



# Code of Conduct for Contractors

<b>Overview:</b>	This document sets out the criteria for becoming a contractor of ECHBA.
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# **ELDONIAN COMMUNITY BASED HOUSING ASSOCIATION TD**

## ***CODE OF CONDUCT FOR APPROVED CONTRACTORS***

### **1. Introduction**

This code of conduct is for contractors employed by Eldonian Community Based Housing Association (ECBHA).

The code is a formal part of the contract relationship between ECBHA and the service provider. We have tried to include as much information as possible, but if you don't find what you are looking for, please contact us. It is necessary to update Code of Conduct from time to time, but the latest version is available on our website or can be sent to you.

The code has been set up to protect the interests of our tenants and leaseholders for whom ECBHA provide services; and, to protect contractors who deliver those services on behalf of ECBHA.

While contracted by ECBHA, you, your employees, and any sub-contractors you use are expected to comply with the terms of this code.

Any breach of the code will be treated very seriously and will be investigated and acted upon.

Please note as a contractor you must make sure that you comply with all statutory requirements. Please ensure you always work safely and promote good Health and Safety standards. You will be responsible for putting right any work you do that does.

### **2. Compliance**

The Association requires that all contractors observe their obligations under the law when providing their services to the Association.

We will expect any contractor who is eligible to take part in the Taxation Construction Industry ECBHAeme (CIS) to do so.

As a Contractor, you are required to have current public liability insurance cover to a minimum of £2 million payable for any one event. A copy of this policy must be sent to ECBHA every year.

These legal and contractual obligations will include those under:

- the Health & Safety at Work Act 1974
- the Building Regulations
- All electrical contractors must be members of the NICEIC and/or the IEE and must comply with the legislation above and the:
- Electricity at Work Regulations 1989
- IEE Wiring Regulations 16th Edition
- Provision of Works Equipment Regulations
- All gas engineers must be CORGI Registered and must comply with appropriate legislation, including the Gas Safety (Installation & Use) Regulations 1994.

### 3. **Health and Safety at Work**

You have a personal duty to always abide by Health and Safety rules and procedures. You must:

- Work in a safe way at all times, including when driving whilst at work
- Wear protective clothing where provided
- Be aware of health and safety policies and procedures and safe working practices
- Ensure that your conduct does not endanger the health and safety of yourself or other employees, visitors, customers and customers of ECBHA
- Follow risk assessment policies and procedures to assess whether behaviour or circumstances presents a risk of harm to yourself or others
- Report any accidents or dangerous occurrences
- Inform ECBHA about any personal difficulties that might affect your ability to do your job competently and safely
- Report any medical conditions that may affect your job

### 4. **Conduct with customers.**

You should always remember that when working in and around someone's home you must treat it as such. You should ensure that all dealings with tenants, leaseholders, and employees of ECBHA are conducted in a professional manner.

Additionally, you should recognise that residents are paying for the service you provide through their rent or other charges. If a tenant tells you that he or she does not want you to enter their home, please contact ECBHA as soon as possible and alternative arrangements will be made.

Some customers may feel nervous about having a stranger in their home. It is important therefore, to identify yourself, your organisation and purpose of visit before entering the premises. It is in the interest of both you and the tenant that you are approachable but formal and that the customer feels confident about asking you questions.

Under no circumstances must contractors make derogatory remarks to members of the public about the ECBHA or its employees.

Contractors must not under any circumstances enter arguments or debate with tenants or members of the public whilst undertaking work for the Association. Such confrontation with tenants and the public must be avoided and disputes and queries referred directly to the staff of the Association.

## **5. COMPLAINTS PROCEDURE**

The Association is committed to continually improving levels of customer satisfaction.

Tenants are encouraged to return a job Satisfaction Report Sheet each time a repair has been undertaken in their home and to report on any areas of dissatisfaction with the work undertaken.

All complaints from tenants about the conduct and standards of work of contractors are fully investigated by the Association.

## **6. PRIORITY CATEGORIES**

Every works order is categorised according to the urgency with which remedial work is required to be undertaken.

These categories are as follows:

- **EMERGENCY - to be completed within 24 hours**
- **URGENT - to be completed within 5 days**
- **ROUTINE - to be completed within 21 days**
- **PROGRAMMED - no set time for completion**

Approved contractors are required to meet these targets and the Association monitors the performance of contractors to ensure that the work is completed (or temporary measures put in place) within these time periods.

## **7. INVOICES AND PAYMENTS**

The Association is committed to paying all correct invoices for works satisfactorily completed. Payment will be made in accordance with normal commercial practices after receipt of a complete and correct invoice.

In return, the Association requires all contractors to specifically include the following information on their invoice:

- Date of invoice
- Start and completion dates of work
- The official Association order number

- Address of property attended

### **8. Valuing diversity and inclusion**

You have a legal obligation under the Equality Act 2010 not to discriminate in any way in the provision of services to the public and in the way that you deal with our staff. This includes services to our customers.

Contractors must ensure that the same quality of service is delivered fairly to all residents, whatever a person's race, colour, ethnic or national origin nationality, religion, sex, age, sexuality, physical or mental, disability, state of health, disability, state of health, appearance, marital status, family circumstances, background, and style of life.

Contractors will respect the diverse nature of ECBHA residents and will accommodate, so far as possible, any cultural or other needs or concerns of residents. We have an Equality and Diversity Policy which can be found on our website. We are committed to equal opportunities in the provision of services and in the employment of staff. We wish to ensure equality of opportunity and treatment for all and expect our contractors to assist us in meeting this objective. We expect you also to afford equal opportunities of employment to your operatives and sub-contractors to your operatives and sub-contractors.

### **9. Safeguarding**

We have legal obligations in relation to safeguarding children and vulnerable adults. Policies are in place for dealing with safeguarding issues and this includes protection from actual (or the risk of) various forms of abuse. Any concerns must be reported to your contract administrator who will investigate.

These reports will be dealt with sensitivity and confidentiality.

Do not enter a property if only minors are present.

### **10. Confidentiality**

Contractors/operatives should treat tenants' names, telephone numbers and email addresses as strictly confidential and in no circumstances should any information whatsoever regarding tenants' circumstances, lifestyles, health or personal details, including any other information they acquire whilst working at the customer's home etc. be disclosed to any third party. This includes any other person in the customer's household.

Personal data about ECBHA's customers should only be retained for the individual instance of work being carried out. Once work has been completed it is the Contractor's responsibility to ensure that the destruction of personal data is carried out in a controlled and secure manner. In line with contract requirements and within the provisions of the most recent Data Protection Act.

Contractors must not discuss with the customer: ECBHA business, other customers, other properties, previous workmanship, or other contractors. If a customer inquiry about ECBHAs business, please redirect them to ECBHA.

### **11. Customer Care**

For all day-to-day repairs, the contractor will be provided with a job order containing the name and address of the tenant, as well as the type and priority of work that is required, together with an appointed time to attend the property (if applicable).

The contractor will then contact the tenant to arrange a date and time to carry out the works or make contact by letter or calling card.

ECBHA has required targets for completion of works, which are as follows.

Contractors must:

- Be on time for appointments
- Leave a calling card if the customer is out when they arrive
- Tell the customer their name and show photo identification cards before asking to come in, and if asked, give a contact number where the customer can check their identity
- Say clearly what they are going to do, when they will do it and how it will affect the customer

### **12. Before starting work in a customer's home**

The contractor must:

- Explain to the tenant the nature of the work that is to be carried out
- Check that this agrees with the work the tenant expects to be done. If there is a difference, contact ECBHA for advice
- Explain how long the work will take and which rooms will be affected
- Let the customer know how work is progressing and give an approximate completion time
- Ask if materials and tools can be left in a particular place, checking they will not cause inconvenience to the tenant
- Tell ECBHA if the customer refuses to let you in when they need access to carry out work Inform ECBHA that the work is complete, and provide any associated paperwork

### **13. On completion of the job**

Contractors must ensure that:

- All works are complete to a satisfactory standard
- Remove all surplus material, equipment and rubbish, leaving the area of work clean and tidy

- Instruct the tenant how to operate and maintain all new equipment and provide operation manuals
- If an item needs to be left for a while before it can be used, ensure that protection or a notice is in place and that an explanation is given to the tenant e.g. 'Do not walk on the newly laid paving slabs for two or three hours'
- Inform ECBHA that the work is complete, and provide any associated paperwork

#### **14. APPROVED CONTRACTORS LIST**

The Association constantly reviews its list of approved contractors.

Those contractors who fail to meet the standards required by the Association will be removed from this list.

See apex 1 for application form.





Community Based Housing Association  
*promoting sustainable communities*

**APPLICATION FOR INCLUSION ON THE  
APPROVED CONTRACTORS' LIST**

Year \_\_\_\_\_ (dates to be added annually)

**1. COMPANY DETAILS**

**1.1 Full name of Company:**

.....

**1.2 Local Address:**

.....

.....

**Tel No:**

.....

**1.3 Registered Office Address (if different from above):**

.....

.....

**1.4 Date Company Established/Registered:**

.....

**1.5 Company Registration Number:**

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**1.6 Names of Directors:**

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Tel No

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Description of the Company business activity. Please confirm that the objectives of the Company stated in its Memorandum of Association cover these activities:

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**2. PARTICULARS OF EXISTING INSURANCES**

**2.1 Employers Liability:**

Name of Insurer:

Policy Number

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Limit of Liability:

---

Expiry Date

---

**2.2 Public Liability:**

Name of Insurer:

---

Policy Number:

---

Limit of Liability:

---

**2.3 Optional Insurance Contracts Works Policy (all risks):**

Name of Insurer:

Policy Number:

Limit of Liability:

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Expiry Date

2.4 All contractors must fully indemnify the Association against all claims whatsoever arising out of the work undertaken whether the claims be from members of the public, occupiers, or employees.

**N.B. Copies of relevant insurance certificates must be provided by all Contractors with completed questionnaires.**

**3. TAXATION**

3.1 Does your Company hold a current Tax Exemption Certificate? (Please delete as appropriate)

YES/NO

3.2 If YES, please complete the following:

Type of Certificate:

.....

Name, Address & Registration Number of Company:

.....

.....

Certificate Number:

.....

Expiry Date:

.....

Address of Issuing Officer:

.....

Nominated Bank Account Reference Number:

.....

3.3 VAT Registration Number (if applicable):

.....

**4. HEALTH & SAFETY**

***The Association expects all contractors and its sub-contractors to comply with the Health & Safety At Work Act 1974.***

Does your Company comply with the Health & Safety at Work Act 1974? (Please delete as appropriate): -

YES/NO

I certify that the information supplied in this application is accurate and complete to the best of my knowledge and understanding.

Signed:

.....

Position:

.....

For and on behalf of:

.....

Date:

.....

**N.B. The provision of false information will disqualify applicants from consideration for inclusion on the Association's select list of approved contractors.**

**Thank you for providing this information relative to your application for inclusion on the Eldonian Community Based Housing Association Approved Contractors List.**