

Code of Conduct

for people we send to do work in your home

This explains the conduct you can expect when we send a contractor to carry out work at your house.

■ Appointments

- Our contractor will normally arrange a convenient time/day to do the work with you beforehand. With emergency jobs we ask you to stay in and send someone as soon as we can.
- Our contractors normally work Monday to Friday 9am to 5pm. They can arrange with you to do work at other times, which can be helpful if you are normally at work during the day.

■ Preparation for Work

- Sometimes our contractor will ask you to prepare for the job by moving things away from the area where they will be working. If you are elderly or disabled and cannot move things yourself, we will help.

■ Keeping you informed

- Our contractor will explain to you what they are going to do, how long it will take and whether they will need to come back to finish the job.

■ Your health and safety

- Our contractor may ask you to keep your children or pets away from where they are working. They have been trained to work safely. If we send contractors to work on gas, oil or electricity in your home they will be qualified to undertake this work. Work done by an apprentice or trainee will be checked by a qualified person.

■ Identity

- Our contractor will be appropriately dressed, normally in uniform and carry identification. If you are unsure please phone us on 0800 854 568

■ Respect for you and your home

- Our contractor will respect you, your family, your home and your property. They will be polite. They will not smoke in your home.
- If you have possessions or a place in your home that is special to you, please let our contractor know.
- If there are reasons why it is not a good time to do the job now please let our contractor know.

■ Using your services

- Our contractor will ask you first if they need to use your gas, electricity or water.

■ Cleanliness

- Our contractor shall protect the area of work with dust sheets and keep mess to a minimum. They will tidy and clean up at the end of the job (or at the end of each day if it is a big job). They will take away any rubbish.
- Our contractor may ask you to clean up the area first where they will be working.

■ Helpful information

- Please ask our contractor if you want to know how something works or how to avoid the same problem happening again.

■ Other jobs

- Please don't expect the contractor to do other jobs for you straight away, sometimes they can, but sometimes they can't because other people are expecting them to call.

■ Complaints

- If you are unhappy about the work or not sure whether the job has been done properly, it's normally best to bring this up with the person doing the job. However if you feel you are not able to do that please call us.

■ Compliments

- Please tell the person doing the work if you feel they have done a good job or been particularly helpful or considerate. They cannot accept tips or gifts but a thank you is appreciated.