

CODE OF CONDUCT FOR CONTRACTORS

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1 Introduction

- 1.1 In carrying out its work Housing Solutions Limited is very much in the public eye and it is obviously important that public confidence in the integrity of the company is maintained. It is reasonable for Housing Solutions Limited to expect contractors to support a Code of Conduct which aims to protect such integrity.

2 General Working Conditions

- 2.1 Housing Solutions Limited expects its contractors to comply with the following at all times:-
- 2.1.1 Remember that although a property is owned by one of the subsidiaries of Housing Solutions Limited, it is someone's home and must be treated accordingly.
- 2.1.2 Have due regard to the policies, procedures and interests of Housing Solutions Limited.
- 2.1.3 Carry out work to the best of their capabilities and to the standard required by Housing Solutions Ltd's Supervising Officer. (Guidance may be sought from the relevant Supervising Officer if required).
- 2.1.4 Comply with all instructions either verbal or in writing from the Supervising Officer.
- 2.1.5 Report immediately to the Supervising Officer any dispute arising between themselves, tenant or any other member of the public.
- 2.1.6 Comply with all Health and Safety requirements in accordance with both Housing Solutions Ltd's Health and Safety Policy and all current legislation.
- 2.1.7 Work in a way that is both safe to themselves and any other persons who may be affected by their work. Safe working methods and the use of protective clothing where applicable must be adhered to.
- 2.1.8 Comply with Housing Solution's Asbestos Policy when dealing with asbestos.
- 2.1.9 Ensure that all vehicles used on company business are licensed, certificated and kept in a clean and roadworthy condition. Vehicles must also be driven and parked in a courteous manner.

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- 2.1.10 Ensure that they take proper care of and use legally and safely any plant or equipment required by them in the performance of their work.
- 2.1.11 Adhere to the Equality & Diversity Policy adopted by Housing Solutions Limited.
- 2.1.12 Ensure that ID cards are carried and worn at all times when in tenants homes at Group premises. ID cards should have a photograph of the bearer, their name, and name of the company for which they work.
- 2.1.13 Take all reasonable steps to provide an appointment for a tenant when arranging access to carry out works in their home. All appointments should be made within 7 days of the repair being reported to the contractor and should occur within the repair timescale set by the Group.
- 2.1.14 Maintain a professional and cordial relationship with all tenants, and Housing Solutions Limited staff.
- 2.1.15 Respect the confidentiality of any information received whilst working for Housing Solutions Limited.
- 2.1.16 Comply with the detailed provisions of the 1985 Housing Association Act with particular regard to inducements/bribes and duality of interest (Section 15).
- 2.1.17 Wear uniform clothing where provided; dress sensibly to give a good impression and prevent offence or embarrassment to tenants.
- 2.1.18 Housing Solutions Limited will expect the highest level of personal conduct both during and outside working hours.

3 On Site Working

- 3.1 Housing Solutions Limited expects its Contractors to comply with the following at all times:-
 - 3.1.1 Ensure that any private work undertaken for tenants is on a completely separate basis with no Housing Solutions Limited involvement, or responsibility for payment. As the tenant may require permission to carry out the work, the contractor must ensure that the relevant Supervising Officer is aware of the intention to carry out works.
 - 3.1.2 Ensure compliance with Group health & safety requirements when undertaking work in tenants homes or in their vicinity.
 - 3.1.3 Take particular care and consideration when working in the vicinity of small children or in the homes of vulnerable people (e.g. the elderly, the disabled and residents of care and support homes).
 - 3.1.4 Ensure that sufficient notice is given when any disconnection of services or interruption of access is necessary.

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- 3.1.5 Ensure that, where appropriate, any statutory consents are obtained before work commences and that any statutory notices have been applied for.
- 3.1.6 Ensure that wherever possible work activities are restricted to normal working hours or that agreement has been received from tenants and neighbours for any work outside of this time.
- 3.1.7 Ensure that in occupied premises the tenant or his/her representative is present. Arrangements for unaccompanied access are discouraged but if absolutely necessary should be reported to the Supervising Officer prior to work commencement.
- 3.1.8 Leave site immediately and report to the Supervising Officer whenever they encounter a threatening/potentially violent situation.
- 3.1.9 Ensure adequate care is taken in the protection of tenant fittings, furniture and gardens with the use of dustsheets and screens as required.
- 3.1.10 Provide adequate warning and information notices regarding work in progress as may be required.
- 3.1.11 Ensure footpaths and rights of way are maintained in a safe condition at all times.
- 3.1.12 Not to use radios or other audio equipment whilst working in tenants homes or their immediate vicinity and to only use mobile telephones for business use only.
- 3.1.13 Take reasonable precautions to prevent pollution from noise, smoke, dust or rubbish.
- 3.1.14 Ensure that vehicles are parked legally on the public highway or drives/designated parking areas. Housing Solutions Limited will not be responsible for parking offences or any resulting fines. Vehicles are not to be parked on grassed areas without the express permission of the supervising officer.
- 3.1.15 Ensure that radio and telecommunications procedures are adhered to and that equipment is maintained in a good working condition.
- 3.1.16 Ensure tenants and property are left safe and secure before leaving site and that all redundant items are removed from home and garden.

4 Employment of Contractors

- 4.1 Housing Solutions Limited shall require all contractors to comply with Sections 1 & 2 of this Policy and to:-
 - 4.1.1 Hold and maintain a current tax certificate and provide a copy of the certificate to the Director of Finance.
 - 4.1.2 Hold and maintain current public liability insurance cover to the value of at least £5 million. Any insurance cover for less than this figure is to be approved by the Supervising Officer prior to work commencing. Provide a copy of the certificate to

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the Director of Finance.

- 4.1.3 Comply with the details & provisions of the 1985 Housing Association Act with particular regard to inducements/bribes and duality of interest (Section 15). Any offer or suggestion of inducement to influence the issuing of work or payment of claims will be interpreted as bribery and corruption and will be dealt with accordingly (see Appendix 1).
- 4.1.4 Comply with all health and safety requirements in accordance with both Housing Solutions Ltd's Health and Safety Policy and all current legislation.
- 4.1.5 Comply with the equal opportunities policy adopted by Housing Solutions Limited.
- 4.1.6 Comply with the hospitality and gifts policy adopted by Housing Solutions Limited.
- 4.1.7 Comply with appropriate European Union or British Standard Specifications or Codes of Practice current at the time of carrying out works on behalf of Housing Solutions Limited.
- 4.1.8 Provide trade and bank references, copies of specialist body membership (e.g. Corgi, NIC-EIC) and trading accounts as requested.
- 4.1.9 Provide as requested full details of the company organisation including number and trades of employees, capacity limits, geographical limits etc.

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Code of Conduct for Contractors - Appendix 1

Housing Association Act 1985 Section 15

1 Payments and benefits to Board members etc.

1.1 A registered social landlord (RSL) which is a society registered under the 1965 Act shall not make a payment or grant a benefit to:

- a) a Board member (including a co-opted member), officer or employee of the RSL, or;
- b) a person who at any time within the preceding twelve months has been a person within paragraph (a), or;
- c) a close relative of a person within paragraph (a) or (b), or;
- d) a business trading for profit of which a person falling within paragraph (a), (b) or (c) is a principal proprietor or in the management of which such a person is directly concerned.

Except as permitted by this section.

1.2 The following are permitted:

- a) payments made or benefits granted to an officer or employee under his/her contract of employment with the RSL;
- b) the payment of expenses to a Board member (including a co-opted member) or to an employee of Housing Solutions Ltd who does not have a contract of employment with Housing Solutions Ltd;
- c) any such payment as may be made in accordance with Section 13(2) of the Act (interest payable in accordance with the rules and certain sums payable by a fully mutual housing association to a person who has ceased to be a member);
- d) the grant or renewal of a tenancy by a co-operative housing association;
- e) where a tenancy of a house has been granted to, or to a close relative of, a person who later became a Board member (including a co-opted member), officer or employee, the grant to that tenant of a new tenancy, whether of the same or another house.

1.3 Where a RSL pays a sum or grants a benefit in contravention of this section, Housing Solutions Ltd may recover the sum or the value of the benefit, and proceedings for its recovery shall be taken by Housing Solutions Ltd if the Housing Corporation so directs.

2 Conflict of Interest

Breaches of Housing Solutions Ltd's legal obligation to avoid conflict of interest.
The legal requirement is that Housing Solutions Ltd may not make any payment or grant any benefit to an officer or staff member except under their contracts of employment. The prohibition is extended to close relatives of employees and businesses trading for profit in which such persons have a personal interest. It is

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further extended to ex-staff members for 12 months after they have left Housing Solutions Limited.

Therefore no staff member may knowingly have an interest or any family connection, without declaring it in writing to the Group Chief Executive, and receiving the Group Chief Executive's written authorisation, before a contractual relationship exists. If he/she finds out that there is such a connection, he/she must report it to the Group Chief Executive immediately in writing.

- a) In any property being purchased by Housing Solutions Ltd.;
- b) In any company selling or being an agent for any property being purchased by Housing Solutions Ltd. ;
- c) With any person or firm earning fees from work placed by Housing Solutions Ltd.;
- d) With any person or firm entering into a contract to carry out work for Housing Solutions Ltd.

Staff are required to inform the Group Chief Executive of any connections they may have with other organisations where there is a potential conflict of interest, e.g. serving as a Committee Member on another registered social landlord.

Staff are also required to inform the Group Chief Executive if they privately employ contractors or consultants who are registered on Housing Solutions Ltd's approved select lists.