



CODE OF PRACTICE FOR EMPLOYEES AND CONTRACTORS
WORKING IN
OCCUPIED AND EMPTY DWELLINGS

This document has been developed in Liaison with Chester & District Housing Trust's Repairs Advisory Group: -

Each of our properties is someone's home, and as such it is important that all employees and contractors working in dwellings appreciate the high standards expected of them with regards to courtesy and respect. This code of conduct has been developed by residents for the benefit of residents so the following are therefore considered to be the **minimum** standards to be expected.

- Whilst in a residents home every reasonable effort, taking account of the nature of the work, must be made to maintain a clean and tidy environment. At all times the health, safety and welfare of the residents and their household is of paramount importance.
- All members of the contractor's workforce and trust employees should be made aware of the invasion of the residents privacy that the work involves, not just in individual dwellings but also the surrounding area. They should do their utmost to reduce possible nuisance and inconveniences.
- Every effort should be made to make a prior appointment when out of hours work is necessary.
- All employees personal presentation and behaviour will be of paramount importance and each person must provide readily visible means of personal identification.
- Smoking in and around dwellings is prohibited.

- The playing of music is prohibited in and around homes, including in parked vehicles. Noise pollution should be kept to a minimum.
- Tradespersons must not use the residents equipment or services, (i.e. gas, electricity and water etc) without prior consent, and arrangements should be made for charging power tools, before attending the property.
- The contractor must provide protection for residents fittings and furniture by using clean dust sheets and ensure that dust shoe covers are used when entering residents homes.
- The contractor should endeavour to leave all mains services, including space heating, fully useable at the end of each working day.
- Any tools or equipment belonging to the contractor are not to be left in any dwelling and all waste items/material, must be removed by the end of the working day and the working area left in a clean and tidy condition.
- The vehicles of anyone working or delivering to the site must not be parked on grass verges or gardens. Nor are they to be parked adjacent to the site in such a way as to cause obstruction or inconvenience for local residents.
- Any holes or openings in external walls should be blocked up at the end of the working day to ensure the property is wind, watertight and secure.
 - The taking of meal-breaks by the contractor's workforce in occupied dwellings is not allowed unless the resident extends an invitation.
- All employees should respect each resident's specific needs and requirements. Chester & Districts Housing Trusts Diversity policy should be adhered to at all times.
- Contractors should ensure that they communicate with residents to keep them updated of progress/delays with any items of work.
