

Code of Conduct for Service Providers – including Contractors, Consultants and Suppliers

1 Introduction

Victory Housing Trust provides services that are:

- Friendly, professional and customer-focussed.
- Responsive, give value for money and meet the needs of our customers.
- Delivered in a fair and non-discriminatory way and which take into account the needs and wishes of a diverse range of people.

2 Purpose of Code

This Code explains how we ensure that all who provide services for Victory maintain high standards when working with our tenants, staff and other stakeholders. A copy of this Code is provided to relevant service providers, and is intended to form part of future contractual agreements between Victory and the service provider.

Service providers are responsible for ensuring that they, their staff and sub-contractors are aware of this document.

3 Standards

3.1 Behaviour

We expect all service providers to treat our tenants, staff and other stakeholders with:

- Dignity, respect, and courtesy.
- fairness and equality regardless of their race, colour, ethnic or national origin, nationality, gender, sexual orientation, marital status, disability, age, religion or belief or any other irrelevant factors.

Everyone is required to operate in a professional manner, and respect confidentiality.

Agents visiting our tenants' homes must behave in an appropriate and sensitive manner. Examples of this include not smoking, not having lunch or tea breaks in tenants' homes; nor using tenants' property, such as electricity, telephones, WCs, without their permission.

3.2 Appearance and Identity

We expect our contractors to be appropriately dressed at all times.

All contractors and consultants and their employees must carry identification; which includes their name and photograph, the name of the company and telephone contact for verification. Service providers must not enter our tenants' homes without the approval of the tenant or Victory.

3.3 Appointments

Contractors and consultants must not turn up to our tenants' homes without having made prior arrangements. They should also check whether any specific requirements exist: for example with regard to young children, people with disabilities and those who do not use English as a first language.

Appointments must be kept, and tenants and our relevant staff member should be advised immediately of any unavoidable delays. In such events, new appointments must be made at the earliest opportunity and to suit the tenants' convenience.

3.4 Protecting people, homes and property

Contractors must:

- Ensure the Health and Safety of residents and other people who may be affected by their inactions or omissions.
- Protect tenants' property at all times.
- Ensure that materials and tools are not left in dangerous or inconvenient positions.
- Ensure items such as scaffolding are erected safely and in a way that causes minimum inconvenience and removed as soon as practically possible.
- Clean the areas where they have worked and clear all rubbish.
- Not take advantage of vulnerable residents.

3.5 Complaints

In the event of a complaint against a service provider the following broad arrangements will apply:

- Complaints which are of a minor nature must be quickly resolved between the service provider and the tenant in a fair reasonable and appropriate manner.
- Complaints which are not minor, or cannot be immediately resolved, must be reported to the appropriate officer at Victory Housing Trust, who will attempt to resolve matters in an informal way as described in our Customer Care and Feedback Policy.
- In the event that a complaint remains unresolved then the tenant will be informed of their right to make a formal complaint, using our Customer Care and Feedback Policy.
- A designated member of the Assets Team is responsible for recording and analysing any complaints against service providers or other stakeholders. This information will be provided to the relevant Director, who will use it when assessing the overall performance of the contract.

4 Individual needs

Victory wants to ensure that it is aware of any specific needs of individual tenants and identify tenants who might be vulnerable. When contractors come across any such tenants they must inform Victory.

Where service providers need to communicate with our tenants who have specific communication needs, for example information in different languages or formats, we will work with them to satisfy those needs.

Our Housing Management staff will assist in dealing with known vulnerable tenants.

5 Monitoring

We will monitor the implementation of this Code via regular customer satisfaction surveys and routine monitoring of our Customer Care and Feedback Policy.

Service providers are to comply with Victory's equality and diversity requirements and this will be regularly monitored.

6 Further information

Please contact Darryl Cox, Deputy Chief Executive, for more information about this code.