

## **Caerphilly Homes**

### **Charter for Trust – Protocols**

1 Always remember that the property is someone's home and must be treated properly. There should be no smoking at any time during working hours or in the home. Breaks should be outside the home in designated welfare facilities. Radios should not be played unless by agreement with the tenant or leaseholder. Tenants would be expected to refrain from smoking within the working areas.

2 Treat all tenants, leaseholders and their visitors politely and with respect. Be calm, polite, and professional at all times.

3 Carry your ID and take time to introduce yourself and any colleagues by name. Trade operatives should wear appropriate identifiable uniform or appropriate work clothes.

4 When arriving at a property, even if you are expected, always explain to the tenant or leaseholder why you are visiting. Explain to the tenant, or leaseholder what the work involves, where you will be working and how long the work is likely to take. Apologise if you are late and if possible call ahead to advise when to expect you.

5 If you need access to property and unable to wait to arrange an appointment check with the tenant or leaseholder if it is convenient.

6 Do not go in or continue to work in properties where children under 16 are present, unless they are being directly supervised by an adult at all times. Tenants should not leave unsupervised children when work is being undertaken in their home.

7 Be aware of the needs, concerns and circumstances of all occupiers. If in any doubt consult the tenant, leaseholder and / or the Tenant Liaison Officer (TLO). The TLO will liaise as appropriate with the Area or Neighbourhood Housing office.

8 Carry out work with due consideration for the home and environment. Consider occupiers in neighbouring properties and their pets.

9 Take all reasonable precautions to protect tenants, leaseholder's and the Council's property while carrying out work, including access routes. Floors should be protected with clean dustsheets or similar and shoe covers should be worn. Externally protect trees and shrubs that might be damaged and avoid walking on planting beds unless absolutely necessary. Rectify any damage that arises.

10 Do not use the tenants' or leaseholders' property (e.g. chairs, tables, ladders etc)

11 Do not use the tenants' or leaseholders' kitchen or bathroom to clean tools or equipment or to dispose of surplus materials.

12 Do not use any room in the property for tea or meal breaks.

13 Do not use the tenants' or leaseholders' toilet or bathroom without their permission.

14 Do not use the tenants' or leaseholders' electricity without agreement and provide a standard cash reimbursement as soon as practical.

15 Do not use a tenants' or leaseholders' telephone unless the call is absolutely necessary and connected with the work and prior permission has been obtained. Use of mobile phones in the home should be for business purposes only or in the case of an emergency.

16 Respect the privacy of the home and do not go into any part of the property where work is not been carried out. Only employees contracted to undertake work should be in the home.

17 Never use language, which may be considered offensive to others e.g. racist, sexist, abusive, foul or disrespectful.

18 Do not allow any person under the influence of alcohol or drugs to work on the contract.

19 Do not offer personal opinions on the quality of work carried out by others or on the Council's policies or procedures.

20 Do not put yourself at risk. If you have to leave the job where you have concerns about your own safety contact the Tenant Liaison Officer immediately who will liaise with the Area or Neighbourhood Housing office.

21 Ensure the tenant or leaseholder has the contact numbers for the contractor and the Council's Tenant Liaison Officer including emergency out of hours details.

22 Tenants should show respect to trade operatives carrying out work in their home. Trade operatives will not be expected to work in homes where the tenant may be under the influence of alcohol or drugs.

Amended 14.12.12