

## **Contractor Code of Conduct for Repairs and Maintenance Works**

At Impact we require all the contractors we use to carry out repairs and maintenance on our behalf, to comply with this code of conduct. If you have a repair done and feel this code is not met then please let us know and we will seek to address your issue.

### **Code**

- Identification will be shown when arriving at a property, whether asked for or not.
- A full and clear explanation will be given of what work is to be carried out and how long it is expected to take.
- None of your personal belongings will be moved without your permission, or in your absence.
- Your permission will be obtained for use of any of the following that the contractor may require:
  - personal belongings
  - telephone
  - toilet/bathroom or kitchen facilities
  - electricity/gas/water
- You will be told when the repair is completed and given any necessary instructions relating to the repair.
- When the repair cannot be completed on the first visit you will be informed before the contractor leaves your home of the date and time when the work will be completed. Your home will be left waterproof and, if at all possible, with all services intact and working, and you will be warned of any potential hazards.
- Excessive visits to complete a repair will be avoided.
- Any item damaged by a contractor will be repaired or replaced.
- The property will be kept clean and tidy during the repair work and all rubbish/debris removed at the completion of the work.
- Disturbance and inconvenience will be kept to a minimum.
- Respect will be shown to you, other members of your household, any visitors and your property at all times. Special consideration will be given to people with particular needs whether due to age, disability, culture or any other reason.

- The contractor will always act in a courteous manner and will respect your privacy and personal property at all times.
- Contractors will not drink or smoke in your property, use bad language, make any comments or gestures which could be seen as offensive, distasteful, racist or have any sexual implications, not wear clothes which have offensive slogans or pictures etc.
- Contractors will not behave aggressively, even if provoked.
- The contractor will work in a competent and responsible manner and comply with all relevant health and safety requirements.
- The contractor will comply with all aspects of the law.
- The contractor will accept responsibility for any sub-contractors, advisers or agents engaged by them and who visit your property in the course of repair work being undertaken, including any pre and post repair work.
- The contractor will always understand the need for confidentiality. Inappropriate information about you, your home or other matters will not be discussed unnecessarily.