

Contractors Guide

Considerate

- All work is to be carried out with positive consideration to the needs of tenants, customers and the general public.
- Always carry an ID card and show it on your first visit to an occupied property.
- Always leave contact details on site in case the occupant needs to get in touch.
- Special attention is to be given to the needs of those with sight, hearing and mobility difficulties.
- Be aware and especially considerate of the elderly, mothers with small children, and any children or babies.
- If you are unable to keep an appointment or you are running late, let those affected know and apologise for any inconvenience caused.

Environment

- Be aware of the environmental impact of the work you are carrying out.
- Minimise as far as possible the effects of noise, light, dust and air pollution.
- Efforts should be made to select and use local resources wherever possible.
- Attention should be paid to waste management. Reuse and recycle materials where possible.
- Clean up after yourself and leave no footprint

Cleanliness

- Be clean and tidy.
- Keep the area you are working in clean and in good order at all times.
- If you use any facilities, e.g. bathrooms, toilets, kitchens etc. ensure that you leave them exactly as you found them.
- Do not leave any surplus materials or rubbish behind you and do not let any spill over into the surroundings.
- Dirt and dust should be kept to a minimum, and cleaned up afterwards.

Good Neighbour

- Inform any neighbours that may be affected by the work.
- Full and regular communication with neighbours regarding the work should be maintained from pre-start to completion (if relevant).

Respectful

- Be polite and respectful.
- Respectable and safe standards of dress should be maintained at all times.
- Lewd or derogatory behavior and language should not be tolerated under threat of severe disciplinary action.
- Pride in the management and appearance of your work and the surrounding environment is to be shown at all times.

Safe

- All work is to be carried out with care and consideration for the safety of tenants, customers, visitors and the general public.
- No building activity should be a security risk to others.

Responsible

- Be responsible.
- Ensure that everyone associated with you and your work understands, implements and complies with this code.

Accountable

- Be accountable for your work and your actions.
- Be patient and understanding of any feedback or complaints, and let the customer know that any complaints will be dealt with and addressed immediately.