



SERVICES CODE OF CONDUCT

1.0 INTRODUCTION

We are committed to providing high quality, customer focused services that reflect our values; are compliant with our corporate strategy and within our framework of Enhanced Services, Robust Governance and Optimum performance; adopting the highest professional standard at all times.

This Code of Conduct, which has been developed in conjunction with both residents and service providers; sets out the baseline standards expected from all appointed contractors, sub-contractors, consultants, and all other operatives when working in or around the homes of our residents.

The document additionally sets out expectations and guidelines for our residents when engaging with any organisation appointed by us to carry out duties or works in, or around their home.

2.0 AIMS

- 2.1 To ensure expectations are jointly understood by frontline service providers and residents.
- 2.2 To promote consistency across all areas of service provision.
- 2.3 To optimise resident satisfaction.
- 2.4 To enable constructive quality and performance management reviews with service providers.
- 2.5 To optimise service quality and value for money.
- 2.6 To outline a framework for delivering enhanced services.
- 2.7 To ensure effective, courteous and respectful communications.
- 2.8 Align complaint handling procedures with Scottish Public Services Ombudsmen requirements.

3.0 SERVICES CODE OF CONDUCT PRINCIPLES

- 3.1.1 Our 5 Key values must be adopted in their entirety by all Service Providers:
Inclusive, Considerate, Accountable, Resourceful, and Ethical
- 3.1.2 Communication and relationships must remain courteous and professional at all times, with any potential conflict of interest raised directly with the appropriate Glasgow West contract manager immediately upon discovery.

3.2 Service Providers must:

- 3.2.1 Ensure that all operatives are familiar with our Code of Conduct.
- 3.2.2 Accept the explicit wording and spirit of the AIMS within the Code of Conduct.
- 3.2.3 Ensure compliance with General Data Protection Regulations (GDPR) in line with the specific wording of Data Processing Agreements. In particular personal information that is supplied about our residents; or any information that they may come across in their homes.
- 3.2.4 Refrain from discussing with residents any aspect of our business, other customers / trades operatives / and or service providers, or other properties where they have worked.
- 3.2.5 Not undertake unofficial / private work in at the insistence of Management Committee or staff which is prohibited.
- 3.2.6 Reduce waste, re-use materials where appropriate, and recycle as far as possible.
- 3.2.7 Comply with all appropriate Health & Safety Legislation and relevant Codes of Practice.
- 3.2.8 Be Equal Opportunities employers with an embedded Dignity at Work policy and a positive approach to fair working terms and conditions; noting our commitment to Living Wage Scotland by 2020 for all service providers.

3.3 Residents:

- 3.3.1 Must allow access to the property, at agreed times, to enable works to be carried out.
- 3.3.2 Will keep appointments made; and where the appointment is no longer required, or suitable, will notify the service provider to make alternative arrangements as necessary.
- 3.3.3 Where a Glasgow West Housing Association tenant; residents will ensure they comply with the obligations of their tenancy agreement.
- 3.3.4 Must allow service providers sufficient activity space to safely undertake any works required.
- 3.3.5 Will treat service providers with courtesy and respect.
- 3.3.6 Will refrain from smoking in the vicinity of service providers.
- 3.3.6 Must tell us about any concerns or dissatisfaction as soon as possible to allow them to be resolved.

4.0 COMMUNICATION

- 4.1 Written and spoken communication will be clear and concise with a view to ease of understanding for all residents.
- 4.2 Reasonable adjustments must be made by service providers to assist residents to access our services. For example, where language or understanding of an issue is a barrier then GW staff, an interpreter, a friend or a neighbour could assist.

REGISTERED WITH THE SCOTTISH HOUSING REGULATOR HEP 126

REGISTERED UNDER THE CO-OPERATIVE AND COMMUNITY BENEFIT SOCIETIES ACT (2014): 1955RS

REGISTERED AS A SCOTTISH CHARITY SC001667

Glasgow West Housing Association, 5 Royal Crescent, Glasgow, G3 7SL

Service Providers		
	Resident Communication	Action
BEFORE ATTENDING	<ul style="list-style-type: none"> Take lead role in arranging mutually agreed access. Contact residents within the following timescales of notification: Emergency - 1hr, Urgent – 3hrs Routine - 2days. Send confirmation text message. <u>Emergencies / Urgent</u>. Provide 2hr attendance window. <u>Routine</u>. Provide an AM / PM appointment in advance with a further confirmation of a 2hr attendance by 4pm the day before. Confirm our job reference number. Provide expected arrival updates if any delay is anticipated. Send confirmation text message. Leave a no access card at the property & alert GW at the time. Cold calling is not acceptable unless a contact number is unavailable. <p><u>OUT OF HOURS EMERGENCY</u></p> <ul style="list-style-type: none"> Notify GWhA within 1 working day of all out of hours call outs. <p><u>MAJOR WORKS / PROPERTY SURVEYS</u></p> <ul style="list-style-type: none"> 5 day notice of a planned survey; When not suitable mutually agreed access arranged within 10 working days of the initial notice. 28 day notice indicative timescales for works. 14 day notice for confirmed scheduled works to be mutually agreed by reply 3 day reminder notice. 1 day reassurance visit with plan of work mutually agreed. <p><u>SERVICES CONTRACTS</u></p> <ul style="list-style-type: none"> Adhere to pre-agreed service visit schedules. Notify the appropriate contracts manager of any planned / unplanned variation. 	<ul style="list-style-type: none"> Endeavour to keep attendance commitments. Provide residents with telephone updates if delayed on route or on an earlier task. Must carry out their own risk assessments on arrival and prior to works starting. Take care of the residents property and possessions, protecting them from dust, paint, etc. Use dustsheets where possible to protect carpets, floors, and furniture. Seek permission to remove any personal possessions or furniture from the workspace where required to ensure no damage is caused to resident belongings.

Service Providers		
	Resident Communication	Action
DURING THE VISIT	<ul style="list-style-type: none"> • Introduce themselves to residents. • Display contractor branded photo identity card. • Explain the nature and purpose of the visit and ensure that this matches resident's expectations. If there is any disagreement in the work to be carried out, contractors should contact the Property Services Team for clarification. • Explain how long it will take for the work to be completed and what workspace will be required to ensure that it does not cause any inconvenience to the resident. • Inform the resident if they have to leave and return to the property e.g to collect materials. Agreeing estimated time of return and further access. • Speak in a polite and courteous manner. • Refer the service user to us for further information. 	<ul style="list-style-type: none"> • Keep the tenant's home secure. • Wear appropriate PPE for the works including overshoe protection for floor coverings. • Treat all customers, their possessions and their homes/premises with respect. • Refrain from using radios / playing music. • Refrain from using utilities (power / water / telephone) or facilities (sinks / WC) without permission. • Refrain from smoking, being under the influence of drugs or alcohol, and using bad language. • Keep safe and secure all materials and equipment used on site to avoid risk of injury. • Refrain from using cleaning equipment belonging to residents. • Ensure carry appropriate cleaning equipment for the task being undertaken. • Only undertake the work listed on the works order or specification. If extra works are required or requested by the resident politely refer them back to us.

<p>AFTER THE WORKS ARE COMPLETE</p>	<ul style="list-style-type: none"> • Inform the resident that the work is complete. • Where further works are identified alert the resident and the Repairs Services Team. • Give clear instructions to the resident, where appropriate i.e how to operate any equipment. • All certificates paperwork to be provided / submitted as appropriate at the time / within 24hrs. • Confirm completion of job within 1hr to follow up on repair as required. • All certification and qualifications will be provided to Glasgow West HA. • Promptly advise the Property Services Team of any complaints / concerns outlined by the residents. • Notify GWHHA of outcome and follow up required for out of hours/emergency call outs attended within 1 working day. 	<ul style="list-style-type: none"> • Self-check any completed works to ensure that it is completed to a satisfactory standard. • Reconnect and test services such as electricity, water and gas at the end of each working day. • Clear any rubbish, debris and dust from the home, leaving the workspace clean and tidy including the surrounding common parts such as external spaces and footpaths. • During periods of GWHHA office closure (example: festive close) recompense residents for gas and electricity used (and water, if metered supply) in circumstances where subject to significant increase that places them in financial hardship (example: use of dehumidifiers within home). To be considered on a case by case basis. Costs claimable from GWHHA upon provision of receipts/evidenced spend. • Remove all rubbish and equipment. • Allow residents space and time to complete any feedback / satisfaction surveys. • Alert GWHHA as soon as practical of any complaint to ensure alignment with required Model Complaints Handling Procedure.
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