

Supporting people to live well in their home and community.

irwell
valley
homes

Contractor Code of Conduct



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The standards
we expect for our
customers.

Our Contractor Code of Conduct

- The Code of Conduct is a summary of Irwell Valley Homes' expectations of a contractor being employed to carry out work on its property and the standards expected for its customers.
- This code of conduct protects the interests of our customers, as well as the interests of contractors who operate on behalf of Irwell Valley Homes. It applies in addition to the standard Irwell Valley Homes Terms and Conditions.
- Any breach of this code will be treated seriously and may result in removal from the Irwell Valley Homes approved contractor list.



Contractor obligations to Irwell Valley Homes customers.

- All appointments must be arranged with the customer before attendance.
- Arrive promptly and complete work as agreed with the customer.
- Show photographic identification and wear clean, presentable company uniforms.
- Use the correct materials, tools and equipment for the job and carry out work to the highest possible standards.
- Carry out work to the highest standards of health and safety in adherence to any RAMS that are associated with the work.
- Be polite and courteous at all times.
- Be respectful of and take care of the property including customers' belongings – if needed, consider use of a disclaimer.
- Clean up and remove all waste materials when work is finished.
- Ensure the customer understands what work will be carried out, the duration of works and advise them when work is finished.
- Complete all work to agreed timescales, wherever possible, and communicate any changes to these in a timely fashion.
- Deliver excellent customer service from start to finish and seek and use customer feedback to improve services.



Contractor obligations to Irwell Valley Homes.

- Provide Irwell Valley Homes with a main point of contact; in turn we will assign a key Homes Team Manager (HTM) contact.
- Quotations must be returned within 5 working days and in the pre-approved format.
- Contact the customer in a timely manner to confirm the appointment to undertake the repair.
- 2 attempts should be made to access the job. If unsuccessful, this should then be passed back to Irwell Valley Homes within 48-hours of the second no-access attempt
- Ensure you can evidence no-access at a customer's home via a no-access card and time stamped photographs.
- All variations must be pre-approved by a HTM except for emergency situations.
- Before and after pictures of completed works to be provided to HTM.
- Irwell Valley Homes will issue details of all live jobs once per week and requires a timely update on job status.
- Works to be invoiced within 21 days of work completion.
- The use of sub-contractors is only permitted with prior agreement from Irwell Valley Homes. Where subcontractors are to be used, Irwell Valley Homes must be informed of the name of the contractor and provided with assurance that they meet required credentials.
- Where appropriate, provide out of hours contacts as well as information about the escalation process and key contacts.
- Follow-on works or extra works must be reported to an Irwell Valley Homes colleague the next working day – an order number will then be issued before this work is approved.
- Seek sustainable solutions, minimise waste and work to reduce the carbon footprint and resources of the job.
- There is an expectation that contractors will take a proactive approach to working with us. This includes making suggestions or improvements to instructed works where perhaps greater longevity or value for money can be achieved – these will be recorded at progress meetings.
- All colleagues assigned to work on our contract must obtain a Basic DBS check. Where the certificate for this is not clear then a full risk assessment must be undertaken and documented and be shared with us as required.

Equality, diversity and inclusion

Irwell Valley Homes is committed to treating people with honesty, dignity, respect, and trust. This applies to colleagues, customers, potential customers, contractors, and Board Members.

Anyone working on behalf of Irwell Valley Homes will be mindful of the Equality Act 2010 in all its actions and will consider all the protected characteristics of the Act which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Age, Marriage/Civil Partnership and Pregnancy and Maternity.

In addition to the protected characteristics, contractors will be mindful of socio-economic disadvantage and will do everything in its power to minimise this and other forms of disadvantage.

Modern slavery

Compliance with the obligations set out in the Modern Day Slavery Act 2015. All contractors are expected to commit to having a slavery-free supply chain, with all endeavours being made to ensure this.

Prompt payment

Irwell Valley strives to pay all invoices within 30 days of acceptance of a correct and valid invoice.

Health, safety and wellbeing

Any organisation working on behalf of Irwell Valley Homes must meet all regulatory health and safety standards and provide relevant risk assessments and method statements pertinent to the work undertaken.

We expect suppliers and contractors to provide all their employees and others under their control with appropriate training, instruction, information, personal protective equipment, and a safe working environment.

Irwell Valley Homes expect all contractors to hold a relevant SSIP membership, preferably Constructionline, and to keep all records and submissions up to date.

Resident safety and safeguarding

Irwell Valley Homes takes our responsibilities to ensure the safety of our residents extremely seriously. In all cases when suppliers and contractors are carrying out works that may impact on resident safety, they will be expected to communicate with Irwell Valley Homes colleagues, put measures in place to enhance safety, and be considerate of residents' needs.

Irwell Valley Homes requires all suppliers to commit to creating and maintaining the safest possible environment for children, young people and vulnerable adults. Contractors should recognise their responsibilities to safeguard their welfare by protecting each individual from sexual, physical or emotional harm and from neglect or bullying.

Suppliers must provide their safeguarding policy and work in accordance with Irwell Valley Homes' safeguarding process and policies when providing services.





Business Continuity Planning

As our supply chain is integral to the service we provide, it is essential that our suppliers have robust business continuity plans in place to protect their operations as far as possible, should any disruption to their business occur (for example natural disasters, terrorism, software viruses, illness and infectious diseases).

Honesty and integrity

We expect our suppliers to operate with honesty, integrity and transparency in all business activities, complying with relevant legislation such as the Bribery Act 2010 and Money Laundering Regulations 2017.

Suppliers may not offer services, gifts or benefits to Irwell Valley Homes employees or their families and must work in accordance with Irwell Valley Homes' Employee Declaration of Interest processes.

Data Protection Act

It is expected that all of Irwell Valley Homes' supply chain will protect all data that we provide to them in the course of business, to an appropriate standard. This is so as not to cause Irwell Valley Homes to become non-compliant with the Data Protection Act 2018 through a deliberate act, negligence or ignorance.

Data protection and privacy laws regulate the collection, storage, use, disclosure, retention, and disposal of personal information, which can identify a living person.

Supply Chain Sustainability School

Irwell Valley Homes is proud to be a Partner to the Supply Chain Sustainability School with other Greater Manchester housing providers.

Alongside more than 170 of the industry's other major players (including Morgan Sindall, Siemens, SGN, VINCI, Highways England, Barratt Developments and more) we have committed to collaborate to support our supply chain to help us deliver more efficient and sustainable projects, for the better of our suppliers and the industry as a whole.

A recognition badging scheme for inclusion – Irwell Valley Homes requires all contractors to be an active member of the supply chain sustainability school. They should be working towards bronze membership in the first 12 months and committed to continuing to progress thereafter.

By joining the School, you will benefit from:

- CPD accredited e-Learning modules and "Toolbox Talks" on key issues such as Modern Slavery, Sustainable Procurement, Responsible Sourcing, Waste, Carbon Footprinting and Social Value.
- Over 300 CPD accredited training sessions per annum.
- A confidential and tailored online assessment allowing you to benchmark your sustainability knowledge against that of your competitors.
- Bespoke action plans.

Performance reporting

Irwell Valley Homes utilises the In-Tend contract management portal to ensure the appropriate levels of engagement by relevant stakeholders is maintained with our supply chain. This ensures that all contracts are monitored using equivalent criteria to allow for high level monitoring. As such there is an expectation that confirmation of service levels / KPIs will be made at an agreed frequency.

Repairs timescales

Where our supply chain is engaged to undertake responsive repairs, Irwell Valley Homes measures performance by the following criteria:

- Customer satisfaction with overall repairs.
- Customer satisfaction with time taken to complete a repair.
- Customers feel their home is well maintained.
- Emergency repairs completed within 24-hour target.
- Routine repairs completed within 28 working days target.
- Non-routine repairs carried out within 60 working days.
- Jobs completed right first time.
- Complaints and overall customer satisfaction with the service, including complaints and compliments.

Our contractors will be advised of the timescales of the work at the point of Irwell Valley Homes issuing a repair order.



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