

Contractor's code of conduct

Purpose and scope

PA Housing expects contractors it employs across a range of projects, to treat its customers, staff and any other affected party, fairly, consistently and with respect, at all times. Contractors are expected to deliver a quality standard of workmanship at all times. In return, there is an expectation that the contractor will be treated in a courteous manner, and is able to work without undue interference

The Code of Conduct requires contractors to:

- Inform you immediately if they are unable to keep an appointment.
- Drive and park courteously at all times.
- Introduce themselves to you clearly by carrying identification and showing it to you.
- Explain the work that they are there to do.
- Behave in a polite and courteous manner.
- Carry out the work to the highest standard.
- Take care not to damage your property. They must protect your carpets and furniture if there is a possibility of dust or damage.
- Think Safety - ensure that nothing causes an obstruction or danger while work is in progress, for example, not to leave trailing wires and tools lying around.
- Not to smoke or play radios in your property.
- Respect your privacy and confidentiality at all times.
- Not to use any of your items in the property including electricity, gas, water, telephone, tea, coffee, equipment and the toilet, unless they have your permission to do so.
- Inform you of the arrangements to complete the works if it has not been possible to complete the works in one visit.
- Clear and remove all waste at the end of each day or make collection arrangements.
- Ensure that the property is left habitable, safe, and secure
- Put back into place any items moved by the contractor
- Contractors should take into account any physical impairment the customer may have when working within a property and take the necessary precautions to prevent distress or injury as a result of the work being completed.