

Tradesperson Code of Conduct

Code of Conduct

Purpose:

Papworth Trust is committed to providing high quality tradespersons whether employed by the Trust or by using contractors. This code of conduct outlines expectations for both tenants and operatives.

Tradespersons will:

1. Treat you with courtesy and respect at all times
2. Be polite and friendly
3. Treat you and your home with respect at all times and bear in mind your cultural and faith standards
4. Ask you to lock your pets out of the way before they come in
5. Be on time for appointments
6. Leave a calling card if you are out when they arrive
7. Tell you their name and show you their photo identification cards before asking to come in, and if asked, give a contact number where you can check their identity
8. Say clearly what they are going to do, when they will do it and how it will affect you
9. Tell you if they have to disconnect your gas, water or electricity
10. Let you know how the work is progressing and give you an approximate completion time
11. Let you know the date/time of their expected return should they go on a break or need to get materials
12. Notify you when work is complete and show you how to use any equipment fitted. Relevant instruction manuals etc should be left with you
13. Use dust sheets where the work is likely to cause a mess
14. Clear up any mess resulting from the work
15. Take all reasonable steps to keep your home and possessions safe and secure
16. Take all reasonable steps to keep you and your household safe while work is going on
17. If the work requires that an area is left untouched or not walked on for a certain period of time this will be made clear to you with the reasons why
17. Keep one room free for your use or if this is not possible, will give the Housing Department three days' notice so they can make alternative arrangements
18. Comply with Health and Safety legislation and relevant codes of practice

19. Keep safe and secure all materials and equipment used onsite to avoid danger
20. Ensure warning is given if a hazard is created, particularly when working around young children, older people and vulnerable adults
21. Ensure that doorways, hallways and staircases remain accessible and are not blocked by tools or materials
22. Keep the site clean and tidy and remove debris and waste materials
23. Keep keys to communal areas safe and return them to Papworth Trust on completion of the works
24. Tell us if you refuse to let them in when they need access to carry out work
25. Tradespersons will work within the Adults and Children at Risk of Abuse Guidelines issued by the Department of Health
26. Explain to you if they feel uncomfortable in some properties by circumstance or your behavior e.g. being under influence of alcohol or drugs, customers who leave young children in the work vicinity, customers who leave valuables lying around. If a situation occurs and tradespersons feel they cannot work in these circumstances they may make the job safe and leave without completing the work
27. Advise your neighbours if the work will affect them (e.g. water stoppage)
28. Ask you to sign a works order when they are finished

Tradespersons will not:

1. Play radios, smoke (includes vaping and electronic cigarettes) or be under the influence of alcohol or drugs in or around your home
2. Use offensive language or behaviour in or around your home
3. Use your electricity supply, phone or toilet without your permission
4. Be in your home unless you or another responsible adult is there
5. Make judgements about you, your family or lifestyle
6. Receive gifts from you or other customers
7. Accept or keep keys to your home
8. Leave doors and windows open unnecessarily
9. Do anything which they have not been trained to do, for example lifting or assisting to lift a disabled person
10. Carry out works that Papworth Trust have not asked them to do
11. Leave you without essential services at the end of the day unless this cannot be avoided and has been explained to you by Papworth Trust

You must:

1. Treat Tradespersons with courtesy and respect at all time
2. Be in for the agreed appointment or if you need to reschedule provide at least 24 hours notice where possible
3. Allow Tradespersons access to the required spaces within your home and or commercial space
4. Not stand over or impede the work of the tradesperson
5. Comply with any safety requirements and request made
6. Always have someone over 18 in the property
7. Not smoke or be under the influence of alcohol or drugs while we are on site
8. Keep animals and small children away from the vicinity of the work
9. Advise us of any cultural or faith reasons why we may need to adjust the way we work with you in your home

Document control

Owner	Business Manager, Housing
Approver	Senior Business Manager, Property Maintenance
Input from	Tenant Scrutiny Panel
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Version tracker

Version number	Date	Comments/Reason for issue
1.0	2012	New code of conduct
2.0	October 2014	Revised version
3.0	October 2018	New code developed from HIA Code
4.0	January 2022	Reviewed. Clarifications to 'will not' section, addition to 'you must' section.

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