
Code of Conduct for Contractors

Hanover is committed to providing a high quality environment for all residents who live on our estates. This Code has been prepared to set standards for all contractors and their employees, whether they are working for Hanover or for a resident.

Where a contractor is working for Hanover they must also comply with the terms and conditions of the contract for accredited contractors. Where any more specific requirements are set out in a specification or schedule of works, these must also be complied with.

General

- Be polite and treat residents and their homes/gardens with respect
- Provide proof of identity and wear a company badge with your name
- Preferably display the company name on vehicles and/or clothing
- Carry out routine work between 08.30 and 17.30 Monday to Friday
- Keep to agreed appointments or inform and re-schedule promptly
- Inform residents and/or others on the estate about the work and any impact it may have on them, such as interruption of services
- Wear clean and appropriate clothing
- Behave in a proper and professional manner
- Maintain confidentiality
- Make due allowance for any disability, mobility impairment, vulnerability or cultural issues
- Properly control hazards and risk arising from your work by following your method statement
- Comply with professional and general health and safety best practice.

On site

- Do not park in designated disabled spaces or other allocated spaces
- Protect fixtures, fittings and residents possessions
- Cordon off work areas, where practical, or keep the area as clear as possible, providing warning to anyone approaching

- Maintain security of the dwelling and the communal areas
- Store and use materials, tools and equipment to avoid causing inconvenience or hazard
- Do not disconnect or disable any safety system or impede the action of fire doors
- Take proper precautions when conducting hot work or work likely to affect fire or smoke detection systems
- Minimise inconvenience to residents and neighbours and keep mess to a minimum
- Use radios and mobile phones with consideration
- Do not use residents' facilities or eat/drink inside without their permission
- Avoid causing offence by crude language, racism, sexism or other inappropriate behaviour
- Do not work under the influence of alcohol or drugs
- Do not smoke in or close to the property
- Report any incidents or accidents that occur

Completion

- Inform residents/estate manager about any delay or need to return to complete works
- Reconnect and test any services that have been interrupted; ensure the works have not damaged the weathertightness, security, safety or firestopping of the premises
- Clear away debris and left over materials frequently and on completion and properly dispose of waste