

# Code of Conduct for Contractors

Villages is committed to providing its customers with an efficient and high quality service by working closely with our contractors.

It is important that you know the standards of conduct expected of all our contractors.

When anyone arrives at your home to carry out repairs, they should:

- Have proof of identity and wear Identification Badges, showing the company they are from.
- Explain what they are there for and what work they will carry out.
- Be polite and treat you and your neighbours with courtesy and behave in a professional manner.
- Respect your needs, your home, treat your possessions with respect and will use suitable protection, such as dustsheets.
- Park sensibly, so that they do not inconvenience you or your neighbours.
- Provide a Villages contact telephone number for you to ring, if you are unsure about who they are.
- Carry out repair work during normal working hours. Repair work will be carried out between 8:00 am and 5:00 pm Monday to Friday, and Saturday mornings, but not bank holidays, unless in an emergency.
- Make sure your home is secure at all times. If windows and doors need to be left open, they will warn you about this.
- Where possible, offer a choice of colour and style from Villages' standard fittings.
- Show you how to operate any new equipment.
- Provide clear, written operating instructions for any new equipment fitted in to your home.
- Keep appointments. However, if for any reason they are unable to keep an appointment, they will give you as much notice as possible and re-arrange a new appointment convenient to you.

- Work with your safety in mind, tell you of any hazards and advise you how to keep safe whilst they work. You may be asked not to enter the work area whilst the repair is on-going for your own health and safety.
- Store all materials safely.
- Clean up after themselves every day.

DO NOT allow anyone into your home unless you are sure that they are who they say they are. If in doubt contact your Villages office for advice and assistance.

#### Contractors working for or on behalf of Villages will not:

- Use radios, CD/MP3 players etc.
- Smoke inside your home.
- Use your telephone without permission.
- Drink alcohol during working hours.
- Use foul language or behave in an offensive manner.
- Eat food inside your home.
- Use your electricity without your permission.
- Use your bathroom without permission.
- Enter a home where only a minor under the age of 16 is present.
- Use or remove any of your possessions, without permission.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

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