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Do you need information provided in a different language or format?



We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.



# Code of Conduct Staff, Contractors and Customers

## **Code of Conduct**

Our Staff, our Contractors, our Customers have the right to work and live without the threat of physical violence or abuse.

### **STAFF, CONTRACTORS AND CUSTOMERS all agree to**

- Be polite and courteous at all times. Not use foul or abusive language or make inappropriate comments or talk in a threatening way.
- Staff and contractors will not enter your home if no adult (age 16 or over) is present. Accordingly, all customers must ensure that an adult (age 16 or over) is in the property for the duration of any visit, inspection and repair
- Should any violent or aggressive incidents occur towards staff or contractors whilst visiting or undertaking works to customer's homes, this will be reported to the Association immediately

### **Our STAFF agree to**

- Ensure every customer has fair & equal access to the Association's services
- Provide information in plain English. We will arrange interpretation services where English is not the customer's first language
- Keep customers informed about planned works to their home, either reactive repairs or planned maintenance repairs
- Deal with any concerns the customer has whilst the work is in progress or on completion of the work
- Inspect a representative sample of works on completion of work to ensure a consistent quality and finish
- Obtain customer views on the level of service provided through the issue of satisfaction surveys and report the outcomes in newsletters, on the Association's website and through focus groups.
- Only employ contractors and consultants that meet the Association's pre-qualification criteria.

**Our CONTRACTORS agree to: -**

- Explain the purpose of their visit
- Carry out works diligently and minimise inconvenience whilst undertaking works
- Not leave tools, loose materials or equipment in the home or communal areas. Ensure they have sufficient tools and equipment to complete the work and that the equipment is in good working order
- Only use the customer's home facilities (power supply, water supply or washing/toilet facilities) with the permission of the householder
- Clear any rubbish and tidy the area of work on completion of the works or at the end of each working day
- Refrain from smoking, eating or drinking within properties
- Will not use radio or stereo equipment, not use their mobile phone whilst in your home or answer the phone whilst talking to the customer; not use or ask to use your telephone.
- Not discuss any other customers details and refrain from commenting on previous works carried out

- If additional work is required, advise the customer of the parts or additional work required and a timescale when they can expect the work to be completed. Make a follow up appointment time to complete the works wherever possible
- Comply with all current Health & Safety legislation at all times
- Not take photographs in any home without the customer's prior permission
- Not to pressure the customer to complete a positive satisfaction survey
- Offer AM and PM appointments to undertake works

**Our CUSTOMERS agree to: -**

- Report repair faults as soon as possible
- Keep appointments or, if arrangements made for access are no longer suitable, advise the contractor or the Association so that alternative access arrangements can be made
- Keep their homes clean and in a good condition to allow staff and contractors to carry out their duties
- Where required, clear personal belongings from the area of work to allow the work to be completed
- Keep pets under control

- Inform the Association if they are unhappy with any aspect of the service provided by either contacting the office or completing the satisfaction survey
- Refrain from smoking whilst staff and/or contractors are in their home