



Appendix 13 - SIP Ref – PL- CCC-2021-JB-VH

Property Services

Contractor Code of Conduct

6th October 2021

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Responsible Officer	Head of Compliance
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Royal Borough of Kensington and Chelsea Housing Management

Contractor Code of Conduct

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<i>Version</i>	Date	Reason for change	Authorised by	Review by Date
C	5/3/21	Diarised review/consolidation with previous Code/matters identified through Eqia process	JB	March 21
D	12/4/21	Feedback from S McCarthy Senior RLO	JB	
E	29/4/21	Initial feedback from AD Property Services	JB	
F	21/6/21	Feedback from AD Property Services/RLO Manager	JB	
G	28/6/21	Feedback from H&S Team	JB	
H	13/9/21	Approved by AD Property Services	JB	

Contractor Code of Conduct

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Introduction

At the heart of this code is the Council's core value of putting residents first. Works will be carried out in many instances while homes are occupied so it is essential that residents are put first, keeping their needs at the centre of service delivery, treating residents with care, courtesy and respecting their homes.

This document confirms the code of conduct we expect our contractors to follow, confirming:

- The standards, behaviours and actions to be followed.
- Contractor's obligations to our residents.

All contractors, sub-contractors and suppliers are to:

- Be given this document prior to carrying out any work on behalf of the Council.
- Read and understand this document prior to carrying out any work/service.

- Always follow the Code which forms a key part of the appointment.
- Contact the Council if any clarification of the Code is required (see Section 12 for contact details)
- The Council will not employ contractors who do not follow this Code and will not retain contractors in cases where the code is breached.
- Work will be carried out in a safe and efficient way, to the agreed service standards and supported with effective and timely communication.
- The benchmark standard for behaviour is whether behaviours, attire, conduct, speech and other actions are likely to bring the Council into disrepute.

1.0 Prior To Works Commencing

Communications with Residents including those with special requirements

- All Contractor letters to be signed-off by RBKC prior to issue to residents, conforming to RBKC standards including sense checking for straight forward and simple language.
- The contractor will liaise with the Council's Project Manager/Resident Liaison Officer (RBKC RLO), ensuring all relevant records received have been checked before contacting or visiting RBKC residents taking account of:
 - i) the use of appropriate forms of communication – written, (large print, with translation strapline, alternative language), telephone / email / face to face / use of a translator, (arranged by the Council).
 - ii) an awareness of residents with special requirements / needs / vulnerabilities and respond accordingly. Note the RBKC document "Managing Vulnerability Around Repairs and Major Works", will be available for guidance / use where appropriate.

3.0 On Arrival at the Home

- Display company ID badges, which must always be visible/worn and shown to the resident on arrival.
- Be polite, patient and courteous.
- Avoid the use of offensive language or any loud or boisterous behaviour, including in the surrounding areas where the work is taking place.
- Be respectful, flexible and respond appropriately to a residents' culture, including flexibility around appointment times, (accounting for religious

days/prayer times), cultural rules about social contact and wearing shoe coverings when entering homes.

- Be able to explain the nature of the work, anticipated work programme, keeping residents informed of any changes in a timely way.
- Report to the RBKC RLO any potentially vulnerable residents with additional needs and requirements not previously identified and agree actions in response.
- If there are any concerns around the resident's welfare during the works, this to be reported immediately to the RBKC RLO who will contact the Neighbourhood Management Team, from which referrals to support services may be made if required.
- The wearing and use of appropriate clothing including Personal Protective Equipment, maintaining standards of dress appropriate to health and safety and carrying out the work in a professional way.

4.0 When Working Within a Home

- Treat homes with respect.
- Compliance with the Council's Health and Safety Code of Practice and CDM Regulations, ensuring residents' safety, health, welfare, comfort and security at all times.
- Ensure there are no trip hazards around the home, removing all work residue, off-cuts, packaging and leave work areas during the day and at the end of the working day in a clean, tidy and habitable condition.
- Noise, dust, disruption and inconvenience to residents to be kept to a minimum. Where dirty, dusty or noisy works are unavoidable, take all necessary measures to reduce and advise on the duration.
- When working in the homes of residents who are vulnerable through age/ill health or disability, resident access to or movement around the home should not be unnecessarily restricted
- If any utilities will be unavailable at any time, advise on for how long and if there are any changes, confirm in a timely way.
- Ensure residents have the use of their toilet, hot and cold water, cooking facilities, lighting and provision of some form of heating (during winter), at the end of each working day.
- Avoid commencing work just prior to a weekend or cultural or religious holiday periods which would result in the home being left without an essential service(s) during the weekend or holiday.

- Ensure reasonable precautions are taken to protect residents' and the landlord's property. Restore any item soiled or damaged to the condition it was in before work started.
- Respect residents' gardens with appropriate protection in place for planting likely to be damaged by the work or where unavoidably damaged, appropriate replacement planting provided.
- Avoid dropping mud, paint, grease or any other materials in residents' homes and take all necessary protective measures as appropriate.
- Avoid using residents' gas, electricity and water. If unavoidable, RBKC have arrangements in place to recompense the cost of those services.
- Make allowances for residents' shift work, school runs, pets and any special needs.
- Working days/hours – Monday to Friday between 8.00am and 5.00pm, with other days/times by prior agreement with the Council, residents and their neighbours.

5.0 Maintaining Safe Access Throughout the Works

- Keep all communal areas such as entrances/stairs/landings free from obstacles or trip hazards allowing clear and safe access at all times.
- Ensure that all escape routes including staircases, access ways and fire exits are always kept clear and safe.
- Avoid blocking private or common driveways, access paths, crossings, residents' parking areas or vehicles, without prior permission from the recognised Residents Group and the Council and for no longer than necessary.

6.0 As a Responsible Contractor you will not:

- Enter or remain in an occupied home if the resident is not present, or without prior permission from the resident.
- Enter a home to work, or remain in the home alone, where there are unaccompanied children under 18 years of age.
- Smoke in the home / garden or shared parts, consume alcohol, use prohibited substances or carry out work while under the influence.
- Eat food, leaving wrappers or containers in the home.
- Use radios or any other audio equipment in or near homes.

- Bring visitors unrelated to the work, animals or pets to the work area.
- Interfere with or mistreat residents' animals or pets.
- Use any part of the home, building or adjacent area for storage, parking or any other purpose, without prior agreement with the Council and/or the Residents Group.
- Use any of the resident's facilities or tools, such as their dustpan, shovels, ladder, tea making facilities or telephone.
- Use the resident's toilet/bathroom unless expressly permitted by the resident.
- Leave the property unsecure or leaving ladders where they could be used to gain unauthorised access to windows or scaffolding.
- Leave the home open to damage from the elements.
- Store tools, materials or possessions in the home overnight.
- Seek private work from residents.
- Try to resolve situations where residents' lifestyles affect the work or there are difficulties or disputes with residents. In such circumstances, Contractors will remain calm and polite and refer any problems to the RBKC RLO.

7.0 Confidentially

- Avoid discussing with residents, matters relating to previous work carried out within their home. If necessary, refer the resident to the RBKC RLO.
- Avoid discussing any residents' personal information unless required for the works. Avoid commenting on the home, the residents or their lifestyle.

8.0 Residents responsibilities to Contractors

- Be polite and courteous.
- Give necessary access and freedom to do the work so that it can be carried out in a safe, efficient way.
- Keep agreed appointments. If a contractor is delayed, the resident should allow a reasonable time before leaving their home.
- Restrain or contain their household animals and pets.
- Clear areas including kitchen and bathroom cupboards if the nature of the work requires it and/or if requested.

- Move personal items and fixtures that may hinder the undertaking of the work. Contact the RBKC RLO if assistance is needed with moving furniture, appliances and other large items.
- Respect the right of others, including operatives, consultants and staff, to feel safe. If there is a real, or perceived risk to contractor staff/property or threatening behaviour by residents or pets, the contractor will gather equipment / belongings and leave the work area immediately. Abusive or threatening behaviour must be reported immediately to the Council.
- Refer any concerns about the standard of workmanship either to the contractor Resident Liaison Officer or the RBKC RLO.
- Not to try to change the scope of the work unless agreed with the Council.
- Not smoking while the contractor is working or smoking in a different room to where the contractor is working.

9.0 Resident and Contractor joint responsibilities

- Be respectful to the contractor/resident and not discriminate regardless of ethnicity/age/gender/sexual orientation/disability/religion.
- Ensure their own personal safety if they witness illegal acts, including domestic violence. Call the police, ambulance or other appropriate emergency services and report the incident to the Council.
- Report anti-social behaviour to your employer and the Council.
- Inspect furniture and appliances in the work area, note/record existing damage before work starts. If appropriate, take date stamped photographs of before and after work. Claims for damage to resident's personal belongings must be managed by the Contractor and their insurance policy.
- Report any alleged theft to RBKC and the police.

10.0 Breach of the Code

- If a resident or a contractor is not complying with these guidelines, please contact the Council. Call our [X] on [X].

11.0 General Matters

- Please contact the Council, see Section 12 below if you would like a copy of this document in large print, in an alternative format or in another language.

12.0 Further Information - Contact Details

- If you have any queries, please contact the Council on Tel ~~X~~ Text ~~X~~ Email ~~X~~ Address ~~X~~

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