

Contractor Code of Conduct

Introduction

At Transform Housing & Support ('we', 'our', 'us'), we are committed to providing a safe, inclusive, and respectful environment for everyone we work with – including our clients, colleagues and contractors. As a contractor ("you", "yourself") working on our behalf and entering clients' homes, you are our representative and are expected to uphold our standards and adhere to our policies.

You must adopt our values (overleaf) of Respect, Empowerment, Responsibility and Excellence. This includes respecting individual differences, promoting inclusion and providing services that are fair, dignified and free from prejudice or bias.

We expect you to adhere to our [Equality, Diversity and Inclusion policy](#). Discrimination, harassment, or victimisation of any kind – whether based on race, ethnicity, gender, age, disability, religion or belief, sexual orientation, or any other protected characteristic – will not be tolerated under any circumstances. Any such behaviour may result in the immediate termination of the contractor's engagement.

You must be mindful that many of our clients are vulnerable and may have complex needs. As such, it is vital to conduct yourself in a professional, sensitive and compassionate manner at all times.

This Code of Conduct outlines what is expected of you before, during, and after carrying out work in a client's home. It is designed to protect both Transform clients and you, and to ensure that your work meets the highest standards of safety, quality, and care.

Failure to comply with this Code of Conduct may result in your removal from Transform's list of approved contractors.

Transform's values

Respect	Empowerment
▪ Value diversity and fairness ▪ Act with honesty and integrity ▪ Treat people with care and compassion	▪ Support the needs of each individual ▪ Encourage personal development and independence ▪ Provide safety, stability and security
Responsibility	Excellence
▪ Work together, in partnership ▪ Take responsibility for our actions ▪ Continue learning and improving	▪ Provide a first-class service ▪ Deliver excellent value for money ▪ Explore innovative ways of working

What we expect from contractors working in Clients' Homes

Contractors are expected to always deliver a high-quality standard of work. In return, there is an expectation that you will be treated in a courteous manner and are able to work without undue interference.

Before you arrive at the client's property

- Please ensure that you have valid insurance relevant to the work you are carrying out
- Check you have the repair details and always arrange access with our client or their key worker in advance, unless you have been called to an emergency callout and our client knows you are coming.
 - Ensure that you have checked the asbestos register.
 - Ensure that you are aware of any specific requirements for the client, including any adjustments you need to make or whether a two-person visit is required.
- Respect religious events, holidays and festivals – be mindful of significant dates and practices; avoid scheduling visits during these times where possible and show respect and consideration for related customs in the home.
- Make sure you have what you need to do the job, including dust sheets and vacuum when appropriate.
- Inform clients and/or Transform colleagues immediately if you are unable to keep an appointment, giving reasonable notice. Where less than 24 hours' notice is given, we will impose a financial penalty to reflect the compensation we have to award to our clients due to inconvenience, in line with our complaints and compensation policies. As at Oct 2025, this is £50 for each client affected
- Drive and park courteously at all times and be respectful of our neighbours.

- **If you are working in a client's home without supervision, you must have completed a Basic DBS check that has been reviewed by your employer and confirmed as appropriate for your role.** If this is not in place, speak to your manager before starting any work.
- You should not work in a property where minors are present unless there is a supervising adult, please ensure that these arrangements are in place

If you are not able to gain access to the property

- If you are not able to gain access to the property to complete works, please ensure that you report back to the repairs team (repairs@transformhousing.org.uk) with evidence of your visit to the property (photo of address with calling card or similar) within 24 hours of the appointment.

Meeting the client

- Introduce yourself to the client and colleagues clearly by carrying photographic identification and showing it to them. If your employer provides a branded uniform or vehicle this should be used to show you are attending in your official role as a contractor.
- Explain the work that you are there to do.
- Get permission before you start any work.
- Behave in a professional, polite and courteous manner. Do not use inappropriate, offensive, or discriminatory language under any circumstances
- You must not be under the influence of alcohol or drugs while working in a client's home.
- Always respect client and colleague privacy and confidentiality. Any personal information encountered in the course of the work must not be shared, in accordance with GDPR principles, unless the client provides consent to pass this on, or you feel there is a safeguarding or other health and safety concern.
- Any welfare or safeguarding concerns must be reported immediately and you are expected to co-operate fully in any related enquiries.
- Maintain professional boundaries – do not accept gifts from clients.

Keeping clean and tidy

- Take care not to damage client property.

- Any accidental damage to the property or client's personal belongings (e.g. ornaments, clothing, towels, rugs etc.) must be reported to the Repairs and Maintenance Manager or Servicing and Compliance Manager immediately.
- Use dust sheets and wear shoe protectors to protect client's carpets and furniture if there is a possibility of dust or damage. Ask clients to move valuable items or personal possessions, if required.
- Do not smoke in a client's property.
- Do not play radios without the client's permission – and ensure it is kept at an appropriate volume.
- Do not use any of the client's items in the property including electricity, gas, water, telephone, tea, coffee, equipment, towels/kitchen roll and the toilet, unless you have their permission to do so.
- Ask permission before leaving materials in a client's home for work the next day but you must avoid placing these in any communal area as these must be kept clear for fire escape.
- Rubbish must never be left in a client's home.

Safety and security

- 'Think Safety' – please comply with all current health and safety legislation, Health and Safety Executive guidance, and your employer's own Health and Safety Policy and ensure that nothing causes an obstruction or danger while work is in progress, for example, not to leave trailing wires and tools lying around.
- Ensure that you wear appropriate Personal Protective Equipment (PPE).
- You must ensure that tools and equipment you use are well maintained and in safe working condition **Unsafe equipment must not be used in clients' homes.**
- Help keep the property secure by not leaving front doors open or leaving ladders where people could use them to get into the property.
- Take extra care if there are small children or vulnerable people who can't move around very well by making sure that you don't leave things out that could be tripped over, or leaving dangerous items, such as electrical wires, exposed.
- Consider any physical or mental impairment the client may have when working within a property and take the necessary precautions to prevent distress or injury because of the work being completed.
- It is a requirement for all contractors, no matter how large or small, to have an accident recording system in place. This can be an 'accident logbook' or an 'electronic database system'. All accident and incidents including near misses that occur in the place of work should be recorded on [this form](#). Serious accidents and any RIDDOR reportable accident should be notified to us ASAP.

Carrying out the work

- Please try to fix the problem on your first visit.
- Carry out the work to the highest standard.
- Materials used must be of sufficient quality, fit for purpose for the intended work to be carried out and meet the required manufacturing and installation standards. We may request evidence or information regarding materials used. Where applicable we may specify materials or products to be used which you must use or otherwise recommend a suitable alternative.
- Materials should, where possible, be from a sustainable source and ideally certified. We may request evidence or information regarding material certification
- Only go in rooms or areas where you are working in a client's home.
- Only work between 8am and 5.30pm, Monday to Friday – unless it is an emergency repair or an alternative time is arranged in advance.
- Whilst we ask that you take photos to evidence work completed, you must not take any other photos or videos of the client's property or belongings without express permission.
The posting of any such photos or videos on social media is prohibited.

At the end of the job

- Give clients clear advice on how to use any repaired or replaced items, and warn about wet paint etc.
- Inform clients/colleagues and the repairs team about completion of the works, or if it has not been possible to finish them in one visit, what the arrangements are to complete them. Where a full written report of the works is required, this must be provided to Transform within 24 hours or in accordance with your service level agreement with us.
- Clear and remove all waste at the end of each day. Waste should be minimal, disposed of correctly and where possible recycled. We may request evidence or information regarding disposal of materials
- Ensure that the property is left habitable, safe, and secure. Make sure clients still have use of a toilet, cold and hot water, cooking facilities, lighting and some form of heating (in winter). If not, this must be reported to the Repairs Team immediately.
- Put back any items you have moved to carry out your work.
- Ask clients to sign a works order to confirm the work when you are finished (non-emergency repair work only).
- Leave clients a Transform feedback form (electronic or paper) to comment on the quality of the work provided.

- Please be vigilant and **if you spot any hazards in the client's home**, such as damp and mould or anything else unsafe as prescribed by Awaab's Law (that is any potential health and safety hazard under the Housing Health & Safety Rating System(HHSRS)) **you must report this to the Repairs Team before leaving site, submitting a full job report with photographic evidence within 24 hours.** This includes, but is not limited to:
 - Gas Leaks
 - Broken Boilers
 - Total loss of water supply
 - Electrical hazards such as exposed wiring
 - Broken external doors or windows that present a risk to home security
 - Significant structural defects or disrepair
 - Signs of damp and mould
 - Significant Leaks
 - Further hazards will be added when additional phases of the legislation are introduced during 2026 and 2027 and will fall within the requirements of this Code.

And finally

If you experience any difficulties whilst you are carrying out maintenance or servicing work, you should inform the Repairs and Maintenance Manager or Contracts and Compliance Manager immediately. For example,

- a dispute arises with a client whilst you are working in their home
- you feel unable to undertake specified work for any reason
- you encounter a particularly difficult or potentially violent situation. For your own safety, please leave the site immediately.