



EXPECTED STANDARDS OF BEHAVIOUR FOR L&Q SUPPLIERS

BECAUSE HOMES MATTER

Registered Office 29-35 West Ham Lane, Stratford, E15 4PH Homes & Communities Agency (L4517) Registered Society (30441R)
L&Q is an exempt charity



1. Introduction

We're all responsible for delivering excellent customer services to residents. Throughout this document, the term "Supplier" is used to refer to anyone who works in and around our homes who is a Contractor or Professional Advisor.

And the term "L&Q" to refer to anyone who works in and around our homes who is a Supplier's or Sub-Contractor's employee or an L&Q member of staff such as engineer, caretaking staff and DM Operative.

We want your commitment in meeting these standards of behaviour and delivering customer excellence.

2. General principles

These requirements are in addition to those set out in the Code of Conduct for L&Q Suppliers.

Our residents are amongst the most engaged with their service provision of any large UK Landlord. They demand, as we do, excellence in service delivery. Our uncompromising approach to customer service requires everyone working on our behalf to:

- Treat our residents in a way they want to be treated.
- Demonstrate they're ready, willing and able to help – a 'can do' approach.
- Constantly seek solutions to problems by taking both ownership and responsibility.
- Show they care about the resident, are committed to helping and can be trusted to do what they say they'll do.

In short, each operative must recognise they make the difference in delivering excellent customer service.

We set out the detail of our Expected Standards of Behaviour in this document which describes how suppliers/operatives must behave at all times.

They must provide each operative with a laminated code card before they start work in our residents' homes.

3. Health and safety regulations

A supplier must comply with all legislation, regulations and codes of practice for Health and Safety.

All Construction and maintenance suppliers must have a current Constructionline membership at Silver level or greater. For complex or high value building or maintenance work we may require suppliers to have Constructionline Gold or Platinum level membership.

4. General data protection regulations

We've strict data protection policies and procedures in place to protect resident confidentiality. Operatives working on our behalf must be fully aware of the need to protect our residents' personal data.

Personal Information is any information which could identify a living individual. Operatives will be carrying personal data (on job tickets), overhearing private conversations and taking work-related photos in and around our residents' homes. Sometimes these will be in very sensitive locations, such as hostels.

They must take care at all times to keep personal data safe and secure.

5. Safeguarding children, young people and adults at risk

All suppliers are required to train their operatives to recognise and respond to safeguarding issues. Where they have a concern about a resident, a resident's family member or visitor, they should report it to their named contact at L&Q.

Suppliers must not remain on site if they are left alone with a person below the age of 16.

6. Bribery Act 2012 and probity policy

Our Probity Policy details L&Q response to The Bribery Act 2010. The relevant elements are:

- **Inducement:** Any attempt to influence ordering of work or payment of costs will be interpreted as bribery and corruption.
- **Hospitality and Gifts:** Suppliers are discouraged from giving gifts to L&Q staff. Where suppliers would like to give small tokens, it must be marked for the attention of the Chief Executive and acknowledged on the understanding that it benefits all staff equally.
- **Friends and Relatives:** Under no circumstances must any member of the supplier's staff be a member of L&Q Strategic board or governance structure.
- Suppliers must disclose any staff member's close relationship with a member of the board, technical team or management structure.

7. Equality and diversity

We only work with suppliers who share our principles of promoting inclusivity and valuing diversity in the workplace and in the wider community in line with the Equalities Act 2010. The work environment must be supportive and one where respect is shown to all.

We expect all suppliers to have an equality and diversity statement or policy and an active equality and diversity action plan. We're happy to help our suppliers to develop their approach.

Our suppliers are the face of L&Q when visiting residents' homes. So we expect them to train their staff in equality and diversity. Everyone, regardless of their gender, race, ethnic background, culture, disability, sexual orientation, age, religion, socio-economic status or any other factor, will be supported and encouraged to perform to their full potential. Operatives must not act in a way that unjustifiably favours or discriminates against particular individuals, groups or interests.

We expect suppliers will:

- Take account of people's differing needs.
- Not ask inappropriate or sensitive questions.
- Ensure communications are effective and suit the individual.

Respond promptly to any reports of discriminatory behaviour by their operatives and advise us of any remedial action.

8. Modern slavery

L&Q expects its supply chain to comply with obligations in the Modern Slavery Act 2015 including refraining from using forced, involuntary or debt bonded labour. All Suppliers must make sure their own supply chains are slavery free.

9. Grievances and Complaints

Operatives must immediately report any disputes between a resident and supplier to their project supervisor. This includes when they're not able to start or continue working for any reason.

If an operative feels threatened, unsafe, harassed, or a situation has become too difficult to handle, they should:

- Leave site immediately.
- Contact their supervisor. They will report to us and we'll investigate and take action.

Suppliers must immediately report to L&Q any complaint arising from a dispute in any form between them and a resident.

10. Harassment and Bullying

Our Suppliers must also have effective harassment and bullying policies and procedures. The environment we work in should be free from harassment, bullying or intimidation.

Everyone is responsible for their behaviour, whether intentional or unintentional and we must ensure it does not constitute harassment.

EXPECTED STANDARDS OF BEHAVIOUR FOR L&Q SUPPLIERS

11. Acceptable hours of work and arranging access

Except in emergencies works, will take place between 8am - 8pm (Monday to Friday) and 8am – 1pm (Saturday).

Appointments will meet the resident's preference and give adequate notice. Suppliers must confirm appointments using the residents preferred option, such as phone, text message, email or letter.

Restriction may be placed on those hours dependant on the type of work being undertaken.

12. Have to break the appointment

Please let residents know if you're going to be late arriving or unable to attend that day. Do this as soon you can. This gives them the opportunity to select an alternative appointment.

You'll also need to inform L&Q Direct on **0300 456 9996**

13. On your way to the job

If it's dark before you arrive, phone or text the resident to confirm you're on your way:

- Check your uniform/work wear is as smart as it can be.
- Make sure your batteries for your power tools are fully charged.
- Drive carefully in and around our neighbourhoods; park considerately, not causing damage to grass verges, or causing an obstruction.

14. Arriving at the door

Introduce yourself, stating:

- Your name.
- Your company name.
- An outline of what you've come to do.

Show your formal identification badge to the resident before entering the home. Let the resident know if you're a trainee (trainees must be supervised on site, at all times).

15. No one in?

If the resident doesn't answer the door, call L&Q Direct on 0300 456 9996 or your appointed contract manager.

They'll try to contact the resident. If no-one's in, leave a card stating you've called and asking them to re-arrange the appointment.

EXPECTED STANDARDS OF BEHAVIOUR FOR L&Q SUPPLIERS

16. Before you start work

Make sure you put on your blue shoe covers before you enter the home.

Explain clearly what the work will involve, which rooms you'll go in, what they need to do to help you, and how long it will take.

Your power tools must be sufficiently charged for the work. If on the rare occasion they're not, ask permission if you need to use gas, water and electrical supplies. Where the resident gives permission, be clear how you will repay the cost to the resident and agree the amount. The same principles apply to the use of a resident's phone or internet facilities.

Always ask permission before you use the resident's bathroom or kitchen facilities.

Use sufficient dust sheets to protect your working area.

Where there is a risk of damage to, for example, plants or fencing, tell the resident before works starts.

Take time to ask if they have any other questions.

17. Respect for others

We want you to treat our residents as the resident expects to be treated. Here are some things we don't accept:

- Language the resident finds abusive or offensive.
- Behaviour the resident finds rude, obstructive, unhelpful or aggressive.
- Criticising another's workmanship.
- Playing loud music.
- Using the resident's equipment, e.g. kettle or microwave (unless offered).
- Harassment of any kind – this includes over-familiarity, sexist behaviour, derogatory or racist comments, intimidation of any kind
- Insensitivity towards disability, vulnerability, religious practices or specific needs
- Asking questions not relevant to completing the task
- Smoking at any time whilst working on site
- Working under the influence of alcohol or drugs
- Excessive use of mobile phone for personal reasons
- Carelessness with sharp tools, electrical.

18. On the job

18.1 Quality of workmanship:

The quality of workmanship must be of the highest standards. If you come across something in your work you don't know how to tackle, contact your supervisor for advice.

18.2 Condition of home:

If you're unable to work safely in the resident's home due to poor hygiene standards, contact your supervisor immediately. Be sensitive to the resident's feelings but be honest about why you're unable to work. Tell them the job will be done as soon as the issue is resolved. Our Resident Liaison Officer will contact them to outline what needs doing.

18.3 Getting permission to go next door:

Don't trespass onto neighbouring property to complete repairs. You must first get permission from the adjoining owner or resident of that property.

18.4 Protection of furniture, carpets, etc:

You must protect residents' furniture and carpets generously using clean dustsheets.

Ask before you move any furniture or equipment.

If a breakable or valuable item is present in the room (e.g. a TV), ask the resident to move it to a safe place. If they refuse to move it or they aren't able to due to mobility or other vulnerability issues, ask them to sign a Disclaimer form.

Before you move it ask the resident to demonstrate any appliances as fully working and photograph any obvious damage. Contact your project supervisor if you aren't able to reach agreement.

If you have to lift fitted carpets, take care not to damage them. If the carpets are stuck to the floor, ask the resident to lift them before work starts. Use the Disclaimer form if they refuse or are unable to lift them themselves.

19. Security and safety of the home

You're responsible for security where the resident leaves you on site alone.

Do not leave doors and windows open unnecessarily. This is a security issue but it also causes draughts and heat loss.

If, during work, the condition of the property becomes dangerous, you must immediately inform:

EXPECTED STANDARDS OF BEHAVIOUR FOR L&Q SUPPLIERS

- The resident and or his/her family.
- L&Q supervising officer.

Pay particular attention to the safety of young children, the elderly, people with a disability and pets. This duty of care extends to all persons likely to be affected (i.e. residents, visitors, neighbours, the general public, etc.).

20. Tools and materials

You're expected to use your own tools and equipment. Under no circumstances can you use the resident's tools or equipment.

Compressor and pneumatic percussive tools should be fitted with a silencer and dust extractor recommended by the manufacturer.

Before carrying out any hot work or work in confined spaces, your project supervisor must obtain the necessary permits and comply with all Health and Safety Regulations.

Agree with the resident where you're going to put your tools and materials during the day and if necessary, overnight. Be mindful of obstructions and trip hazards.

21. Overnight

You must:

- Leave the property inside and out tidy and safe overnight.
- Leave the home secure, wind and watertight.
- Remove surplus materials and rubbish regularly, preferably daily.
- Stack ladders away securely and clear away all tools. If there's scaffolding, store ladders on the first lift.
- Reconnect and test all services so that they're left working normally for the residents.
- Before leaving site give the residents your company's emergency phone number.

22. Damage done?

If, during your work, you damage something belonging to the resident, let them know immediately and apologise. Also inform your project supervisor.

The supplier must make good the damage caused within 10 days. If necessary, the supplier shall replace or pay compensation for such items, subject to the agreement of the resident. The resident should notify L&Q of such incidents within 24 hours of the occurrence.

The Supplier/Operative shall inform L&Q of all such incidents and keep a written record of it.

23. Resident request additional or private works

A resident may request further works whilst you're at the property. The decision about whether or not to do extra items of work depends on the nature of the job and your work schedule. If time doesn't allow the additional items, help the resident to report the repair to L&Q.

Whilst at the property, you may identify further works are needed. Report these to your supervisor/lead technician.

Residents may occasionally ask suppliers and operatives to carry out works for them privately. (If you're directly employed by L&Q this isn't acceptable), As a private supplier/operative arrangements are between you and the resident but advise the resident to request permission for the works first.

24. Unable to complete the job that day?

If parts are required for a job and these aren't readily available. Give a clear indication of how long it will be before you return to finish the job.

If, for another reason, you're unable to complete the work, make sure you're leaving the property in a safe and habitable condition.

Either way, before you leave, make a firm appointment for another date thereby managing resident's expectations.

Tell the resident and L&Q the following:

- Why the work couldn't be completed.
- When the work will start and when it will be completed.

Give the resident a contact name and number for your office.

25. Job finished

25.1 Clearing up

Leave the area where the works have been undertaken in a clean and tidy condition.

Remove dust sheets and vacuum clean the affected rooms. Do not use the resident's cleaner.

You mustn't leave any rubbish in and around the home or on site on completion of the works. Remove ballast, sand, saw dust, etc, and sweep and wash down the area.

Put back any furniture, fixtures and fittings you moved to their original location. This includes those items where you obtained a signed disclaimer from the resident. If you are unable to reinstate an item, speak to your project supervisor or L&Q contact and agree a way forward.

25.2 Resident informed and satisfied?

Check all the services are in a safe and working condition.

When you've tidied up and are almost ready to go, explain to the resident exactly what you've done. Make sure they're clear on what happens next, such as:

- How to use new controls – give them the opportunity to try them out while you're on hand.
- What follow-on works are necessary and when they will be carried out.

Tell them who to contact if there's a problem. Ask if they have questions.

Ask the resident if they're satisfied with the work and the way you've tidied up.

If you have a customer survey on a PDA, ask the resident if they're happy to complete it there and then.

Attend to any minor issues before you leave.

26. Expected Standards of Behaviour

The expected standards of behaviour are how L&Q expects suppliers/operatives to behave at all times. All Suppliers must train their operatives in these Expected Standards of Behaviour.

27. Signing up to the Expected Standards of Behaviour

It may appear that all the obligations in this document fall only upon the supplier. However, there are similar obligations in our tenancy agreements.

Residents should give similar courtesy and respect to anyone working in their property. Our experience shows, in the vast majority of cases, people do respond to being treated courteously and properly.

We'll give copies of the Expected Standards of Behaviour to our residents who contact us if they feel the Expected Standards have been breached. We'll investigate complaints from residents and report our findings to the responsible director. We expect suppliers to implement actions we agree.

EXPECTED BEHAVIOURS CODE:

I have read, understood and agree to conform to the Expected Standards of Behaviour for L&Q Suppliers.

Name: _____

Signature: _____

Position: _____

Company Name: _____

Date: _____