



Freebridge Community Housing

Code of Conduct for Contractors, Consultants and Suppliers

1 Introduction

Freebridge Community Housing (FCH) provides services that are:

- Friendly, professional, customer-focussed and, where possible, locally based.
- Responsive, give value for money and meets the needs of our customers.
- Delivered in a fair and non-discriminatory way, which takes into account the needs and wishes of a diverse range of tenants.

2 Purpose of Code

This Code explains how FCH ensures that all our agents provide services to a high standard when working with our tenants, staff and Board Members. A copy of this Code is provided to relevant contractors, consultants and suppliers, and forms part of the contractual agreements between FCH and the service provider.

Agents are responsible for ensuring that they their staff and sub-contractors are aware of this document. Breaches of this Code may result in termination of contracts.

3 Standards

3.1 Behaviour

We expect all service providers to treat our tenants, staff and Board Members with:

- Dignity, respect, and courtesy.
- fairness and equality regardless of their race, colour, ethnic or national origin, nationality, gender, sexual orientation, marital status, disability, age, religion or belief or any other irrelevant factors.

Everyone is required to operate in a professional manner, and respect confidentiality.

Agents visiting our tenants' homes must behave in an appropriate and sensitive manner. Examples of this include not smoking, having lunch or tea breaks in tenants' homes without their permission, or using tenants' property, such as electricity, telephones, WCs, without their permission.

3.2 Appearance and Identity

We expect our contractors to be appropriately dressed.

All agents and their employees must carry identification, which includes their name and photograph, the name of the company and telephone contact for verification. Agents must not enter our tenants' homes without the approval of the tenant or FCH.

3.3 Appointments

Where possible Contractors should not turn up to our tenants' homes with having made prior arrangements. They should also ensure whether any specific requirements are necessary, for example with regard to young children, people with disabilities and those who do not understand English.

Appointments must be kept, and tenants and our relevant staff member should be advised immediately of any unavoidable delays. In such events, new appointments must be made at the earliest opportunity and tenants' convenience.

3.4 Protecting tenants home and property

Contractors must:

- Protect tenants property at all times..
- Ensure that materials and tools are not left in dangerous or inconvenient positions.
- Items such as scaffolding are erected safely and in a way that causes minimum inconvenience and removed as soon as practically possible.
- Clean the areas where they have worked and clear all rubbish.

3.5 Complaints

In the event of a complaint against a service provider the following broad arrangements will be apply:

- Complaints which are of a minor nature must be quickly resolved between an employee and a tenant in a fair, reasonable and appropriate manner.
- Complaints which are not minor, or cannot be immediately resolved, must be reported to the appropriate officer at FCH, who will attempt to resolve matters in an informal way as described in our Complaints Procedure.
- In the event that a complaint remains unresolved then the tenant will be informed of their right to make a formal complaint, using FCH's Complaints Procedure.
- The Chief Executive's Executive Assistant to the is responsible for recording and analysing any complaints against contractors, consultants, suppliers and any other agents. This information will be provided to relevant Director, who will use it when assessing the overall performance of the contract.

4 Individual needs

FCH wants to ensure that they are aware of any specific needs of individual tenants and identify tenants who might be vulnerable. When contractors come across any such tenants they must inform FCH.

Where contractors need to communicate with our tenants who have specific communication needs, for example information in different languages or formats, we will work with the contractor to satisfy those needs.

Our Housing Management staff will assist in dealing with known vulnerable tenants.

5 Monitoring

We will monitor the implementation of this Code via regular customer satisfaction surveys and routine monitoring of our complaints policy and procedure.