Name of Policy: Code of Conduct – Staff, Contractors, Customers (Ref: PS 19)

Purpose of Policy: The aim of this Policy is to ensure that the Association's staff, contractors and customers have the right to work and live without the threat of physical violence or abuse and to be treated with respect at all times.

Policy Monitoring Details	
Department	Property Services
Author	Terry Martini-Yates
Status	Group, Association or Subsidiary
Date Board Approval	27/01/2021
Update	27/06/2022 – New logo and updated introduction to Appendix 1
Planned Review Date	Generally, 5 years after approval 01/2026
Regulatory Outcomes Being Achieved	SFHA / EVH Model Code of Conduct for Staff
Tenant Consultation Required	Yes
Equalities Impact Assessment	Not Required
HRA Implications	N/a

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1.0	**Introduction** The aim of this Policy is to ensure that the Association's staff, contractors and customers have the right to work and live without the threat of physical violence or abuse and to be treated with respect at all times. Throughout this policy statement the term "Customers" will include all our customers including Tenants, Prospective Tenants, Owner Occupiers, Representatives of Owner Occupiers.
2.0	**Risk Management** We maintain our telephone network and email system to ensure our Customers and Contractors can make contact and report anything of concern. We will follow our Complaints Policy and investigate any alleged breaches of this Code of Conduct – Staff, Contractors, Customers. We have detailed Personal Safety Procedures for staff and follow a Framework for Service Providers with built in contract and order review periods. Customers will be reminded through our Newsletters to make necessary checks before allowing any personnel into their properties and to report any incident to the necessary authorities and the Association.
3.0	**STAFF, CONTRACTORS AND CUSTOMERS all agree to** • Not discriminate against anyone, in line with protected characteristics • Be polite and courteous at all times. Not use foul or abusive language or make inappropriate comments or talk in a threatening way. • Report any violent or aggressive incidents towards them to the Association immediately • Ensure that an adult (age 16 or over) is in the property for the duration of any visit whilst the repairs or appointment are being carried out • Present identification to customer and have reviewed by customer before entering the property
4.0	**Staff** **Our STAFF agree to: -** • Ensure every customer has fair & equal access to the Association's services • Provide information in plain English. We will arrange interpretation services, on request, where English is not the customer's first language • Keep customers informed about planned works to their home • Deal with any concerns the customer has whilst the work is in progress or on completion of the work

	• Inspect a representative sample of works on completion of work to ensure a consistent quality and finish • Obtain customer views on the level of service provided through the issue of satisfaction surveys and report the outcomes in newsletters, on the Association's website and through focus groups
5.0	**Contractors** Our CONTRACTORS agree to: - • Explain the purpose of their visit • Carry out works diligently and minimise inconvenience whilst undertaking works • Not leave tools, loose materials or equipment in the home or communal areas. Ensure they have sufficient tools and equipment to complete the work and that the equipment is in good working order • Only use the customer's home facilities (power supply, water supply or washing/toilet facilities) with the express permission of the householder • Clear any rubbish and tidy the area of work on completion of the works or at the end of each working day • Refrain from smoking, eating or drinking within properties • Refrain from using radio or stereo equipment, and mobile phone whilst in customers property; refrain from answering the phone whilst talking to the customer; Not discuss any other customers details and refrain from commenting on previous works carried out • If additional work is required, advise the customer of the parts or additional work required and a timescale when they can expect the work to be completed. Make a follow up appointment time to complete the works wherever possible. Offer a range of appointment times to undertake works • Comply with all current Health & Safety legislation at all times • Not take photographs in any home without the customer's prior permission • Not to pressure the customer to complete a positive satisfaction survey

6.0	**Customers** Our CUSTOMERS agree to: - • Report repair faults as soon as possible • Keep appointments or, if arrangements made for access are no longer suitable, advise the contractor or the Association so that alternative access arrangements can be made • Keep their homes clean and in a good condition to allow staff and contractors to carry out their duties and where required, clear personal belongings from the area of work to allow the work to be completed • Keep pets under control • Refrain from smoking whilst staff and/or contractors are in their home • Inform the Association if they are unhappy with any aspect of the service provided by either contacting the office or completing the satisfaction survey	
7.0	**Publication**	
	7.1	**To Staff** All current staff will be given access to a copy of the Code of Conduct – Staff, Contractors, Customers and are required to abide by the contents. Code of Conduct – Staff, Contractors, Customers will be issued to all new staff with the Staff Handbook and induction pack.
	7.2	**To Contractors** The Code of Conduct – Staff, Contractors, Customers will be included in all tender and quotation documentation. Contractors will be asked to acknowledge receipt at pre start meeting the content of the document has been distributed to all staff to ensure that all staff accept and abide by the contents when working at our premises or properties.
	7.3	**To Customers** The Code of Conduct – Staff, Contractors, Customers will be issued to all current tenants through the newsletter, with an article highlighting the differences to the old code.

		The Code of Conduct – Staff, Contractors, Customers will be issued to all new tenants at sign up, in the Tenants Information Pack. And available on our web site
8.0	**Monitoring**	
	8.1	We receive feedback from tenants when they complete survey questionnaires issued: - • after moving in, for new tenants • after requiring a Reactive Repair • after completion of planned maintenance works • bi annual to select numbers of tenants
	8.2	We monitor our Service Providers performance on each contract they undertake and consider any action through regular progress meetings.
	8.3	We review all complaints received and will act on any suggestions or improvements to the services we provide.
	8.4	Reporting on the Code of Conduct will be included in the regular assurance reports prepared for Senior Management Team • Property Services Satisfaction Survey Results • Housing Management New Tenant Satisfaction Survey Results And for the Board through Reports on: - • Complaints Monitoring
9.0	**Review** The Code of Conduct falls into the “Business Critical” policy listing and is due for review in 5-year cycle. From time to time we may have to amend our work practices. Where this is the case we let you know by publishing any changes on our website and through the newsletter.	
10.0	**Related Policies** Dignity at Work Ref HR 09 SFHA / EVH Model Code of Conduct for Staff Ref HR16 Complaints Policy Ref G03 Framework for Service Providers Ref AMR22	

11.0	**Appendix 1 – Covid Code of Conduct** **Tenants Contractors Suppliers Staff** In line with recent Covid Public Health policies, we may at future date be advised to undertake stricter rules on hygiene and not proceed to undertake works and home visits without a level of questioning on health. Through setting and following rules, we can ensure tenants, staff, contractors and suppliers remain safe while properties continue to be maintained and improved. Everyone involved must take the responsibility to report any area of concern. Our Contractors, Suppliers and Staff have agreed to comply with the government's guidance on managing the risk of Covid 19 "Five Steps to Safer Working Together". MEHA Senior Management Team will periodically review Covid procedures and notify all staff of any requirements. The contract administrator will notify contractors if Manor Estates consider that we should operate to the following Appendix 1 conditions. **Our Contractors, Suppliers and Staff will:** • Wherever possible only one person will be in any vehicle – where this is not possible, only those who regularly work together should travel together • Wear fresh work wear daily and take care to keep their own clothes clean during visits • Wear any PPE, face coverings or gloves, they deem essential, disposing of these safely and sanitise hands before and after the work • Clean any equipment or tools before and after each use • No more than 2 workmen per property - unless by prior arrangement with Manor Estates and tenant • Discuss issues with you from a safe distance, from outside of the property or by telephone and complete any notes and forms outside of your property **Our Contractors, Suppliers and Staff will Call ahead – day before and ask a few simple questions:** 1. Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?

	2. Are you or any of your family self-isolating? 3. Are you or any of your family considered vulnerable? If you answer no to the above: 4. Are you happy for us to enter your home and proceed with your service / repair / visit ? and confirm areas of property we will need access to. **It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.** **On the day of the work or visit the Contractor / Supplier / Staff will clarify that** **(a) You, the tenant (and any family living at property) and** **(b) the Contractor / Supplier, or (c) the staff member :** • **Do not have any symptoms, <u>however mild</u>** • Confirm areas of access required • Ask all parties to maintain 2m social distance at all times and that no hand shaking to take place • Ask tenant to open window coverings and ventilate room where works will take place • Ask tenant to clear area of any surface goods / keep routes free of any obstructions, and the property well lit • Ask tenant to occupy another room where possible during the works, all other occupants of the house should congregate in one other room or vacate the property • Ask that the tenant does not admit any other visitors to the property while works are carried out • Ask the tenant to shut pets away safely within another room