

# FACT SHEET 4

## Contractors' Code of Conduct

If you have selected a Contractor from Housing & Community Services Advisory List of Contractors, he should provide the following standard of service.

### At his initial visit

- Fully discuss the works with you including the running of pipework and cables.
- Give an indication of the time he expects the adaptation works to take.
- Give an honest indication of when he is able to carry out the work if appointed.
- Enquire whether there are any additional non-grant aided works to be carried out and confirm whether he is willing to undertake these for you.

### Following his visit

- Advise you within 3 days of the visit if he decides not to estimate for the work.
- Provide an estimate for the works within 2 weeks of your invitation to quote.

### If appointed to carry out the works

- Confirm the start date and anticipated completion with you.
- Inform you immediately of changes in the starting and completion times.

### While the works are in progress

- Work with your Occupational Therapist, the Adaptations Officer and your Architect, where appointed, to achieve a good standard of adaptation.
- Minimise disruption to the property services and where necessary make temporary provision to supply the client with essential services.
- Leave the workplace clean, tidy and safe at the end of each day.
- Respect your property and make good any damage caused during the works.
- Obtain your permission before using your telephone or other facilities.
- Inform you as soon as possible of delays or other problems which affect progress of the works.
- Inform you of unforeseen extra costs before carrying out that area of work.
- Adhere to agreed daily start and finish times.
- Not leave the works unnecessarily once in progress. Where unavoidable, agree a return date and time with you.

### On completion of the work

- Provide you with a suitable invoice for the works.
- Provide you with any equipment instructions.