

CONTRACTOR CODE OF CONDUCT

This Code of Conduct is for North Coast Community Housing Company Ltd (NCCH) Maintenance Contractors. It aligns with NCCH’s commitment to a consistent and quality Client service, the support of its employees in the ongoing management of that service and ensuring a high level of Contractor performance.

The Code applies to:

- The conduct of yourself, your staff, and visitors
- Your sub contractors, sub-Contractors’ Staff, suppliers, suppliers’ staff and their visitors.
- NCCH and its employees

And must be observed at all times when working at or visiting NCCH properties and in dealings with NCCH clients (tenants) and employees. **You must draw the provisions of this Code of Conduct to the attention of your staff and sub-contractors.**

NCCH clients include families and individuals renting or occupying NCCH properties and their visitors as well as people using the grounds and facilities of various projects and neighbourhoods.

Employees of NCCH include the General Manager, Property and Asset Manager, Finance Manager, Maintenance Co-ordinator, Housing Services Manager, Tenancy Managers, Housing Assistants and any other persons directly employed by NCCH.

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1. General

NCCH and its staff have a duty to Contractors, their staff, and subcontractors to:

- Act fairly
- Maintain high ethical standards in their dealings
- Honour agreements and undertakings and act in good faith.
- Establish a fair & equal basis for relationships
- Be courteous at all times.

Contractors have a similar duty to:

- Act fairly and in good faith
- Adopt high ethical standards in their dealings with NCCH
- Honour agreements and undertakings
- Be courteous to NCCH employees and its Clients at all times.
- Perform all work under a contract in accordance with this code of conduct and in conjunction with the Maintenance Work Requirements and all other processes and requirements outlined within the Contract.

2. Difficulties faced on Site by Contractors during the course of the contract

In situations where Contractors, their Staff, or Sub-Contractors consider that during the course of performing work for NCCH they have become involved in or could face a situation concerning their personal safety, health or well being, or their property, materials or equipment are endangered, they have a right to:

- Leave the property involved.
- Not perform the works ordered
- Not suffer any penalty under the terms of the contract for not performing the Work (subject to the Contract).

You must inform the NCCH of your concerns immediately upon leaving a property

It is not possible to define every event where a Contractor might consider it necessary either to not enter upon a property or to leave after

entering. The following instances are examples of where decisions of this nature might reasonably be made:

- Where a client or other people at the property appear affected by alcohol or other substances and entry onto or remaining on the property may provoke an undesirable situation.
- Where there are a group of people at or near a property and their demeanour and general attitude is one of menace.
- If a client is agitated and/or displaying erratic or other inappropriate behaviour which may be a threat to personal safety
- If aggression is displayed and directed towards the Contractor. This would include an aggressive animal or pet owned by the client.
- In any instance (whether caused by or contributed to by the Contractor) where the contractor determines that the safety of himself, his staff or sub-contractors, his machinery, equipment, and other property, is either in danger or under threat of danger, or where an unsafe situation has developed.

In all such instances or other representing a personal threat or menace do not enter the property or withdraw from the property immediately.

Leave the property if a situation becomes unmanageable or of a dispute arises with a client which will significantly affect the progress of your work. Politely decline to engage in non-essential discussion.

Do not respond or argue. Collect your equipment, and leave the premises and immediately inform NCCH or local Housing Worker of the situation.

3. Illegal Acts

If, during the course of your contract you come across or view or otherwise see an illegal act or crime in progress, you must immediately inform the police and NCCH.

4. Client Contact

- On receipt of a Work Order contact the client and arrange a mutually suitable time to carry out the specified repairs.
- On arrival at the client's residence seek out the client, show your Identification Card and, in a friendly and courteous manner, ask if it is convenient to commence working.
- Do not announce your arrival by a loud entry of your vehicles and equipment in the driveway or the front street verge. Park your vehicles in the street or other proper designated parking area and then seek the client's permission to enter the property.

5. Courtesy and General Appearance

When visiting or working at a client's home, other arrears such as grounds, neighbourhood precincts, and NCCH offices, you and your Staff and Sub-Contractors must:

- Show NCCH clients and their visitors full courtesy and respect.
- Be of a neat and tidy personal appearance and suitably attired in a reasonable standard of dress.
- Ensure footwear and clothing is cleaned of mud, wet paint, grease etc before entering a client's home.
- Treat the client's home and personal property with due care and respect at all times.
- Give full consideration to the client's comfort, well-being, health, welfare, safety and security – any disruptions to clients must be kept to a minimum.

6. Language and General Behaviour

- Bad language is not to be used in the presence or hearing of any client, visitor, guest or NCCH employee.
- Loud and boisterous behaviour (without bad language) can be threatening and offensive to clients, especially the elderly and infirm, and those suffering illness.
- You must ensure that your behaviour does not interrupt nor threaten the general enjoyment by clients of their home.

Surrounding environment

- Do not be judgemental nor belittle a client for any reason by your attitude, tone of voice or action.
- Do not cause distress by offering exaggerated or non-essential opinion of the work of others who may have serviced the client's home or on faults or problems you have been engaged to rectify.

7. Smoking, Alcohol and Prohibited Substances

- You, your staff and sub-contractors shall not smoke within any NCCH property
- You or your staff or sub-contractor must not be under the influence of alcohol or a prohibited substance whilst performing work under the contract.
- Alcohol and prohibited substances must not be consumed by you, your staff, and sub-contractors, on or prior to entering any NCCH property or when you return after lunch or other trips away from the work.

8. Use of a Client's Services & Facilities

- You must not use a client's power, gas, or water without prior permission.
- You must reimburse the client for all significant costs incurred where permission is given.
- You shall not use the client's toilet, washbasins, stoves, hot water or eat food in the client's home without prior permission.
- If permission is not given in these situations you must respect the client's wishes with good grace and make alternate arrangements.

9. Temporary Loss of Facilities

If work being undertaken by Contractors results in the temporary loss of facilities for clients, then suitable arrangements prior to starting the work must be made. Clients cannot be left overnight without a toilet.

10. Client's Telephone

- You must not use nor seek permission to use a client's telephone to make or receive calls except in case of emergency.
- Calls must not be diverted to a client's phone from your mobile or other communication service.

11. Parking, Storage

- You shall obtain permission from the client before parking or placing any vehicle, site office, storage container or other facility on the grounds of their home, or on any verge
- You shall not obstruct any driveway, crossing or roadway, or pathway and access ways in the grounds of apartments and in neighbourhood precincts.
- You shall strictly adhere to any requirement of a local authority regarding the use of roadways, verges or pathways, including any requirement or instruction to pay for footpath crossings or repair damage.

12. Protection of Client's Property

You must take all reasonable precaution, when carrying out the work, for the security and protection against theft, breakage or damage of the client's property and goods in the immediate vicinity of the Work.

13. Work During Client Absence

- Remaining at a client's home during the client's absence is not desirable and should be avoided.
- You must obtain prior, written permission to work in a client's home during their absence and arrange access during this time.
- If this cannot be arranged (despite reasonable endeavours on your part) you shall contact the Maintenance Co-ordinator as soon as practicable, and shall only enter the property once you have NCCH written authority.
- The property shall be left in a secure state when unattended.

14. Cleaning up Rubbish

You must remove all rubbish resulting from your work, and leave the property in a tidy, clean and liveable state at the end of each working day.

No tools or equipment are to be left on site overnight that clients and their children could access.

15. Visitors

- Apart from delivery people or others required to assist in the progress or completion of the work, personal visitors are not permitted to enter a NCCH site. This includes in the front or rear yards, neighbourhood precinct areas, apartment common areas etc., inside clients' homes, or on any other property.
- In the case of emergency, a message may be delivered to the Contractor or Sub-Contractor with the prior permission of NCCH Client.

16. Animals

- The Contractor, Contractor's staff and Sub-Contractor shall not bring any animal or pet onto any NCCH property.
- Animals and pets owned by Clients must not be antagonised or mistreated by the contractor or his staff or Sub-Contractors.

17. Completion Timeframes

- Work Orders will be issued with a completion timeframe, which will be dependent on the work required.

• Emergency	Same day
• Urgent	3 working days
• Routine	15 working days
- Contractors will be expected to complete work within these timeframes

18. Contractor Personnel not to comment

- You, your staff, and Sub-Contractors must NOT, under any circumstances, comment on any matters relating to the Contract or NCCH operations.
- This includes comment on the condition of NCCH properties; NCCH policy; or matters personal to the Client such as their conduct, appearance, ethnic origin, the appearance of their home or on any issue relating to their standard of housekeeping.
- Contractors and Sub-Contractors must not offer an opinion to clients on the repairs that they have been requested to carry out. All work to be carried out will be specified on the Work Order.
- If you have any concerns relating to a client's use or treatment of the property or their housekeeping standards, you must bring them to the attention of the Maintenance Co-ordinator.

show this to the tenant so we will no longer require the tenant's signature in these instances.

- ***Please do not take the work order into the property at all to avoid the possibility of a tenant seeing the note.***

Please sign and date and return with all other documentation.

Contractor _____

Date _____

19. TWO PERSON VISITS

- Our Tenancy Management team has carried out a risk assessment on all properties and this has identified some instances where a two person visit is required. This applies to our staff but also to any contractor we send to carry out work on our behalf. When we raise a work order for a property where a risk has been identified, we will include a note to advise you of this. Please take the time to check all work orders and make sure that two people attend: we will, of course, pay any additional costs incurred.
- It is particularly important to be aware of this procedure if you are sub-contracting a job or an element of a job to a third party. The purpose of the warning on the work order is to ensure the safety of anyone visiting the property so we would ask that you always advise whoever will be carrying out the work.
- We currently ask that work orders are returned with a tenant signature when you send your invoice for a completed job. In cases where a two person visit is stated on the work order, it may be inflammatory to