

# Code of Conduct

Operatives will remember at all times that although a property is owned by the Association, it is someone's home, and must be treated as such. The use of bad language or any form of discourteous behaviour will not be tolerated and any complaint made by a tenant in relation to such behaviour will be fully investigated by Cadwyn via our Complaints Procedure.

**Any form of discourteous behaviour will not be tolerated**



## Health and Safety


- Operatives will ensure the areas in which they work are safe and when possible, accessible to tenants
- Operatives will inform tenants when areas of work are unsafe for access
- Operatives will never leave tools around
- Removal of rubbish shall be done at the end of each day and on completion of the works
- We will ensure that dust levels are kept to a minimum. Sheeting will be used around doors when required to prevent the spread of dust around the home

## Behaviour

- Operatives will provide a courteous, professional, maintenance / cleaning service
- Nuisance to the tenants will be kept to a minimum
- Operatives will be punctual for appointments
- Operatives will not use the tenant's amenities without permission, nor use tenant's tools, brushes etc
- The use of tenant's electricity supplies should be avoided if possible, however, if the need arises the operative must inform his or her line manager immediately. Meter readings should then be taken at the beginning and the end of the working day
- Care will be taken when work is carried out in the vicinity of small children, particularly with regard to sharp dangerous tools and toxic substances, which must be kept well out of reach and attended at all times
- Operatives and staff will not allow others into the property without the permission of the tenant

**Operatives will always show an ID card, including a recent passport photograph on arrival**

## Confidentiality



Operatives will not involve themselves in discussion with tenants, or others, of matters which may contravene reasonable requirements of confidentiality concerning Cadwyn's business or concerning other tenants, other properties or other Contractors.