

Contractors Code of Conduct

Bromford.

Service Standards

We engage internal and external contractors to carry out works on our behalf. As our representatives, we expect our contractors, their workforce and any sub-contractors to comply with our standards of service delivery. This code of conduct defines our requirements when carrying out work in your home.

Prior to work starting we will:

- explore different communication channels to cover neurodiversity needs and increase the understanding of complex works
- give advance notice as early in the process as possible - generally 12 working-days before the works are due to take place
- clearly communicate Bromford and the contractor's contact details, for any concerns or serious risks, this includes the details and working hours of the Resident Liaison Officer, if involved
- let you know if work may impact neighbours or residents, such as prolonged drilling on a neighbour's party wall or erecting scaffolding outside a neighbour's window - notification will be realistic and allow you and your neighbours to make different arrangements
- respect you regardless of background, ability, gender, age, vulnerabilities or culture
- take into account any additional needs and vulnerabilities when shared with us (in line with data protection) prior to work being done
- if language, or other communication needs are a barrier, we'll arrange translation services

During the work we will:

- arrive promptly and notify you if we're running late or unable to attend
- tell you we are on our way to your home
- leave calling cards (or other means of communication) if you're not home
- park legally, and avoid parking on grass verges, footpaths, disabled access, or designated spaces providing access for emergency services or refuse collections

- show you photographic identification and wear clean, presentable company uniforms
- be polite, courteous and respectful at all times
- explain what we're going to do, what we're doing and when we're finished
- respect and take care of your home and belongings: protect carpets, furniture, gardens, driveways and other belongings using covers
- carry out work to the highest possible standard
- deliver excellent customer service throughout, answer questions and address your concerns
- complete all work to agreed timescales, wherever possible, and keep you informed if we can't
- use the correct materials, tools and equipment to carry out work to the highest standards of health and safety
- safely store tools and materials in a suitable place, that's been agreed with you - never store materials in communal areas without prior permission from us
- use photography and filming within your home wisely and only with permission, not compromising your personal data or privacy by sharing it

At completion stage we will:

- clean up after ourselves and remove all waste materials when work is finished
- ask for your feedback and comments on how well we are doing, using your feedback to improve our services

We will not:

- enter your home where only a child (under 18) is present
- use your facilities without permission
- make personal phone calls or play loud music whilst working in your home
- use foul or abusive language
- smoke or vape inside or outside your home or communal area
- ignore safeguarding issues and we'll let Bromford know of any changes in your circumstances

We ask you to:

- arrange and keep appointments
- report real time concerns about contractor behaviour using the contact details provided - our internal complaints procedure is also available
- inform us at the earliest opportunity if unable to keep an appointment
- allow contractors access to undertake works
- clear the area of furniture and personal items (if able to do so) where the repair or work will be carried out - this includes outdoor areas such as gardens
- allow the contractor to work with minimal interruption- this is particularly important during school holidays and where pets are present, for their safety
- treat contractors with respect and courtesy

How we will review performance:

This service standard will be reviewed in line with our feedback programme on an ongoing basis and we'll publish our performance on our website.

Contractors who breach this code could face action including removal from site.

You must be provided with a way to give feedback. When poor feedback is identified we'll contact you to discuss the issue. We'll seek to resolve and learn from your concerns.



How to contact us



Visit our website for the latest information at bromford.co.uk



Call us on
0330 1234 034



Contact your neighbourhood coach
bromford.co.uk/neighbourhoodcoach