

# Major works – Contractor rules

## Safety

Our contractors will:

- make sure staff, workers and sub-contractors are suitably skilled and competent in the tasks they've been asked to carry out.
- always follow health and safety procedures and never put anyone at risk.
- use barriers, warning signs and notices to notify residents of work, as appropriate.
- make sure materials, tools and equipment are stored safely, and are kept out of the reach of children and pets.
- make sure particular care is given when children are present, and never enter a resident's home or continue working, where children (under the age of 16) are unaccompanied.
- make sure that all footpaths and access routes are kept clear and safe.
- make sure details of any accidents, incidents, near misses or acts of aggression are reported to Clarion Housing.
- take measures to prevent unauthorised access to scaffold and other access equipment.
- ensure any scaffolding does not obstruct an exit door or escape route, and allows windows to be opened sufficiently for room ventilation.
- skips which may present a possible fire hazard must not be sited immediately adjacent to any building.

## Consideration and standards of behaviour

Our contractors will:

- carry a photographic identification card at all times, and present it to residents upon arrival and as requested.
- have respect for residents and be professional, polite and courteous at all times.
- respect residents' homes and belongings.
- not use bad language, make sexist or racist remarks or behave in an improper manner.
- try to minimise disruption to our residents and their homes and surrounding areas.
- try to keep noise to a minimum.
- make sure residents' homes are kept secure when work is taking place.
- never smoke in residents' homes, or directly outside their doors/open windows.
- never use residents' telephones, and restrict the use of mobile phones when in residents' homes.
- never use residents' electricity or toilet facilities without their permission.
- never play radios when working in or around residents' homes, without their permission.
- drive and park considerately at all times.
- provide additional help and show extra consideration to vulnerable or elderly residents, or anyone with special requirements.

## Clean and tidy

Our contractors will:

- where practical, keep residents' homes and communal areas secure, clean and tidy, and maintain a high professional standard whilst work is carried out in or around residents' homes.
- where practical, protect flooring leading to and within the working area.
- where practical, tidy up at the end of each day, and make sure materials are stacked neatly and safely.
- where possible, maintain all services and facilities.
- never leave tools overnight in residents' homes without their permission (and at contractor's own risk).
- keep the site, and access roads and footpaths clean and tidy at all times.
- keep skips secure and safe.
- keep scaffold free from rubbish.
- keep materials, equipment and machinery in secure areas.
- never use residents' cleaning equipment.
- clean, clear, remove or recycle all waste materials appropriately
- provide operatives on larger schemes with welfare facilities and/or storage as required.

## Responsibility

Our contractors will:

- deal only with the resident or their officially appointed representative.
- make sure all information concerning residents is kept strictly confidential at all times, and is only used in accordance with data protection principles.
- work with residents' associations and representatives, where applicable.
- monitor levels of customer satisfaction and aim to resolve any complaints within ten working days.
- listen to residents' feedback (provided by Clarion Housing), and take the residents' comments on board where possible, to improve the overall service.

## Consultation

Our contractors will:

- explain the purpose of their visit.
- consult with residents on the scope of works and choices, where applicable.
- provide residents with adequate notice and relevant information before work starts, in line with the standard communications flowchart provided by Clarion Housing (which is also available on our website).
- provide residents with emergency contact telephone numbers.
- keep residents informed about the progress of the work, and any delays.
- provide a clear photographic record of existing condition of the areas in residents' homes that may be affected by the work.
- give residents plenty of warning when access is required
- provide residents with emergency contact details
- ensure our staff and contractors' main offices are aware of the work that's taking place in case of emergency calls.