



# Contractor Code of Conduct

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**MB Housing**

Supporting housing co-ops  
in London and Kent

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# 1. Introduction

MB Housing Management Limited (MBH) has developed this Code of Conduct to provide contractors on their approved list with information about the expected service standards we require when you are working in our client's homes. This is extended to employees, and anyone who carries out work on behalf of the contractors on the approved list.

# 2. Objectives of the Contractor Code of Conduct

The objective of this Code of Conduct is to set out:

- the expected standard of work in and around client's properties;
- the maintenance process;
- our expectations in relation to Equality and Diversity;
- our expectations in relation to Data Protection;
- our expectations in relation to Safeguarding;
- our expectations in relation to behaviour.

# 3. Expected standards of working

We expect the contractors on our approved list to behave professionally and respectfully when carrying out work in, and around the tenant's property.

Contractors should:

- carry photographic identification cards with them at all times;
- let the tenant know the nature of the work they will be carrying out and approximately how long it will take;
- not carry out any work if an adult is not present (under 18 years).
- always be polite and courteous;
- not smoke, vape, swear, or carry out work whilst under the influence of alcohol or drugs;
- not play loud music or use the tenant's facilities without prior permission;
- keep disruption and mess to a minimum;
- protect all fixtures, fittings and clients' possessions whilst carrying out work in the property;

- always keep the property secure;
- not leave materials or equipment where their presence could be a health hazard to occupants of the household;
- remove all left-over materials and debris from inside and outside of the property upon completion of the work;
- comply with all health and safety legislation and relevant codes of practice.

## 4. Maintenance process and guidance

When we receive a repair request from a tenant, we will raise the works order via Fixflo which all approved contractors are required to download and sign up to.

All our clients have individual variations of timeframes for repairs completion, and these will be set within Fixflo when the works order is raised. Typically, we would expect the contractor to complete work allocated to them within the following timeframes:

<b>Emergency</b>	Attend within 24 hours and make safe/complete repair. If a returned visit is required, it should be completed within a maximum 7 days.
<b>Urgent</b>	Within 5 working days
<b>Routine</b>	Within 20 working days

Unless otherwise instructed, it will be the contractor's responsibility to arrange the appointment with the tenant upon receipt of the works order and not longer than 24 hours. The contractor must update Fixflo as soon as the appointment date has been set.

If the contractor is unable to keep the appointment date they have arranged, they must contact the tenant as soon as possible by telephone and set a new date. The contractor will need to update Fixflo with the new appointment and inform MBH if the new appointment exceeds the original timeframe for completing the work.

If the contractor keeps an appointment and the tenant is not at home, the contractor should leave a calling card with the date, time and reason for your visit and then inform MBH immediately.

If the contractor or tenant identifies further works are required that are not listed on the works order, the work will need to be authorised by MBH before work commences. If the work identified is not within their area of expertise they should notify MBH immediately.

Contractors are permitted to undertake private work at the tenants' request and expense, but MBH will have no responsibility for payment or complaints.

The contractor must clean up any mess created by the work carried out and remove all rubbish from site. If the work being carried out extends beyond one working day, the contractor must clean up (vacuum the affected area and wipe down surfaces) in addition to leaving the tenant with a water supply, power supply and a form of heating.

When the work is completed, the contractor must ensure that the tenant is satisfied with the work and fully understand how to use any newly installed or replaced equipment.

The contractor should provide clear documentation of the work completed, including photographs and reports where appropriate which should be uploaded on to Fixflo.

It is the responsibility of the contractor to mark the job as complete and close the works order on Fixflo once completed and issue their invoice for payment. Invoices will not be paid until the work has been confirmed completed.

### Empty properties (Voids)

When working in a void property it is the responsibility of the contractor to ensure that the property is secured at the end of each working day.

Contractors should:

- ensure that all windows and doors are shut and locked;
- set the alarm if one is installed;
- turn off all lights, heating and water;
- not give access to anyone without speaking to MBH first.

When carrying out work in a void within a converted house, we expect contractors to introduce themselves to the neighbours (where possible) so that they know who you are, and your reason for being in the property.

### Insurance and Certification

Dependent on the nature of the work undertaken, MBH will require up to date certification prior to any work being allocated. This will include NICEIC (electrical) Gas Safe (gas) and CHAS (health and safety).

It will be the responsibility of the contractor to provide up to date information when certificates are due to expire in advance of undertaking any work.

We will also require copies of your public liability insurance and employers' liability insurance if you employ staff.

## 5. Valuing Equality and Diversity

Contractors on the MBH approved list have a legal obligation under the Equality Act 2010 not to discriminate (directly and indirectly) against any person when delivering a service on our behalf.

To ensure that you do not indirectly discriminate against any person, MBH would advise you and your employees / subcontractors when carrying out work to ask the tenant if there is anything you can do to make them more comfortable during your visit / time in the property.

### Disability

When working in a tenants' home we expect contractors to remember that not all disabilities are visually identifiable.

If the work that you are carrying out is likely to cause some form of inconvenience or obstruction whilst work is being carried out, please speak to the tenant first.

If you need to move furniture to complete the work, please ask the tenant if they require assistance to do this. Ask the tenant where the item should be moved to (in a place that will not interfere with you being able to carry out the work) and return it to its original place once the work has been completed.

If you need to leave the property at any point before the work has been completed, you need to ensure that tools and equipment are not left where they may potentially cause a hazard.

You are required to clear away rubbish and spillages quickly, especially when it is evident that the tenant walks with an aid.

### Visually impaired, blind or partially sighted

If you are carrying out work in the home of a visually impaired, blind or partially sighted tenant, you will need to:

- introduce yourself when you arrive and tell them if you have anyone else with you;
- tell them what you are there to do, which room you will be working in and how long you think it will take if you must switch off their utilities;
- if you need to move the furniture to complete the work, ask the tenant where you should put it and put it back to its original place when you have completed the work;
- ensure that you do not leave tools where they may be a hazard to the tenant.

### Deaf and hearing impaired

If you are carrying out work in the home of a deaf or hearing-impaired tenant, you will need to:

- face the person when you are speaking to them and speak in your normal tone, do not raise your voice volume unless the tenant asks you to;
- write things down to converse if the tenant asks you to;
- let them know if you must leave the property during the day before the work has been completed and when you will return.

### Older Adults

Some of our older tenants who live alone may be nervous allowing people they do not know into their home.

Please ensure that you show them your identity card and give them your name, company name and purpose of your visit before entering the property.

### Female tenants

Some of our female tenants who live alone may be nervous allowing people they do not know into their home.

Please ensure that you give them your name, company name and purpose of your visit before entering the property.

To protect the interests of the tenant and the contractor, it is essential that you are formal, but approachable so that tenants feel confident if asking you questions about the work to be carried out.

### Religious and Ethnic considerations

When working in a tenant's home, if you see something that you think may be a religious object, do not move it before speaking to the tenant first.

If the tenant asks you to adhere to a particular practice that relates to their religion or ethnicity when carrying out the work, please respect their request whenever possible.

If the request has an implication on your safety or ability to undertake the work you are there to do, you will need to let MBH know immediately.

### Tenants whose first language is not English

In cases where the tenants' first language is not English and you are unable to communicate with them in order to diagnose a problem or complete works, please contact MBH immediately.

## 6. Data Protection

To deliver a maintenance service on behalf of MBH, you will need to be provided with information relevant to the property and the household, some of which will be personal and sensitive data.

MBH are committed to adhering to the principles set out with the Data Protection Act (DPA) 2018 which works in conjunction with the UK General Data Protection Regulation (GDPR) 2018.

We expect contractors on our approved list to be familiar with the [DPA](#) and have appropriate processes in place when receiving, storing and disposing of personal and sensitive information as part of works allocated to them.

We expect contractors to treat names and contact details included in the works order as strictly confidential and at no time should information about the tenants' individual circumstances (lifestyle, health, personal details) be disclosed to any third party.

## 7. Health and safety

All work carried out on our behalf must be executed in accordance with the appropriate health and safety regulations and all other legislation relevant to the work being carried out.

Contractors must report any accident, health or safety risk or near miss on site immediately.

Where we are aware that a property contains asbestos, we will ensure that the contractor knows about this in advance of work being undertaken.

If the contractor discovers material that they suspect may contain asbestos that could be disturbed because of the work to be undertaken, they must inform MBH immediately and do not proceed with the work if testing is deemed necessary.

There may be times that 'unusual risks' may be identified, for example a potentially violent resident. Wherever possible, we will inform you in advance of this.

## 8. Safeguarding

When working in tenants' homes the contractor may notice things that concern them.

If the contractor has concerns, please speak to MBH immediately.

Signs to look out for are:

- evidence of substance misuse;
- the property appears neglected;
- the property appears damaged;
- there are concerns for the general welfare of the tenant or children;
- there are concerns for the general welfare of animals in the property;
- the tenant may be experiencing fuel poverty and is unable to heat their home;
- the tenant appears socially isolated.

If you raise a safeguarding concern with us, MBH will never disclose the source of the concern to the tenant.

You must ensure that you, or any of your subcontractors are never left alone in the property with anyone under the age of 18.

## 9. Behaviour

MBH expects all its contractors to maintain a high-quality standard of work, irrespective of the condition of the property or the behaviour of the tenant towards them.

If the contractor, or subcontractor experiences a difficult situation, or is faced with potential violence or aggression, they should leave the property immediately and inform MBH.

MBH will carry out a full investigation of the incident and keep the contractor up to date on the action we are taking.

In cases where MBH receives a complaint from the tenant about the behaviour or conduct of a contractor, an investigation will also be carried out. If it is found that the behaviour or conduct of the contractor or subcontractor is unacceptable, they will be removed from the MBH contractor list with immediate effect.

# Contractor Code of Conduct Agreement

(This needs to be signed and returned to MB Housing Management Limited)

- I have read and fully understand the code of conduct as described within this document.
- I agree, and any person that works for me, to abide by the code of conduct.
- I understand and will adhere to delivering a service that considers MBH's commitment to equality and diversity.
- I understand the requirements set out in the Data Protection Act and have measures in place to adhere to this.
- I will adhere to MBH expected standards in relation to behaviour, access arrangements, and standards when undertaking and completing work.
- I will ensure that all trade-operatives and any person employed by us to carry out work on behalf of MBH are made aware of this code of conduct and will be expected to abide by the standards set.

Name:

Company:

Position:

Signed:

Date: