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## Approved Contractor Code of Practice

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## Approved Contractor Code of Practice

1. Hanover Housing Association is strongly committed to providing excellent service to its residents and promoting equality of opportunity and treatment for all persons, in a safe and healthy environment.
2. While contractors are carrying out works on our property they are seen as part of Hanover and must be aware of the standards which we wish to achieve, and agree to adhere to these.
3. The standards contained within this Code of Practice have been prepared in consultation with residents. By adhering to these requirements we hope that we will achieve a high level of resident satisfaction which will be to everyone's benefit.
4. To enable residents to refer to this Code of Practice a copy will be available on every estate.
5. Contractors are only approved for employment by Hanover on the condition that they have read, and agreed to abide by, this Code of Practice.
6. Your participation in achieving an effective partnership is welcomed.

Please note:

7. While this Code is intended to achieve the objectives mentioned, it does not cover every aspect of conduct and behaviour and Hanover cannot accept any responsibilities if any particular matter is omitted.
8. For the purposes of this Code the term "contractor" means anyone who comes onto Hanover property to carry out work on behalf of Hanover including cleaners, gardeners and window cleaners and those carrying out building and maintenance works.
9. Contractors are responsible for ensuring that all sub-contractors and operatives within their responsibility have read, and agreed to abide by the Code of Practice.

10. These are the general standards required of contractors but more specific requirements may be included in the order or contract, which will then take precedence.

### **Resident Charter**

11. The Hanover Communities Council has developed the Hanover Residents' Charter, for all residents and potential residents, setting out what they can expect when dealing with Hanover Housing Association.

12. While contractors are carrying out works on our property they are seen as part of Hanover and as such we expect contractors to adhere to the key principles set out in the Residents Charter. In particular:

13. Hanover Housing Association and its contractors will:

- Take every opportunity to work with residents to achieve positive results and improve services
- Do what they say they will, and keep residents informed and updated
- Have the knowledge and skills to provide services effectively
- Be clear in all their communication with residents, using the method of communication that residents want
- Make sure estates and services are easy to access
- Make sure that residents' homes and the services they receive represent value for money
- Listen to residents views, regularly seek feedback about their performance and act upon it
- Have high regard for resident safety in everything they do
- Ensure that Hanover estates are inclusive and welcoming places

Copies of the Hanover Residents' Charter are available on request.

### **Equal opportunities**

14. Contractors shall provide Hanover with copies of their Equal Opportunities Statement or equivalent, or alternatively, agree to comply with the Hanover Equality and Diversity Policy, a copy of which is available upon request.

15. Contractors, and all operatives employed by them, shall treat all persons fairly and with respect, regardless of age, disability, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion, sex or sexual orientation.

16. Contractors shall abide by the provisions of all current legislation relating to discrimination.

17. Hanover will take strong action against direct and indirect discrimination, harassment and victimisation.
18. Contractors must ensure that their employees and sub-contractors do not cause abuse or harassment while working for Hanover and are required to take prompt and firm action against any employee causing abuse or harassment.
19. Hanover will not permit graphic or other material likely to cause offence to be displayed within its sites.
20. Equally, when working on our estates, contractors and their operatives may expect to be treated fairly and with respect by both Hanover's residents and employees. Any difficulties encountered should be reported to the Estate Manager or lead Hanover contact. Any complaint will be fully investigated and, if the allegation is found to be correct, appropriate action will be taken.

### **Working in occupied estates**

21. Hanover is keen to promote good neighbourly relations and contractors must assist in promoting this, particularly through minimising noise, dirt and dust from the works, and ensuring that materials are stored safely without obstruction to others.
22. Contractors are expected to minimise inconvenience caused by the use and parking of plant and other vehicles.
23. For larger contracts, more detailed on-site requirements will usually be agreed. These contract requirements will take precedence over the points outlined in this document.
24. Most Hanover estates have an Estate Manager with whom arrangements must be made prior to any work being carried out. In the absence of an Estate Manager, arrangements must be made with the Hanover representative who raised the request.
25. The majority of Hanover's residents are over pensionable age and particular care and consideration must be shown to them. Contractors should recognise this in the manner in which work is carried out and in their dealings with residents.
26. Hanover will ensure that the same respect and consideration is extended by its staff to contractors and their employees.

## **Access**

### **Times**

27. Visits should be made at reasonable times except in emergencies. This would normally exclude work before 8.30a.m. or after 5.00p.m. or on Saturdays, Sundays or Public Holidays, unless otherwise specified.

### **Access instructions**

28. Contractors should comply with the access instructions given on the works order or by the Estate Manager or lead Hanover contact.

### **Access to property**

29. Unless the resident gives instructions to the contrary, permission should be sought before a contractor starts work on the property. If the resident is out, it is acceptable to carry out external repairs to the property. In this case, upon completion the contractor should leave a card for the resident and the Estate Manager confirming that the work requested has been carried out.

### **Security**

30. Doors and windows should not be left open unnecessarily and only when the resident has been advised.

31. Communal security doors should not be left open at any time. Access doors to roofs, plant rooms, ceiling spaces or any other non-public areas must be kept secure at all times.

### **Out of hours contact**

32. For emergencies or out of hours contact if the Estate Manager or your lead Hanover contact is not available, please call the call centre on 0844 892 1013. If you are on an estate the call point from the front door or communal area can be used.

### **Health and Safety**

33. Contractors shall provide copies of their Health, Safety and Environmental Statement or equivalent, or alternatively, agree to comply with the provisions of the Hanover Health and Safety Policy Statement and Statement of Responsibilities, copies of which are available upon request.

34. Contractors shall abide by the provisions of all current health, safety and environmental legislation.

35. Contractors are required to ensure that any sub-contractors working for them also comply with the above.

### **Contractors' work areas**

36. Whenever practicable, contractors are expected to cordon off their work area(s) and indicate with suitable signs and notices that areas are out of use for Hanover employees, residents and visitors.
37. Equipment or material should not be left in a dangerous or inconvenient position. Prior to the commencement of the works, agreement should be reached with the Estate Manager or relevant Hanover contact on the placing of such items. All equipment should be secured overnight to prevent unauthorised use.
38. Hanover can accept no responsibility for the safe custody of contractor's tools, plant or material.
39. Contractors are responsible for ensuring that signs, notices and any equipment is removed on completion of the work.

### **Reporting of accidents/incidents**

40. Contractors are reminded of their responsibilities to comply with any regulations relating to accident/injury/incident reporting and in particular to the Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 (RIDDOR).
41. Hanover is to be notified immediately of any accident/injury to contractor employees incurred when working for Hanover on its premises or to any other person injured as a result of the contractor's activities on Hanover premises.

### **Fire precautions**

42. Contractors must make themselves familiar with the fire safety procedures on site, including the evacuation procedure and any specific fire safety arrangements. This information is available from the Estate Manager or lead Hanover contact.

### **Hazardous materials (COSHH)**

43. Contractors must comply, where applicable, with the "Control of Substances Hazardous to Health" Regulations 1995 (COSHH).

### **Asbestos**

44. All contractors must be aware of and work to Hanover's asbestos policy. Copies of the asbestos information for contractors are provided annually to all contractors and are available on request.

### **High risk activities**

45. There may be times when Hanover will require the contractor to provide suitable and sufficient RAMS (Risk Assessments and Method Statements). This will generally be when 'high risk activities' are being undertaken, including: working at height, working in confined spaces and other potentially high risk activities. During any of these activities a Permit to Work may need to be agreed.

## **Tools and equipment**

46. During the course of the work operatives are expected to use their own tools and equipment. Any tools or other equipment provided by the contractor must comply with current safety standards and be properly maintained.
47. Whenever practicable, portable power tools must be either battery operated or 110 volts. When other 240 volt equipment is used, then a Residual Current Device (RCD) MUST be supplied and used by the contractor.
48. Where power is required and if a resident's supply has to be used, an agreement must be reached with the resident beforehand and a suitable payment for the power consumed must be made, unless a suitable alternative is agreed.

## **Safeguarding**

49. Contractors are often well placed to identify customers who are experiencing or who are at risk of abuse or neglect. Older people or people with disabilities are more likely to be abused or neglected. They may be seen as an easy target and may be less likely to identify abuse themselves or to report it due to fear of the consequences.
50. If you are unsure but feel that something is wrong you MUST report your concern. If there is an immediate danger to the customer then call 999 and preserve any evidence as appropriate. Otherwise report your concern to a Hanover Estate Manager, relevant Hanover contact, or your line manager, who will then follow the appropriate procedure to alert the relevant authorities. Keep a record about why you are reporting this incident, any information disclosed, the actions you have taken and the name of the person that you reported the concern to.
51. More information is contained in the Hanover Safeguarding – Guidance for Contractors and Support Workers procedure which should be issued to all contractors alongside this Code of Practice.

## **Data Protection**

52. Hanover takes its Data Protection responsibilities under the General Data Protection Regulations (GDPR) seriously and as a Data Controller we have the responsibility to ensure all our suppliers manage any data we share with them appropriately. All operatives working with Hanover should be aware of Hanover's Data Protection Policy which is available on request, and of their responsibilities regarding confidentiality and data protection.
53. Should any operative come across any personal information in the course of their work which they believe they should not have access to, this should be reported to their lead Hanover contact.

54. Should any personal information (for example a works order sheet) be lost, this should also be reported immediately (within 24 hours) to Hanover at DataProtection@hanover.org.uk

### **Behaviour**

55. Occasionally operatives forget the residents are paying for the work to be carried out through their rent/service charge. This entitles them to the same consideration and respect as any private customer.

56. It is therefore essential to avoid the following:

- rudeness or inappropriate language
- excessive noise including the use of radios etc
- over familiarity
- arguments
- expressing an opinion about the current work or other repair issues, unless a matter of safety is involved
- parking vehicles in the wrong place, e.g. on grassed or paved area or reserved spaces e.g. disabled spaces
- smoking in a resident's home or common areas
- consumption of alcohol or illegal substances

57. Hanover may require the replacement of any operative not observing these reasonable rules of behaviour, at no cost to Hanover.

### **Home standards**

58. For a variety of reasons, people's home standards vary. It is however essential that the quality of the work carried out remains high, regardless of how the home standards are perceived by the contractor's workforce.

### **Different cultures**

59. In some cultures it is not the practice for women to be left alone with men who are not members of their immediate family. Contractors should be sensitive to this, and, where possible, make alternative arrangements that respect this point of view.

60. When operatives visit a resident's home to carry out works, if there are any signs that the resident has been the victim of racial harassment or that damage has been caused by vandalism, the contractor should contact the Estate Manager or lead Hanover contact, who will be able to help the resident.

61. For some of our residents, English is not a first language. If an interpreter is required in order to carry out work properly, the contractor should contact the Estate Manager or lead Hanover contact.

## **Identification**

62. It is essential that operatives carry identification cards (preferably including a photograph) and always show them to the residents before they gain access to the home.
63. Operatives should introduce themselves by name and organisation and state clearly why they have called. They should refer to the Estate Manager or lead Hanover contact in case of any problem.

## **Dress code**

64. Contractors are asked to remember that when they carry out work they are in effect Hanover representatives and, therefore, a tidy appearance is required of their operatives.
65. In line with the Hanover staff dress code:
- The style and standard of dress should demonstrate a respect for other people with whom a contractor comes into contact with in the course of Hanover's business
  - Every contractor will be responsible for promoting a professional and positive image of Hanover
  - All contractors will take a sensible and safe approach to dress and appearance, cleanliness and personal hygiene
  - Clothing should be worn appropriately for the work being undertaken
  - Protective clothing should always be available and should, in addition to other control measures, be worn for roles carrying out hazardous duties under Health and Safety Regulations.

## **Signing in and out of estates**

66. Contractors must sign in and out of estates where signing in books are available.

## **Notice of Work**

67. If work is of a major nature (for example, where it will be necessary to move a lot of furniture to carry out the work) it is essential to give residents adequate notice before starting the work. In the case of a major job this should not be less than 3 working days' notice. These arrangements may be made verbally or in writing.
68. The Estate Manager or lead Hanover contact should be consulted and will assist with making appropriate arrangements.
69. For larger contracts, more detailed notice requirements will usually be agreed. These contract requirements will take precedence over the points outlined in this document.

## **Broken arrangements**

70. Having made arrangements, please keep to them. Many complaints are generated by broken arrangements. Many of our residents lead busy and active



lives and it can be particularly annoying if someone has had to wait at home unnecessarily.

71. If a broken arrangement is unavoidable, please make sure that early contact is made - before the time of the original appointment, to:

- apologise to the resident
- explain the reason for failing to undertake the work
- make a new arrangement at a mutually agreeable time

72. This can be done via the Estate Manager or lead Hanover contact, or through the out of hours call centre if necessary (see point 33).

## **Residents' belongings**

### **Protection of furniture etc.**

73. Residents' furniture and carpets should be completely covered by dust sheets when this is appropriate.

74. Operatives are expected to move items of furniture etc. If breakable or valuable items are present, the resident should be requested to move them into a safer place. If necessary, seek assistance from the Estate Manager or lead Hanover contact. Contractors are responsible for making good damages caused unless pre-agreed with Hanover.

### **Gardens**

75. Damage to plants, trees, paths etc. should be avoided as far as possible. If some damage is inevitable, this should be discussed and agreed with the resident and the Estate Manager or lead Hanover contact prior to commencement of the works.

### **Use of telephones**

76. Operatives should not use residents' or the Estate Manager's telephones without prior permission and good reason. In either case the cost must be reimbursed.

## **Other issues which may occur in the property**

### **Additional jobs**

77. Residents often ask for further work to be undertaken whilst the operative is in their home. The operative must seek authority from the lead Hanover contact before completing any additional or alternative works.

78. For certain contracts, alternative requirements for additional jobs/further work have been agreed. These contract requirements will take precedence over the points outlined in this document.

### **Uncompleted work**

79. Wherever possible operatives should avoid leaving a job unfinished. If work cannot be completed this should be made clear to the resident and they should be advised as soon as possible exactly when the operative will be returning.
80. The property must be left in a safe condition and habitable overnight and at weekends. Essential services must be safe and usable and under no circumstances should a resident be left without a heating or lighting supply. Every effort must be made to minimise the inconvenience caused to the resident.
81. Where unavoidable circumstances will result in an inferior service to residents, please inform the Estate Manager or lead Hanover contact before leaving the estate.

### **Rubbish**

82. All materials and rubbish must be removed regularly, preferably daily, and no rubbish should be left on site after completion of the work. Rubbish should never be left in such a way as to cause danger to residents.
83. Contractors are reminded of their liability if residents do have accidents as a result of the negligence of their operatives.

### **Completed work**

84. When the job is completed, operatives must make sure the resident is completely satisfied. This includes making sure that the work area is left in a clean, tidy and safe condition, with furniture repositioned.

### **Invoices**

85. Invoices must be submitted within 30 days of satisfactory completion of the works or unless otherwise agreed. The works order number, where applicable, must be stated on each invoice, together with a breakdown of material and labour costs.
86. Invoices must be sent to Accounts Payable in St Neots (Hanover Housing Association, Nelson House, Alington Road, Little Barford, St Neots PE19 6RE) to ensure they are processed promptly and paid in line with agreed payment terms.

### **Bribery and corruption (inducements)**

87. Any attempt by a contractor to offer any form of inducement to Hanover staff, to influence placing orders or payment of costs, will result in immediate removal from the Approved List.

## Version Control

Version No.	Purpose/Change	Author	Date
50.01	Original	Sharon Moore	August 2000
50.02	Reformatted and separated from EM manual	Alison Plaxton	June 2009
50.03	Update of language, roles and terminology. Addition of Residents Charter, dress code guidance, GDPR and safeguarding. Alignment of wording with Hanover Equality & Diversity policy. Amendment of invoice submission from 60 days to 30 days. Removal of declaration.	Chloe McLaren Webb	October 2018