

**This Code of Conduct summary sets out the standards that contractors will deliver to PCHA's residents. All contractors must comply with this Code.**

## Customer Focus

The contractor must deliver a service at a standard which meets the needs of residents. This will include:

- Making and keeping appointments for all repairs and visits
- Communicating with residents about the work to their home, in a way that is clearly understood
- Communicating with neighbours who may be affected by works
- Completing repairs to a high standard, within the specified target time, and within one visit wherever possible
- Respecting the homes, contents and environment of our residents
- Ensuring work is carried out with a friendly, helpful, considerate, informative and professional approach
- Respecting our residents and their safety
- Keeping residents informed about the status of their repair. In the event of any delay or cancellation, notifying residents as soon as possible.

## Working in PCHA homes

### On arrival the contractor will:

- Produce a photo identity card which shows the employee's name, company name, address and telephone number
- Be dressed appropriately and in branded clothing where applicable
- Will normally be using a branded vehicle
- Have a copy of the works order (except when the work is an emergency)
- Advise the resident about the work, how long it will take and any relevant matters
- Liaise with any affected neighbours.



**Whilst working at the property the contractor is required at all times to:**

- Be polite and courteous to the resident and others
- Liaise with the resident effectively during works
- Wear shoe coverings or remove shoes
- Be considerate of the particular needs of residents who are elderly, disabled or otherwise vulnerable
- Take care of residents possessions (and replace any items damaged)
- Cause minimum disruption to the resident
- Avoid the use of abusive or offensive language
- Not move residents' possessions unless the resident is unable to do so themselves and only with their permission
- Confine and protect the area to avoid disruption, obstruction and nuisance
- Provide their own source of power unless, before work commences and with arrangements for reimbursement, the resident will allow the use of their own power
- Avoid making excessive visits to bring in materials
- Be careful about security (e.g. not leaving ladders available for burglars)
- Not leave entrance doors to properties open and unattended
- Supervise sharp tools, heavy plant, power tools and toxic substances and keep them out of the reach of children and pets
- Regularly clean up all debris, surplus materials and rubbish generated by the work.
- Advise the residents when the work is complete.



**When leaving the property or site the contractor is required to:**

- Leave the site clean, tidy and secure at the end of each working day.
- Clean up thoroughly and remove all materials upon completion.



**While at the property the contractor should not:**

- Play music or the radio.
- Smoke, drink alcohol, take drugs or be under the influence of drugs or alcohol. Any contractor found under the influence of alcohol or drugs on site will be removed immediately and will not be employed on PCHA sites again.
- Use a resident's WC, kitchen, phone or belongings for personal use or for cleaning unless given permission
- Work at weekends or after hours unless by agreement. Normal working hours are between 8am-6pm, unless by prior agreement with PCHA and the resident.

**Working in communal areas or flats, contractors must:**

- Advise all directly affected residents of any works, their impact and a likely timescale.
- Be respectful of shared areas such as gardens, car parks and access ways.
- Speak to residents before crossing or encroaching on a resident's personal space and/or privacy. For example when using ladders to work on upper flats, contractors must notify the residents of the flats below that they will be there.

**If you are at all unhappy with the standard of service delivered by any PCHA contractor, please contact us immediately so we can resolve the problem straight away. If we don't not know there is a problem we cannot put things right.**

**Contact us:**

**T: 020 8659 3055**

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