

Venture Housing Association
Code of Conduct for Contractors

All Contractors who carry out repair works on behalf of the Association are required to adhere to the following key principals:

- ◆ Respect: They are to respect you, your home and property
- ◆ Communication: They will keep you informed of progress and when follow on works are to take place. They will also endeavour to respond to your queries and comments quickly and effectively.
- ◆ Health and Safety: They are to conduct their work in a health conscious manner at all times
- ◆ Use of Services: They shall not use gas, electricity, telephone or water without your prior permission, and they will reimburse you for any such use after prior agreement
- ◆ Security: The Contractor will take every care for the security of your home, and will follow any particular instructions concerning locking up, etc. previously agreed with you
- ◆ Cleanliness: The Contractor will provide dust sheets for the protection of floor coverings and furniture as necessary, and will thoroughly clean up the area of works and remove all rubbish on completion
- ◆ Noise: The Contractor will manage, control and minimise noise
- ◆ Language and Mannerisms: The Contractor will keep his working activities free from foul, abusive or racist language or actions, and ensure that his staff are courteous at all times
- ◆ Competency: The Contractor will ensure that all of his operatives are suitably skilled and competent in the tasks they have been employed to perform
- ◆ Identification: The Contractor's operatives will be provided with an approved form of identification card
- ◆ Repairs by Appointment Scheme: Each Contractor will be required to operate an appointment scheme in respect of routine (21 days) repairs