

Contractor Code of Conduct

For contracts that started after August 2022

What is expected of our contractors?

Receiving an order

Before attending a job, the contractor will:

- Contact the resident within two working days of the repair being reported to arrange a suitable appointment, showing consideration to residents' schedules, i.e. work patterns, school runs, special needs, and circumstances
- Where possible, offer to allocate a different operative if the tenant is unhappy with the one currently assigned to the job
- Update the contractor portal (Connect) with the appointment date and time and notes of any telephone conversations with residents
- Be aware of any job warning information alerting disability or vulnerability of residents
- Check the asbestos status of the property
- Ensure they have the appropriate materials needed for the job, including dust sheets
- Make sure they have the correct parking permits (if applicable) and are aware of local parking restrictions and adequate provision is made
- Obtain permission from the client before siting storage containers or erecting scaffolding on site
- Where possible, inform residents if they need to move possessions to allow access for the work to be carried out

Meeting the customer

When attending a job, the contractor will:

- Arrive on the arranged date and time, informing the resident of any delays as far as reasonably practicable
- Not block private or common driveways, access paths, crossings, residents' parking areas or vehicles, without prior permission and not for longer than necessary
- Allow sufficient time for the resident to answer the door
- Not enter or remain in an occupied property if the resident is not present, without prior agreement with the resident
- Not enter the property if the only person present is a child under the age of 16; if an adult is not present the contractor will leave and contact the resident to make another appointment
- Always wear and display their identification card
- Dress appropriately and professionally for the work being carried out
- Be polite and courteous always
- Avoid use of offensive language, not play loud music or engage in loud or boisterous behaviour
- Avoid engaging in disputes with residents
- Not smoke, consume alcohol, use prohibited substances or carry out work while under their influence
- Avoid making comments about the property, the residents, or their lifestyle
- Not bring visitors unrelated to the work, animals, or pets to the work site
- Not interfere with or mistreat residents' animals or pets
- Ask residents' permission to use their toilet if required
- Not use any of the residents' electrical appliances or their drink making or cooking facilities
- Not use the residents' telephone, except in cases of emergency
- Report potentially vulnerable or anti-social residents to management and MRH
- Consider residents' safety, health, comfort, and security at all times
- Respect and respond appropriately to residents' culture

Meeting the customer (cont'd)

- Keep within MRH's professional boundaries and follow MRH's policies, including Health and Safety, Equality and Diversity, Customer Care and Data Protection guidelines
- Always adhere to CDM Regulations and any other relevant health and safety legislation or guidance
- Avoid discussing MRH's policies or matters relating to previous work carried out at the property with residents
- Avoid discussing travel time to and from the job with residents

Keeping clean and tidy

Whilst at the property, the contractor will:

- Make sure there are no trip hazards, such as electrical cables, especially if there are small children or people with limited mobility
- Use dust sheets if the work will cause a mess, and always try to avoid damage to the home or belongings, wearing overshoe covers if appropriate or requested
- Avoid dropping mud, paint, grease, and other materials on the premises
- Remove all work residue and off-cuts and leave work areas in a clean, tidy, and habitable condition
- Restore any item that is soiled or damaged because of the work
- Ask residents' permission before leaving materials or rubbish in the property or communal areas (rubbish should particularly not be left in communal areas); if rubbish cannot be removed each night an external controlled area should be set up on site
- Not leave tools or possessions at the property overnight
- Not leave the premises unsecured or leave ladders where they could be used to gain access
- Not eat food on the property, nor leave wrappers or containers in the premises

Carrying out the work

The contractor will:

- Give residents notice and obtain permission before starting work, explaining the nature of the work, anticipated sequence of events (including when dirty or dusty work will take place), the duration, and if any utilities will be unavailable at any time. The contractor must inform residents if any of these arrangements change
- Advise residents of neighbouring properties that may be affected by work
- Obtain permission from residents for the use of their gas, electricity, or water
- Jointly inspect the work area with the resident before and after works, noting any damage before work starts
- Take before and after photographs of the work and upload these to the Connect portal within two working days of attendance
- Carry out their work in a safe way and try to minimise noise, disruption, and inconvenience to residents
- Wear appropriate PPE
- Only use good quality materials
- Make sure that any hot works have a permit and have been fully cooled and checked before leaving the property
- Make sure any items that have had gas or electrical works are fully tested and certified
- Not leave the property open to damage from the elements, nor leave dangerous items exposed, i.e. electrical wires
- Only enter rooms or areas where work is being carried out, unless permission is gained to access another room, i.e. to turn the water off or access the consumer unit

Carrying out the work (cont'd)

- Obtain permission before moving any possessions to access the work area
- Keep work and use of pneumatic drills and other noisy appliances between the hours of 8am and 6pm Monday to Friday where possible, other than in an emergency or where agreed with the client or resident
- Ensure, wherever possible, residents have the use of a toilet, hot and cold water, cooking facilities, lighting, and some form of heating (during winter) at the end of each working day. Wherever possible, reconnect washing machine where it has been disconnected for the work at the end of each working day
- Provide the resident with clear advice on how to use any repaired items and warn about any issues that may affect them after the work is carried out, i.e. wet paint
- Ensure the work is completed within timescales for the type of repair required
- Where the job is not a first-time fix, arrange any follow up works within two working days of attendance, ensuring the Connect portal is updated with records and the resident is informed

What is expected of our customers?

We expect our tenants to do the following:

- Provide as much information as possible about the repair required to support a first-time fix, i.e. location, type, make, size, urgency
- Keep the appointment and ensure someone over the age of 16 is present
- Phone MRH's customer care team as soon as possible if an appointment cannot be kept
- Check the ID of the contractor prior to them entering the property
- Not smoke whilst the contractor is present and for the hour prior to the contractor attending
- Jointly inspect the work area with the contractor before and after works
- Provide the contractor with necessary access and freedom to do the work, so that it can be completed in the shortest time possible
- Provide services such as electricity to facilitate the completion of works
- Be polite and courteous to the contractor; verbal abuse or threats will not be tolerated
- Keep small children away from contractors whilst work is carried out
- Restrain or contain their animals and pets if they are a risk to health and safety, are liable to escape from the property, or if requested by the contractor
- Be ready for the work to be carried out, moving any valuables and small appliances that may be in the way
- Wherever possible, move furniture and/or provide access to areas in the property, to assist the contractor. If assistance with moving items is required, to sign a disclaimer from the contractor beforehand
- Contact MRH if seeking a change to the scope of work. Maintenance work is determined by MRH and cannot be altered by contractors without permission
- Provide feedback on the service received via a digital customer satisfactory survey or by contact with our customer care team
- Follow any advice or instructions provided by the contractor in relation to the repair carried out and follow manufacturers guidelines of any new appliances
- Understand that, although MRH and the contractor will always try to do their best, there may be some disruption and things may not always go to plan