



POLICY: Code of Conduct – Staff, Contractors, Tenants

FILE: Technical Services

A copy of this policy can be provided on tape, Braille, LARGE print and in community languages on request.

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CODE OF CONDUCT

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1. Background

In 2001 the Association introduced a **Contractor Code of Conduct** detailing what was and was not acceptable behaviour when working in our tenants' homes.

All contractors working with the Association signed up to the Code and their performance against the key items is monitored through our satisfaction surveys.

The Association's **Tenants Forum** group reviewed the content of the **Contractor Code of Conduct** and agreed that it should not just be limited to contractors but become a three way agreement between:

- the Contractor,
- our tenants, and the
- Association's staff.

Throughout this policy statement the term "Tenants" will include all our customers including Owner Occupiers.

2. Ethos

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

3. Risk Management

We maintain our telephone network and email system to ensure our Tenants and Contractors can make contact and report anything of concern. We will follow our Complaints Policy and investigate any alleged breaches of this Code of Conduct.

We have detailed Personal Safety Procedures for staff and detailed Approval procedures for Contractors and Consultants. Tenants will be reminded through our Newsletters to make necessary checks before allowing any personnel into their properties and to report any incident to the necessary authorities and the Association.

4. STAFF

Our Staff agree to: -

- Ensure that you have fair and equal access to our services. We will not discriminate against anyone because of their race, colour, gender, sexuality, disability or age
- Be polite and courteous

- Provide information in plain English. We will arrange an interpretation service where English is not the customer's first language (if requested or necessary)
- Keep the customer informed about works planned to their home – either reactive 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 to ensure consistency of quality and finish
- Obtain the customers views on the level of service provided through the issue of satisfaction surveys, and report the results of these surveys through our newsletters
- Only employ contractors that have pre-qualified onto the Association's Approved List by rigorous pre-selection criteria and have been approved by our Management Committee

5. CONTRACTORS

Our Contractors agree to: -

- Not discriminate against anyone because of their race, colour, gender, sexuality, disability or age
- Be polite and courteous
- Show their identification card on arrival at the customer's home
- Explain the purpose of their visit
- Not use bad language or make inappropriate comments
- Carry out the works diligently and minimise inconvenience whilst undertaking works
- Refrain from smoking, eating or drinking within properties
- Only use the customer's home facilities (power supply, water supply or washing/toilet facilities) with their permission
- Not use radio or stereo equipment
- Not use, or ask to use the telephone
- Not use their mobile phone whilst in the customer's home or answer the phone whilst talking to you

- 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
- Not discuss any other customer details and refrain from commenting on previous works carried out
- If additional parts or work is required, advise the customer of a timescale when they can expect the work to be completed
- Comply with all current Health & Safety legislation
- Report any violent or aggressive incidents towards them encountered whilst undertaking work in any home
- Clear any rubbish and tidy the area of work on completion or at the end of each working day
- Not take photographs in any home without the customer's prior permission
- Not enter the customer's home without an adult present

6. TENANTS

Our Tenants agree to: -

- Not discriminate against contractors or staff because of their race, colour, gender, sexuality, disability or age
- 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 of alternative access arrangements
- Not swear or talk to the Contractor or staff in an abusive or threatening way
- If necessary, clear personal belongings from the area of work to allow the Contractor to undertake the repair
- Ensure that an adult is in the property whilst the repairs are being carried out
- Keep pets under control
- Ask for identification before you let the person into your home

- Tell the Association if you are unhappy with any aspect of the repairs service by either phoning the office or completing the tenant satisfaction survey
- Agree to refrain from smoking whilst staff or Contractors are in your home
- Agree to keep your homes in a clean and reasonable condition to allow staff and Contractors to carry out their duties

7. Publication

7.1 To Staff

All current staff will be given access to a copy of the Code of Conduct and are required to abide by the contents.

The Code of Conduct will be issued to all new staff with the Staff Handbook and induction pack.

7.2 To Contractors

The Code of Conduct will be sent to all our current approved Contractors and Consultants who will be asked acknowledge receipt and to pass the content of the document to all staff to ensure that all staff accept and abide by the contents when working at our premises or properties.

The Code of Conduct will be issued to all new and prospective Contractors and Consultants with their application for approved status.

7.3 To Tenants

The Code of Conduct has been issued to all current tenants through the newsletter, with an article highlighting the differences to the old code.

The Code of Conduct will be issued to all new tenants at sign up, in the Tenants Information Pack.

7.4 Owner Occupiers

The Code of Conduct will be listed on our web site. It will be launched to Owner Occupiers through the newsletter with an article highlighting the main points.

We will refer all new Owner Occupiers on our estates to the text of the Code on our website.

8. Monitoring

8.1 We receive feedback from tenants when they complete survey questionnaires issued:-

- after moving in, for new tenants
- after requiring a Reactive Repair
- after completion of planned maintenance works
- bi annual to select numbers of tenants

8.2 We monitor our Contractors and Consultants performance on each contract they undertake and report this through the annual review of Contractors and Consultants.

8.3 We review all complaints received and will act on any suggestions or improvements to the services we provide.

8.4 Reporting on the Code of Conduct will be included in the regular Management Committee Reports on:-

- Complaints Monitoring
- Approved Contractors and Consultants
- Technical Services Satisfaction Survey Results
- Housing Management New Tenant Satisfaction Survey Results

9. Review

The Code of Conduct falls into the "Business Critical" policy listing and is due for review in 5 year cycle.