



Repairs & Contractor Code of Conduct

This leaflet gives important information about our Code of Conduct when working in customers' homes. Please take time to read this information and keep it in a safe place for future reference.

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REP-Repairs&ContractorCodeofConduct-V1-June2018

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Why have a Code of Conduct?

We're committed to providing all of our customers with a first-class repairs service. To achieve this, everyone working in our customers' homes must be aware of the standards we wish to maintain and our values.

The seven steps in our ambition of being a first class repairs service are:

A good first impression

- Park respectfully
- Wear the right PPE
- Wear a clean uniform
- Make sure your van is clean and tidy
- Arrive on time

Keep in touch

- Use your mobile device
- Track your progress
- Keep us in the loop

Hello #WeAreVIVID

- Introduce yourself
- Show your ID badge
- Explain what you're going to do

Being safe

- Risk assess
- Is it safe? If not, stop

- Take time to think about safety

What happens next?

- Complete the job right first time
- If you can't complete the job, keep the customer informed
- Arrange next steps and follow on works

Tidy up

- Finishing touches
- Clear up after yourself
- Talk about the customer satisfaction survey whilst you're there
- Are you proud of your work?

Plan ahead

- Close the job on your device
- Phone your next customer
- Is your van fully stocked?

Before arriving at our customer's home...

We'll arrange a date to complete the repair, except for emergency repairs.

We aim to keep appointments but if they can't be kept, we'll tell the customer beforehand, providing an explanation, apology and arranging a new appointment.

If we can't get into the property when we call, we'll leave a card asking the customer to contact us for another appointment. If the customer doesn't respond to the card, we'll cancel the job.

When arriving at our customer's home...

ID must be shown before gaining access, and an introduction made. Uniform must be worn at all times and be clean and presentable.

A clear explanation will be given about what work is being carried out and how long it's expected to take.



During the course of the work...

We'll try to keep inconvenience to a minimum and to keep the home clean and tidy, using dust sheets to protect furniture and carpets. Protective boot covers can be worn if requested by the customer.

No personal belongings will be moved without permission from the customer. We'll ask for permission before using any of the following:

- Personal belongings
- Telephone
- Toilet/bathroom or kitchen facilities
- Electricity/gas/water

We'll work in a competent and responsible way and comply with all relevant health and safety requirements. We'll store all materials and tools safely, making sure the customer is informed of any hazards. We'll make sure the home is secure at all times and let the customer know if we need to open any windows or doors.

When the work is completed...

We'll tell the customer when the repair is completed and give any necessary instructions relating to the repair. All rubbish will be removed and the home left tidy.

If the repair can't be completed on the first visit, a new appointment will be made, and the customer kept informed. The home will be left secure and, if possible, with all services working e.g. water and gas. The customer will be notified of any potential hazards.

We will...

- Show respect to our customers and other members of the household
- Always act in a polite manner, respecting privacy and personal property at all times
- Pay special attention to people with particular needs whether due to age, disability, culture etc.
- Treat all details about our customers and their homes confidentially

We won't...

- Smoke, drink alcohol, or take any illegal substances
- Play music
- Use bad language
- Make any comments or gestures that could be considered discriminatory, offensive or distasteful

What do we expect from our customers?

- Keep appointments and let us into their homes
- Be helpful when making appointments and give as much notice as possible if they need to cancel
- Not leave the property unattended while work is taking place
- Keep children and pets away from the work area



- Clear the work areas of any belongings or valuable items. We can help with any heavy furniture, but the customer should ask for this help before the appointment
- If needed, allow us to use the gas, electricity and water
- Not to leave children or young people (under 18) on their own while we're on site
- To sign when the work has been completed

Sometimes we'll phone the customer to do a follow up satisfaction survey and arrange a quality inspection of the completed work.

Safeguarding children and young adults

We're committed to the wellbeing and safeguarding of children and young people (persons under 18) and are determined to ensure all necessary steps are taken to protect children and young people from harm.

Our customers will be asked to ensure that an appropriate adult is present in the property to allow us access for the duration of the works. We're unable to work in a property if we're alone with anyone believed to be under 18, or if the property is left unattended.

Difficult situations

We understand that for a variety of reasons people's home standards, way of living, personal beliefs, disabilities, personal circumstances vary, however we will continue to aim to deliver high quality services.

There may be some circumstances when we can't work in a property because of its condition or because of the behaviour of the customer/their guests e.g. if they're under the influence of drugs or alcohol or verbally abusive. If a situation occurs where you feel uncomfortable and are unable to work because of these reasons, we'll support you and the reason for leaving will be explained to the customer.