



Treating our tenants with respect A code of conduct for contractors

RCT Homes properties are not just bricks and mortar – they are tenants' homes. Our tenants have a right to expect that they will be treated with courtesy at all times and that their homes will be treated with respect. This code makes sure that any contractor working for RCT Homes is aware of the high standards they must follow. It also means that RCT Homes' tenants will be clear about the levels of service that they can expect when you are working in their homes.

RCT Homes Code Of Conduct for contractors

Time keeping

Make sure you keep all appointments made with tenants and turn up on time. If there are likely to be any delays, make sure the tenant is told.

Confidentiality

You must keep any personal information about RCT Homes' tenants private. This includes anything you see or hear when you are working at a tenant's home. Don't discuss other tenants, other properties, previous workmanship or other contractors when you are with tenants or others.

Identification

The work may involve many officers and tradesmen coming into tenants' homes. Tenants need to be sure who you are.

Wear an ID badge (with your name and photo on it) at all times.

When you arrive at a tenants' home, introduce yourself and show your ID badge.

If a tenant wants to check who you are with RCT Homes, you must help the tenant to do this. Stay outside the tenant's home until the tenant has confirmed who you are.

Dress code

Make sure that your clothing (including safety clothing and PPE) is clean and tidy.

Make sure that your ID badge can be seen at all times.

Before starting work in a tenant's home

You must:

- Explain to the tenant the work that you will be doing and check that this is the work the tenant expects to be done. If not, contact your line manager or RCT Homes for advice.
- Explain how long the work will take and which rooms or spaces will be affected. Tell the tenant if the toilet or gas, water or electricity will be unavailable.
- Ask if materials and tools can be left in a particular place. Check that they will not cause a problem or a hazard to the tenant, family or visitors.

Care of the tenant's home and possessions

Always ask the tenant before moving furniture. Ask the tenant to move any delicate or valuable items themselves.

Wherever possible, restrict your work to one room at a time.

Always get permission from the tenant before using sinks, electricity and other services in the property.

Make sure furnishings, carpets and floors are protected by using dustsheets or other suitable means.

Make sure that white goods and other appliances are fully covered before work starts. Do not put tools or materials on appliances.

Clear up all rubbish at the end of each working day and when you have finished your work.

Make sure that services such as gas, water and electricity are reconnected, tested and working at the end of each working day.

Your conduct in the tenant's home

You must **not**:

- Smoke, eat or drink in a tenant's home.
- Turn on radios, CD players or any other audio equipment.
- Use your mobile phone for personal calls.
- Enter a tenant's home under any circumstances after drinking alcohol or taking drugs.
- Carry out work in the home without the tenant being present, unless they have given their express permission.
- Allow tenants to leave their children unattended while you are there.
- Use foul or abusive language or threatening behaviour.
- Cause offence or harassment to a tenant. This includes unkind, embarrassing or rude words or gestures, even if meant as a joke (they may not be received as you intended).

Leaving and returning to a property

You must:

- Tell the tenant why if you have to leave their home before the work is completed.
- Tell the tenant when you leave their home and when you return. This includes leaving the property to collect materials or to get further instructions.
- Tell the tenant the time and day you expect to return.

When you have finished your work

Move any items such as appliances back to their right position.

Make sure the property is secure if you have installed or repaired any doors or windows, or their fittings and locks. Hand over any keys.

Tell the tenant that the work is complete.

Explain to the tenant how to operate and maintain all new equipment installed and make sure they are given any instruction manuals.

If anything needs to be left for a while before use, make sure that protection or a notice is in place **and** that you explain to the tenant e.g. 'Do not walk on the newly laid floor for two-or-three hours'.

Disabled and elderly tenants

It is important to make sure that the tenant's movement is not obstructed or restricted:

If the work is likely to cause some inconvenience or obstruction, you must explain this to the tenant before you start work.

If furniture and other items need to be moved, talk to the tenant to agree places where it will not obstruct their movement or the work. Make sure furniture and other items are put back in place as soon as the work is finished.

If you need to leave the property, make sure that tools, materials and equipment are out of the way and that the property is made safe.

Wet floors, dust and paper pose particular hazards for disabled and elderly tenants. Clear up rubbish and spillages immediately.

Deaf tenants

Face the person when you are talking to them, make sure that you have attracted their attention, talk clearly and use your usual tone. Unless the tenant asks you to speak up, don't raise your voice.

Be prepared to write things down.

Let the tenant know if you will be making excess noise or vibration e.g. drilling or hammering.

Let the tenant know if you have to leave their home even if it is only for a few minutes e.g. to get work tools, materials and equipment from the van.

Religious/cultural considerations

Do not disturb a religious object without first asking if it can be moved. It is best to get the tenant to move it themselves.

If a tenant asks you to comply with a particular religious or cultural procedure, respect their request wherever possible. If this will affect your safety or ability to carry out the work (e.g. if you are asked to remove your safety shoes before entering a room), contact your line manager or RCT Homes.

Be aware that it may not be acceptable to some female tenants to be alone in their home with male workers.

Interpreters

RCT Homes can arrange for an interpreter to be present if the tenant's first language is not English.

Difficult situations

If you feel uncomfortable about the behaviour of a tenant and/or their guests, and you feel you cannot work in these circumstances, explain to the tenant, if possible, why you are leaving and report the problem to your line manager or RCT Homes.

If valuables are left within your working area e.g. purses, cheque books, mobile phones, jewellery etc, ask the tenant to move them to somewhere more secure. This is to protect you, in case these valuables go missing or are at risk of damage.

Working in empty (void) properties

Never remove any abandoned belongings from void properties (including garages) without the express written permission of RCT Homes.