

Magenta Living's Contractor Code of Conduct



Aim of Magenta Living's Contractors Code of Conduct

The aim of Magenta Living's code of conduct is to provide its tenants and customers with high-quality maintenance services. Magenta Living's contractor code of conduct outlines what Magenta Living expects from its Building Services technicians and contractor partners when undertaking repairs and maintenance or investment works.

Magenta Living's Building Services Team and contractor partners are required to sign up to this code to show their commitment to Magenta Living's approach to customer care.

When working in tenants and customers home's Magenta Living's Building Services technicians and contractor partners must adhere to the following 12 point contractor code of conduct.

1. Respect

Contractor technicians will at all times be polite and courteous and will always treat tenant's cultural background and beliefs with respect. Noise will be kept to a minimum and they must warn the tenant and neighbours of any likely disturbance. Technicians will always respond to tenants, customers or tenants' complaints and where damage is caused due to negligence they will adhere to Magenta Living's compensation policy.

2. Identification

All contractor technicians will introduce themselves and will present their identification badges. Technicians will be of smart appearance and will wear an identification card which shows their name, photograph and the name of the company they work for. When working in homes of tenants and customers with visual impairments, identification badges will also show this information in Braille.

3. Access

All contractor technicians will ensure that they adhere to the appointments arrangements that have been made. If an appointment is not able to be kept, the tenant will be contacted by the contractor technician in advance of the appointment. The tenant will then be provided with an estimate of the appointment delay or an alternative appointment will be made.

4. Before the Work Begins

Contractor technicians can only enter a tenant's property and undertake maintenance works whilst a tenant or family member, who is not a minor, is present. Prior to the commencement of works technician will explain clearly what work will be undertaken and how long the work is anticipated the work will take to complete.

5. Protection of Tenant's Property

All contractor technicians will treat tenant's homes with respect and ensure that suitable protection is arranged for their tenant's property. Tenants are requested to ensure that delicate and valuable items are removed from the work area prior to the undertaking of repair works.

6. Health and Safety

Tenant’s homes will be kept tidy, safe and secure at all times. All technicians will adhere to all health and safety codes of practice and will ensure that all fire exits, lifts, staircases, corridors and doorways will be kept clear and not blocked by tools or materials.

7. Disruption

Contractor technicians will ensure that there is minimum disruption to the tenant and that work will be limited to one room at a time wherever possible.

8. Behaviour

Contractor technicians will not smoke, use radios, CD players, drink alcohol, use foul language, use lewd behaviour or make racist, discriminatory or sexist remarks in or around tenant’s homes. Any technician undertaking in any of the above will be removed from the tenant’s home immediately. Contractor technicians will always make every effort to ‘go the extra mile’ for tenants.

9. Tenant’s Services

WC, washing facilities, electric and gas supplies will only be used with the express permission of the tenant. Reconnection of water, gas and electric supplies will be undertaken at the end of each day.

10. Site Clearance

Tenant’s homes will be cleared of all debris, dust, waste materials and tidied at the end of each day. Contractors will take ownership of such wastes and dispose of them accordingly.

11. Ethical Waste

Magenta Livings Building Services and contractor partners agree to adopt an ethical and environmentally friendly approach to the disposal of waste that they produce on site ensuring that all opportunities to recycle site waste are undertaken. The contractor commits to disposing of the waste in compliance with current legislation including having a Waste Carriers license and ensuring transfer sites are licensed to accept the waste.

12. Environmental Approach

Magenta Livings Building Services and contractor partners agree to the adoption and implementation of an appropriate environmental policy, and the obtaining of suitable environmental accreditation in the execution of all repairs and maintenance and investment works on behalf of Magenta Living.

Acting on behalf of Magenta Living;

Name:.....

Position:.....

Signature:

Date:

Acting on behalf of contractor partner;

Contractor:

Name:

Position:

Signature:

Date: