Upon completion of the work, contractors will:

- make sure the property is left tidy and remove any rubbish from the garden or any external area
- make sure that essential services such as water, sanitation, gas and electricity are connected.

This leaflet is available in a variety of formats including large print, Braille and Audio. To order a copy in a different format please call 01306 505 555.

Bengali

এই দস্তাবেজটি আপনার ঘর মেরামত করার জন্য নিযুক্ত কর্মীবৃন্দ সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন। 01306 505 555

Portuguese

Este documento proporciona-lhe informações sobre empreiteiros de reparações a trabalhar na sua casa. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado. 01306 505 555

Chinese

此文件含有關於維修承包商於您的家中作業的說明。若您想要將此文件列印為大型字體、製作成點字版、燒錄為光碟、錄製成錄音帶或翻譯為您的母語，請撥打以下電話號碼與我們聯繫。 01306 505 555

Spanish

Este documento proporciona información sobre albañiles autónomos que trabajen en su casa. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente. 01306 505 555

French

Ce document contient des informations sur les entreprises de réparation intervenant sur votre domicile. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous. 01306 505 555

Turkish

Bu belge evinizde çalışan tamirciler konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız. 01306 505 555

Greek

Αυτό το έγγραφο σας δίνει πληροφορίες σχετικά με τους εργολάβους επιδιορθώσεων που εργάζονται στο σπίτι σας. Αν χρειάζεστε οποιεσδήποτε από αυτές τις πληροφορίες σε εκτύπωση, Μπράιγ, σε CD, κασέτα ή να σας επεξηγηθεί στη γλώσσα σας παρακαλούμε επικοινωνήστε μαζί μας στο παρακάτω τηλέφωνο. 01306 505 555

Urdu

یہ دستاویز آپ کے گھر میں کام کرنے والے مرمت کے ٹھیکیداروں کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں- 01306 505 555

Kurdish Sorani

ئەم دۆکیومێنتە زانیاریت ئەبێت دەربارەی ئەو بەڵێنەرانەی کە لە ناو ماڵەکەی تۆدا کار دەکەن. ئەگەر پێویستت بە دەقێکی بەهێزکراو ئەگەر CD، وەرگێڕان بە زمانەکەی خۆت یان بە ڕاڵی وەرگێڕان یان بە ڕێگای دەقی ئەلیکترۆنی ئەوا تکایە بە ئێمە بکە لە ڕێگای ژمارەی تەلەفۆنەی خوارەوە ئەوەی دەیبینی ئەوە 01306 505 555

Vietnamese

Tài liệu này cung cấp thông tin về những nhà thầu khoán sửa chữa làm việc trong nhà bạn. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây. 01306 505 555

INVESTOR IN PEOPLE

www.circleanglia.org

Published November 2008

P1085.1.1108 Contractor's Code Mole Valley Housing Association - Property management

Contractors' Code of Conduct

Mole Valley Housing Association

Appointments

An appointment time that suits the resident will usually be made between 8:30am and 5:00pm on working days, except in the case of emergencies.

If the contractor cannot keep the appointment, then it will be rearranged with as much notice as possible.

If a contractor visits a property when no-one is home, then a card with contact details will be left so that another appointment can be arranged.

Contractors will show photo identification every time they visit a property.

Behaviour

We expect all of our contractors to be polite and courteous and behave in a professional manner at all times.

Any comments or behaviour of a racist, sexist, homophobic or offensive nature are not acceptable.

Confidentiality

All contractors are expected to respect the resident's privacy and not make any comments about the resident or their home.

Any breach of confidentiality is unacceptable and may result in the termination of the contract and possible legal action.

Identification and appearance

A tidy appearance is expected at all times. Where appropriate a uniform will be worn with the company's name or logo.

Photo ID badges will be worn at all times and shown to the resident to verify their identity before gaining access to any property.

Equality and diversity

Any contractor firms will either follow our Equality and Diversity policy or provide us with copies of their Equal Opportunities statements.

Contractors will treat residents of all races, ages, religions, gender, sexual orientation and disability equally and fairly.

Health and safety

Contractors will follow all current health, safety and environmental legislation.

Contractors will provide us with copies of their own Health and Safety policy.

Working in the home

Contractors will only work in a residents' home if the resident, family member, or an authorised friend is present. In sheltered and supported housing schemes, a staff member may also be present. Contractors will not remain in the property with children under 16 unless the resident or guardian is present.

Contractors are not expected to move items of furniture and carpets or floor coverings. The contractor will inform the resident which items need to be moved prior to work being started. If the resident is unable to move the requested items then the contractor may offer to move them, and carefully do so.

While working inside the home, contractors will:

- take care with possessions and protect both inside furnishings and gardens from damage
- avoid making unnecessary noise and minimise any disturbance
- refrain from smoking in resident's homes, in line with our Smokefree policy
- not consume alcohol or illegal substances
- not eat or drink in the property without permission
- not use any of the facilities without permission
- ensure the property is kept weather-tight
- not let strangers walk into the home
- make sure that essential services such as water, sanitation, gas and electricity are connected at the end of the day
- remove any rubbish from inside the property at the end of the day.