belongings.
- Move any furniture if you need to and put it back at the end of the day.
- When the work is finished, please clean the area.
- Ask the resident's permission before leaving materials or rubbish in their home or in shared areas.
- Do not smoke in the resident's home.

Carrying out your work

- Carry out your work in a safe way, and try to avoid causing disruption.
 - Only use good-quality materials.
 - Only go in the rooms or areas where you are working in the resident's home.
 - Help keep the property secure – do not leave front doors open or leave ladders where people could use them to get into the property.
- Take extra care if there are small children or people who can't move around very well by making sure that you don't leave something out they could trip over or leave dangerous items, such as electric wires, exposed.
 - At the end of the day, make sure the resident can still use:
 - a toilet;
 - cold water;
 - hot water;
 - cooking facilities;
 - lighting; and
 - some form of heating, usually space heaters (in the winter).
 - Only work between 8am and 6pm, Monday to Friday (unless you have agreed this beforehand with us).
 - You should usually only work while the resident (or their representative) is there.
 - Give the resident clear advice on how to use any repaired item, and warn them about wet paint.
 - Please ask the resident to sign the works order when you finish the repair (only for non-emergency work).

Gateway Housing Association

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