



**Contractor conduct**



## Introduction

This guide is to protect our residents, and to protect contractors. We ask all maintenance contractors' staff to follow this.

Our residents include vulnerable children and adults, residents with learning difficulties, mobility issues and disabilities, and expects all contractors to co-operate with residents and treat each other, and the property with care, courtesy and respect.



Approved by Customer Voice May 2025

## Making an appointment

- ▶ Contact the resident or their representative to arrange an appointment that is convenient to them with consideration for commitments including work, religious events, holidays, festivals, school runs and similar.
- ▶ You may need to ask if the resident, or anyone in the household has any special needs or vulnerabilities which you need to take into account, such as:
  - Disabilities (including visual or hearing impairments, mobility issues, neurodiversity)
  - Cultural requirement / chaperone etc.
  - Whether they are nervous of having strangers visit their home, so for example they can arrange someone to be present too.
- ▶ Explain to the resident what work is being carried out, how long it will take, and which rooms will be affected and if furniture needs to move to allow access.
- ▶ Provide an estimated arrival time, and tell the resident if you are going to be late.

## During the visit

- ▶ Do not enter homes if only minors are present.
- ▶ Introduce yourself to the resident, show branded photo identification, and re-confirm what work is being carried out, how long it will take, and which rooms will be affected. If required also speak to any neighbours that may be affected by the work).
- ▶ Listen to the resident as they may know the history of the repair/fault.
- ▶ Be polite, don't use foul or abusive language.
- ▶ Respect the resident, their family and pets, their home, culture, beliefs and lifestyle.
- ▶ Only enter rooms or areas where work is being carried out, unless permission is gained to access another room, i.e. to turn the water off etc.
- ▶ Take care of the residents property and possessions, protecting them from dust, paint etc. using dust sheets where possible.
- ▶ Ask permission to remove the residents possessions from the work area, ensure no damage is caused, and return once the work is completed.
- ▶ Keep the home secure at all times and not left open to damage from the elements.
- ▶ Ask permission before using utilities (power, water) or facilities (sink or toilet).
- ▶ Keep all materials and equipment safe and secure and ask permission to leave items in the home overnight.

- ▶ Do not smoke or be under the influence of drugs or alcohol.
- ▶ Noise should be kept to a minimum, and don't play music or similar.
- ▶ Tell the resident if you have to leave to get materials, and when you will be back.
- ▶ When working in and around someone's home, you must treat it and any family or visitors present with respect.
- ▶ Ensure, wherever possible, residents have the use of a toilet, hot and cold water, cooking facilities, washing facilities, lighting, and some form of heating, especially during winter.
- ▶ EMH has legal obligations in relation to safeguarding children and vulnerable adults. Raise any concerns you have with your safeguarding lead.

### **After the works are complete**

- ▶ Tell the resident that the work is complete.
- ▶ If further works are needed, tell the resident and make sure arrangements are made.
- ▶ Show the resident how to use any equipment you have installed and give them the instruction manual.
- ▶ Reconnect and test services and equipment (electricity water, gas, cooker etc), at the end of each working day.
- ▶ Clear any rubbish and dust from the home, leaving the workspace clean and tidy, including communal areas, external spaces and footpaths.