



CONTRACTOR CODE OF CONDUCT

Working with Contractors to make great first impressions.

On Arrival

- ✓ Keep to the agreed appointment time.
- ✓ Park considerately.
- ✓ Introduce yourself to the tenant.
- ✓ Show proof of identity.
- ✓ Make sure an adult is present.
- ✓ Wear appropriate clothing.
- ✓ Explain the nature of your visit.
- ✓ Consider specific needs or vulnerabilities.
- ✓ Report all welfare concerns.
- ✓ Treat personal data as strictly confidential.

Whilst Working

- ✓ Always be professional.
- ✓ Keep the tenant informed of progress or delays.
- ✓ Protect the working area and tenant's belongings.
- ✓ Get permission to move personal items.
- ✓ Take all reasonable steps to keep the property secure.
- ✓ Avoid creating hazards.
- ✓ Use the correct materials and tools for the job.
- ✓ Obtain permission to use the customer's facilities.
- ✓ Comply with all Health and Safety legislation.

When Leaving

- ✓ Clear away any rubbish.
- ✓ Put the customer's belongings back at the end of the day.
- ✓ Leave services and facilities working and in a safe condition.
- ✓ Notify the tenant if items or rooms should not be used.
- ✓ Provide advice and information for new installations.
- ✓ Report all accidents and dangerous occurrences.
- ✓ Notify CHS of the completion of the works.

Sub-Contractors

- ✓ Only use sub-Contractors approved by CHS.
- ✓ Ensure sub-contractors adhere to the Code of Conduct.
- ✓ Provide CHS with a list of sub-contractors.
- ✓ Make tenants aware when a sub-contractor will visit their property.