



Aberdeen Care & Repair

Trusted Trader Scheme

CODE OF CONDUCT

“Aberdeen Care & Repair Trusted Trader scheme is aimed at increasing consumer confidence, promoting good practice within local businesses and helping protect citizens from doorstep crime.”

CARE & REPAIR'S COMMITMENT

Care and Repair will:

- Provide a fair and impartial service for both consumers and traders.
- Ensure compliance with consumer protection legislation
- Provide an appropriate level of promotion of the scheme
- Conduct regular reviews of the service
- Carry out customer satisfaction surveys
- Monitor and evaluate customer responses
- Provide appropriate advice to a consumer following a complaint to the service
- Reserve the right to revoke membership of the scheme where traders pursue a course of business conduct detrimental to consumers interests

BUSINESS CODE OF PRACTICE

Traders will:

- Provide Care and Repair with full details on company, including public liability insurance and relevant registrations/accreditations
- Inform Care and Repair of any significant changes to the above
- Adequately train their staff for the work they carry out, and keep appropriate training records.
- Adhere to Care and Repair's Code of Practice (Attached)
- Deal with complaints promptly, effectively and in accordance with the 'dispute resolution process'
- Provide customers where appropriate, with a written schedule of works and a written quotation before any work commences. Any change made to this schedule shall be communicated to the consumer before any further work is carried out.
- Provide customers with a receipt showing full details of work carried out, itemising materials and labour costs
- Not use second hand or reconditioned parts unless agreed by the customer prior to work commencing
- Include vat in all prices including advertised prices, and comply with all relevant consumer protection legislation
- Do not seek customers by cold calling
- Agree to the spirit of this business code of practice

- When an additional manufacturers guarantee or warranty is offered to consumers, details will be provided of who is responsible for the guarantee of the warranty
- Provide consumers with clear information regarding cancellation rights
- Be committed to providing a quality service to customers
- Must not take advantage of vulnerable customers, and where it is reasonably practicable, offer additional assistance to ensure that all aspects of the transaction are fully understood.
- Agree completion and delivery dates in advance. Where a delay is unavoidable the customer shall be given a suitable alternative or appropriate remedy shall be offered to the customer.
- Adhere to Care and Repair's code of conduct (Attached)

Where a customer is unhappy with any work carried out by a member of the Trusted Trader Scheme, the trader must agree to comply with the following procedure:

- Consumer should try to resolve the complaint directly with the trader. Any detail of the complaint should be made in writing to the trader.
- Consumers may contact Aberdeen Care and Repair for assistance with this matter
- If the complaint remains unresolved, then either party may contact Trading Standard with details of the complaint

TRUSTED TRADERS CODE OF CONDUCT

This code is applicable to all contractors working on behalf of Care & Repair in clients' homes. Any breach of the code will be regarded very seriously and may adversely affect the contractor's opportunity for future work with Care & Repair.

Professionalism

Care & Repair expects contractors to act professionally and courteously in all dealings with clients and show respect for their property at all times.

Attention is particularly drawn to Care & Repair's Health and Safety Policy and to the Equal Opportunities policy (both appended). Contractors are required to adhere to both policies.

Contractors are also requested to note that Care & Repair specialises in assisting vulnerable people, including the elderly and particular consideration may require to be given to the needs of individuals with special needs in relation to working within their home. If a contractor has any concerns or enquiries about his work in a particular client's home he should contact Care & Repair.

Access Arrangements

The contractor should contact a client beforehand to make or confirm an appointment unless the work is being done as an emergency or Care & Repair has made a prior arrangement on a customer's behalf. Clients should be encouraged to be at home personally or have a member of their family or a friend present while the works are being carried out (unless decant arrangements have been made).

In the case of planned works, at least one week's notice should be given to the client and the appointment time agreed with them.

In order that customers and neighbours are not unduly disturbed, works should be carried out within normal working hours (8.00am to 5.00pm Mondays to Fridays), other than emergency works, or where alternative arrangements have been agreed.

Identification

Contractors and employees must present identification to clients before entering their home. Care & Repair prefers that a proper identification card, with photograph is used for this purpose but if this is not possible a letter of authorisation confirming the employees name and status should be provided by the company. Even if the contractor has keys to a property he must still knock or ring before entering the property.

Use of Keys

Where the contractor is entrusted with keys for a property in the absence of the client, he must ensure that these keys are securely and safely kept and only used for the purposes of carrying out the works at the agreed times. All keys must be returned as soon as work is completed.

Confidentiality

Customer's name, telephone number and any personal details provided by the client or Care & Repair are strictly confidential. Under no circumstances must such information be passed on by a contractor.

Preparation of Work

The contractor is requested to assist customers move heavy items, if required, and replace them at the end of the job. If a contractor causes damage to a client's home or its contents through neglect or wilful damage, he will be required to make good the damage or otherwise provide adequate recompense. All care should be taken when lifting carpets and floor coverings to minimise any potential damage once these are re-laid. If the contractor is concerned that permanent damage is likely to occur in the process he should advise the customer.

Use of customer's facilities

The contractor is requested, where possible, not to use facilities or equipment within the customer's home, (other than electricity for essential power tools). Where use of the client's telephone is essential; permission from the client should be obtained.

Conduct of tradespersons

While work is in progress the contractor should ensure that noise and inconvenience are kept to a minimum. Care should be taken, as far as possible to keep the home warm and comfortable while the work is in progress.

Smoking or the use of radio and cassette players in a client's home are not permitted.

Safety and security

The contractor must ensure that all hazards are minimised when working, or leaving a working area, in a client's home. This also applies where the contractor has to leave the job temporarily to collect additional materials or tools.

In particular, care should be taken in the following respects -

- Tools and materials must not be left lying about or blocking an access.
- Particular care should be taken when working around children and pets. Sharp tools, power tools and toxic substances must be kept well out of reach and should never be left unattended.
- If work has to be left unfinished, perhaps overnight, make sure that clients are protected from and/or warned about any potential hazards.
- Check working areas before leaving the premises to ensure that no fire hazard exists.
- Leave the property wind and watertight, with basic services usable and surfaces safe and hygienic.
- Always check that an unoccupied property is well secured before leaving.

On Completion of works

All rubble, unused materials and tools should be removed and the work area left clean and tidy. Assistance should be given to the client to return furniture etc to its normal position if this is required.

CARE & REPAIR
TRUSTED TRADERS CODE OF CONDUCT - APPENDIX 1
SUMMARY OF EQUAL OPPORTUNITIES POLICY FOR
CONTRACTORS

Care & Repair is committed to providing an environment of equal opportunity and service to everyone affected by Care & Repair's governance, management, housing and employment services.

To this end Care & Repair is opposed to discrimination in any form whether through direct or indirect effect, and will take all steps within its power to ensure that statutory and contractual obligations are met and appropriate voluntary codes of practice followed in relation to the avoidance and elimination of any discriminatory practice.

In reviewing its commitment to equality Care & Repair will specifically address the need to combat prejudice and discrimination based on the following grounds -

- 1 Race, colour, ethnic origin or nationality
- 2 Gender
- 3 Disability and illness, whether physical or mental
- 4 Religious, political or other beliefs
- 5 Marital status or family circumstances
- 6 Sexual orientation
- 7 Age

The Management Committee of Care & Repair, having formally adopted the equal opportunities policy, will accept responsibility for its implementation and for monitoring effectiveness. Day to day responsibility for implementation will lie with the Manager of Care & Repair. Besides the statutory duties not to discriminate, all staff will have a responsibility to ensure the positive application of the policy.

Contractors and Consultants

Care & Repair expects contractors and consultants to:-

- 1 Meet all statutory requirements in relation to employment and equal opportunities legislation and to adhere to any codes of practice or standards approved or required by regulators.
- 2 Operate within the context of the principles laid down in Care & Repair's equal opportunities policy to ensure that all those who receive services have access to equal rights, provision and quality of service.
- 3 Ensure that their employees are made aware of any information provided *regarding* the particular requirements of special needs or minority groups and to ensure that employees always work with sensitivity towards any clients with special needs.
- 4 Co-operate with Care & Repair in any monitoring exercises which Care & Repair may wish to pursue in relation to equal opportunities issues.

CARE & REPAIR
TRUSTED TRADERS CODE OF CONDUCT - APPENDIX 2
HEALTH & SAFETY POLICY (SUMMARY FOR CONTRACTORS)

1 GENERAL POLICY STATEMENT

Care & Repair is committed to providing and maintaining a safe and healthy working environment for its employees and to ensuring, as far as practicable, that clients and members of the public are not exposed to risks to their health and safety in situations or premises within Care & Repair's control. To this end, Care & Repair recognises and accepts its responsibilities as an employer under the Health & Safety at Work Act 1974 (as amended) and requires all its employees, including temporary and part-time workers, consultants and contractors to co-operate with the Technical Officer, supervisors and managers in this respect and to otherwise comply with the conditions laid down in the Health & Safety Policy of Care & Repair.

This policy document will be displayed at Care & Repair's office at 11 Waverley Place

In addition, all employees will receive a copy specific to their post and will be requested to sign and return the appropriate section when they have read and understood the contents.

The document will be revised as and when necessary on change of policies and statutory requirements and all staff will be advised of the relevant revisions.

2 HEALTH AND SAFETY POLICY REQUIREMENT FOR CONTRACTORS

Care & Repair will only use contractors who have a good proven record on health and safety and which can be demonstrated by the following:

1. Health and Safety Policy
2. Good record of reported incidents
3. Good working practices through our direct experiences
4. By any other method Care & Repair feels appropriate
5. Contractors must be capable of discharging their primary responsibility to safeguard their employees and other persons who may be affected by their undertakings.

This policy will be administered by means of an approved list of Trusted Traders. This list will be constantly reviewed and sanctions will be applied as a result of poor health and safety performance, including removal from the Trusted Trader list where appropriate.