

RESIDENTS' RESPONSIBILITIES

While this document deals primarily with the conduct of United House and everyone working on our site, Residents also have responsibilities. Only by respecting and cooperating with each other can we deliver, and Residents receive, the high quality of work and service we all expect.

- Treat our staff, operatives and sub-contractors with the same respect and consideration you rightly expect from them
- Give our staff and sub-contractors access at the agreed times and dates
- Give us 24 hours notice if you need to cancel any appointment
- Keep children and pets away from the work area, tools and materials
- Do not leave young children alone while work is in progress. We will not enter or stay working in any property with unaccompanied children under 16.
- Maintain clear safe access for our staff through to the areas of work, for the duration of the work
- Pack away all breakable and valuable items
- Completely clear out rooms to be refurbished. Packing boxes will be provided.
- Do not tamper with or endeavor to undertake yourself any of the work we are carrying out
- Do not start your own project including decorating while we are still working in your home

For further information
please visit

www.unitedhouse.net

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For information on United House's
translation service please contact the
Customer Satisfaction Coordinator at our
Swanley office.

Form No 089 02/09



OUR CODE OF CONDUCT

Incorporating our Considerate Contractors Policy and Residents' Responsibilities



THE UNITED HOUSE CONSIDERATE CONTRACTORS POLICY

We promise to:

- Be considerate to all residents affected by the works
- Be accountable and readily available to deal with concerns
- Promote high standards of consultation and involvement
- Ensure that the code is understood and implemented by everyone, especially its commitment to
 - Being safe
 - Keeping the site clean and well ordered
 - Promoting acceptable standards of behaviour and dress
 - Being environmentally aware
 - Measuring customer satisfaction.

THE UNITED HOUSE CODE OF CONDUCT

United House Managers and Resident Liaison Officers ensure that all staff and sub-contractors are aware of this code, that they understand its importance and work to it.

Considerate behaviour

Everyone working on site will...

- Show respect to residents, their possessions and their home
- Respect different cultures and religions
- Minimise disruption to residents, the community and local businesses
- Give extra consideration and assistance to the elderly, disabled and to those with special needs
- Keep properties safe
- Restrict the use of mobile phones
- Clean and tidy up at the end of each working day
- Keep residents informed at the end of each day and notify of next access
- Never smoke, drink or eat food or use radios or personal stereos when in a resident's home
- Never ask to use a resident's phone
- Avoid using residents' toilets or bathrooms whenever possible and only then with the resident's permission – and leave clean after use
- Not leave tools in the home overnight
- Never use a resident's cleaning tools
- Maintain high standards of behaviour in and around people's homes
- Refrain from bad language and improper conduct

Accountability

United House will...

- Provide residents with the names of those in charge and in particular the Resident Liaison Officer
- Display a company board with local contact details
- Be accessible to anyone who has a query or complaint
- Maintain a 24 hour emergency hotline
- Keep an incident and accident book
- Never pass the buck
- Strive to maintain high levels of customer satisfaction and learn from any mistakes
- Ensure that there is always a person particularly responsible for customer satisfaction, usually a Resident Liaison Officer
- Monitor levels of satisfaction and complaints
- Minimise inconvenience to residents should breakages or accidents occur
- Record conditions in the home before and after work is undertaken
- Make and keep appointments for work to be carried out
- Advise residents promptly of the reasons for any delay

The Working Environment Safety & Security

Everyone working on site will...

- Protect the route to the working area with floor coverings
- Use clean dust sheets to protect floors and furniture
- Ensure materials are stacked neatly and safely
- Ensure services are re-instated at the end of each working day
- Keep the local area and its roads and footpaths clean and tidy
- Cover skips where dust could be a nuisance and not to allow skips to overflow
- Park in allotted areas
- Keep scaffold rubbish free, clean and safe
- Keep materials and plant within site boundaries
- Avoid pollution and minimise wastage at all times
- Recycle materials where possible
- Keep down noise of operatives, vehicles, plant and works in progress
- Minimise on-site storage and assembly of materials

Consultation & Communication

United House will...

- Attend resident meetings and consult properly
- Supply all residents with the Code of Conduct and an information pack before work commences
- Provide daytime contact numbers and emergency numbers for out-of-hours
- Keep residents informed through letters, noticeboards and/or newsletters
- Get to know resident representatives and others involved in the local community

United House will...

- Follow all health and safety procedures and never compromise on safety
- Advise residents on general site safety
- Conduct regular safety visits and audits
- Store materials and equipment safely
- Carry out safety assessments and guarantee that public & operative safety are given priority
- Provide ramps, or signed diversions, for wheelchairs and prams where we have disturbed the pavement
- Ensure pedestrian access around the site is kept safe and clean
- Ensure that any keys provided to occupied properties are held by a nominated person
- Treat any details about residents or their home in strict confidence and will never discuss such information with other residents

Everyone working on site will...

- Keep a resident's home secure while work is being undertaken and close the front door when the property is left unattended
- Ensure ground floor ladders are removed overnight
- Restrict access to scaffolding to minimise risk to security and safety
- Exercise particular care when children are present
- Never enter or remain in a resident's home with unaccompanied children under 16
- Always wear or carry an Identity Card and be happy to show it to a resident when we call
- Wear clean United House corporate clothing with a clearly visible logo