

Contractors Code of Conduct

Purpose:-

In these days of alleged racial and sexual harassment/discrimination it is vitally important that employees of and persons acting for Birmingham Civic Housing Association are and appear to be, beyond reproach. Towards this end this procedure is in place.

To provide a code of conduct by which all our contractors and sub contractors must abide in their conduct of business with us and our tenants.

1 INTRODUCTION

The following is a set of rules established by the Association with which all contractors and sub contractors must comply.

1.2 Failure to abide by this code of conduct in whole or in part may result in a contractor being deleted from the list of contractors that we call upon to undertake work on the Associations' behalf.

2 CONTACT WITH TENANTS

(Every reference to 'contractor' shall also be deemed to include sub-contractors or agents acting on behalf of contractors)

Contractors visiting any of our occupied premises shall be equipped to identify themselves to the tenant and be prepared to identify themselves on the occasion of each and every visit if required by the tenant to do so. In any event formal identification will always be provided on the occasion of the first visit.

On the occasion of the first visit for each purpose the contractor will clearly state that purpose for the benefit of the tenant.

Contractors will remain courteous at all times.

Under no circumstances will contractors enter into arguments with tenants. In the event of such a possible situation arising, the contractor will refer the tenant to the Associations staff.

In the event of any altercation or possible altercation, the contractor will report the matter to the Association's Office Manager as soon as possible. In the event of any serious situation the contractor may be asked to submit his/her report in writing.

Contractors will refrain from any aggressive behaviour by word or deed towards any tenant irrespective of any provocation

Contractors will report to BCHA Officer Manager as a matter of course any impropriety suggested or implied by any tenant which might place the contractor in an invidious position either at the time or in the future or which might otherwise place the contractor or the Association in a compromising situation.

3 RESPONSIBILITIES TO THE BOARD OR MANAGEMENT OF BIRMINGHAM CIVIC HOUSING ASSOCIATION

3.1 Contractors will provide us with clear and concise details of any work carried out on behalf of the Association against any order for work issued by the Association to facilitate a medium against which orders placed and invoices submitted can be checked against each other. Furthermore contractors will comply with all reasonable requests to provide any information, which from time to time may be necessary, to quantify the business commitment between the contractors and the Association.

Contractors will carry out all work commissioned by the Association in accordance with custom and best practise applicable to the particular trade in which the contractor is engaged and to account for actions taken in connection with any work undertaken.

Not to exceed or fail to carry out the work specified on our official order without the express approval or confirmation of the Association's management.

3.4 Contractors will have a duty to inform the our Repairs and Maintenance Manager or other designated Responsible Officer of any significant amendments that they deem necessary to the original work specified, prior to any additional work being carried out. Similarly the contractor will also undertake to notify the Repairs and Maintenance Manager as soon as practically possible, where the work specified is deemed to be technically unnecessary, or where it is undesirable that the work be carried out on the grounds of safety or where the work commissioned might otherwise be detrimental to the fabric or condition of the property or where the work required varies significantly from that originally specified.

3.5 Each contractor must exercise a duty of care to safeguard both management and the Association's Board of Management, its tenants and its properties and conform in all respects with the provisions of Health and Safety Legislation.

3.6 Each contractor shall be required to carry public liability insurance and be able to provide evidence of that cover when required to do so.

Each contractor must carry an Inland Revenue 714 tax exemption certificate unless that contractor can adequately demonstrate that they fall outside CIT (Construction Industry Taxation) Legislation.

Different 714 certificates are issued for different situations. The Association will make copies of each certificate to satisfy each exception. The copy will be retained for reference for as long as the exemption is in operation.

Sub Contractors will be required to produce a 715 certificate in support of each claim that is made. In the event that no 715 certificate is produced in support of a claim we will deduct standard rate tax from the invoice to be paid, excluding from the calculation, VAT and the cost of materials used.