

TRADESPERSON CODE OF CONDUCT



What to expect as a tenant or tradesperson in an Adur Homes property

Contact us:

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Purpose:

Adur Homes are committed to providing high quality tradespeople. This code of conduct outlines expectations for tenants and operatives.



Tradespeople will:

- Treat you, your home and your property with courtesy and respect at all times
- Be polite and friendly
- Ask you to lock your pets out of the way before they come into your home
- Be punctual
- Leave a calling card if you are out when they arrive. If we don't hear from you by 5pm, the job will automatically be cancelled
- Tell you their name and show you their photo identification card/s before asking to come in, and if asked, give a contact number where you can check their identity
- Clearly explain what they are there to do, how long it will take and how it will affect you

- Tell you if they have to disconnect your gas, electricity or water
- Let you know how work is progressing and give you an approximate completion time
- Let you know the date/time of their expected return should they go on a break or need to get materials
- Notify you when work is complete and show you how to use any equipment fitted
- Relevant instruction manuals/guides should be left with you
- Use dust sheets where the work is likely to cause a mess
- Keep the site clean and tidy and remove debris and waste materials
- Take all reasonable steps to keep your home and possessions safe and secure
- Take all reasonable steps to keep you and your household safe while work is taking place
- If an area needs to be left untouched or not walked on for a certain period of time, you will be told by the operative and the reasons why will be explained
- Keep one room free for your use, or if this is not possible, we will give the Housing Department three days' notice so that they can make alternative arrangements for you
- Comply with Health & Safety legislation and relevant codes of practice
- Keep safe and secure all materials and equipment used on site
- Ensure warning is given if a hazard is created, particularly when working around young children, older people and vulnerable adults
- Ensure that doorways, hallways and stair cases remain accessible and are not blocked by tools or materials

- Keep keys to communal areas safe and return them to the agreed drop off point on completion of the works
- Tell us if you refuse to let the tradesperson in when they need access to carry out work
- Tradespeople will work within the Adults and Children at Risk of Abuse Guidelines issued by the Department of Health
- Refuse to carry out work or leave without completing a job if they feel uncomfortable or unsafe. If this occurs, the tradesperson will explain their reasons and your case will be referred to back to the council. The job will be made safe before the operative leaves the premises
- Advise your neighbours if the work will affect them (eg water stoppage)
- Ask you for a signature as proof that the work has been completed



Tradespersons will not:

- Play radios, smoke or be under the influence of alcohol or drugs in or around your home
- Use offensive language or behaviour in or around your home
- Use your electricity supply, phone or toilet without your permission
- Be in your home unless you or another responsible adult is there
- Make judgements about you, your family or lifestyle
- Receive gifts from you or other customers
- Accept or keep keys to your home
- Leave doors and windows open unnecessarily
- Do anything which they have not been trained to do, for example lifting or assisting to lift a disabled person
- Carry out works other than those specified
- Leave you without essential services at the end of the day unless this cannot be avoided and has been explained to you



You must:

- Treat tradespersons with courtesy and respect at all times
- Allow tradespersons access to the required spaces within your home and or commercial space
- Not stand over or impede the work of the tradesperson
- Comply with any safety requirements and requests made
- Always have someone over 18 in the property
- Not smoke or be under the influence of alcohol or drugs while they are on site
- Keep animals and small children away from the vicinity of the work
- Advise us of any cultural or religious reasons why we may need to adjust the way we work with you in your home
- Ensure the working area is clear for the operative to carry out their work



The contents of this leaflet may be subject to change. To check you have the latest version, please see our website: www.adur-worthing.gov.uk/adur-homes/request-a-repair/code-of-conduct-for-contractors

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