

The Contractors Service Standard

Newydd is committed to providing our customers with an efficient and high quality service by working in partnership with our contractors. It is important that you know the standards of conduct expected of all our contractors.

You can expect all operatives working for or on behalf of Newydd to:

- Treat you courteously.
- Keep appointments. If they are unable to keep an appointment, they will contact you to arrange a new appointment.
- Carry out work between 8am and 6.30pm Monday to Friday or otherwise by agreement with the resident.
- Wear identification badges.
- Carry out all work in a safe manner. Materials will be stored safely, scaffolding will be secured and any external ladders will be removed or planked overnight or when not in use.
- Contractors will adhere to Health & Safety Regulations and will ensure that Personal Protective Equipment is used where necessary. They must tell you of any hazards and advise you how to keep safe whilst they carry out the work.
- Clear away all debris, dust and rubbish from the works every day.
- Treat your possessions with respect. They will use suitable protection, such as dustsheets, where appropriate to protect items vulnerable to dirt, dust or other damage.
- Ensure that your home is secure at all times and if doors and windows have to be left open, they must tell you.

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Operatives working for or on behalf of Newydd will not:

- Use radios, CD/cassette players etc.
- Smoke inside your home.
- Use your telephone without permission.
- Drink alcohol during working hours.
- Use foul language, lewd behaviour, racist or sexist remarks.
- Enter a home where only a child is present. If no other adult is present, they will not enter the premises, but seek a further appointment.
- Use, move or remove any of your possessions, without permission