

# Caerphilly Homes - Charter for Trust

This Charter for Trust has been developed following consultation with tenants and staff and has been agreed by the Caerphilly Homes Task Group. It sets out the standards that tenants can expect from the workforce and how tenants should treat the workforce.

## Respect

- 1 Treat all tenants, leaseholders and their visitors with respect. Be calm, polite, and professional at all times.
- 2 Tenants should show respect to trade operatives carrying out work in their home. Trade operatives will not be expected to work in homes where the tenant may be under the influence of alcohol or drugs.
- 3 Be aware of the needs, concerns and circumstances of all occupiers. If in doubt consult the tenant, leaseholder and/or the Tenant Liaison Officer (TLO). The TLO will liaise with the local Housing Office.
- 4 Always remember the property is someone's home and must be treated appropriately. **No smoking** is allowed in the home or during working hours. Tenants would be expected to refrain from smoking within the working areas. Radios should not be played unless by agreement with the tenant or leaseholder.

## In the Home

- 5 Carry out work with due consideration for the home and environment. Consider occupiers in neighbouring properties and their pets.
- 6 Respect the privacy of the home and do not go into any part of the property where work is not being carried out. Only employees contracted to undertake work should be in the home.
- 7 Take all reasonable precautions to protect tenants', leaseholders' and the Council's property while carrying out work, including access routes. Floors should be protected with clean dustsheets or similar and shoe covers should be worn. Externally protect trees and shrubs that might be damaged and avoid walking on planting beds unless absolutely necessary. Rectify any damage that arises.
- 8 **Never use** language, which may be considered inappropriate to others e.g. racist, sexist, abusive, foul or disrespectful.
- 9 **Do not** offer personal opinions on the quality of work carried out by others or on the Council's policies or procedures.
- 10 **Do not** use the tenants' or leaseholders' property (e.g. chairs, tables, ladders etc)
- 11 **Do not** use the tenants' or leaseholders' kitchen or bathroom to clean tools or equipment or to dispose of surplus materials.

**12 Do not** use the tenants' or leaseholders' toilet or bathroom without their permission.

**13 Do not** use any room in the property for tea or meal breaks. Breaks should be outside the home in designated welfare facilities.

**14 Do not** use the tenants' or leaseholders' electricity without agreement and provide standard cash reimbursement as soon as practical.

**15 Do not** use a tenants' or leaseholders' telephone unless the call is absolutely necessary and connected with the work and prior permission has been obtained. Use of mobile phones in the home should be for business purposes only or in the case of an emergency.

### **Access**

**16** When arriving at a property, even if you are expected, always explain to the tenant or leaseholder why you are visiting. Explain to the tenant, or leaseholder what the work involves, where you will be working and how long the work is likely to take. Apologise if you are late and if possible call ahead to advise when to expect you.

**17** If you need access to a property and are unable to wait to arrange an appointment, check with the tenant or leaseholder if it is convenient.

### **Safety**

**18** Carry your ID and take time to introduce yourself and any colleagues by name. Trade operatives should wear appropriate identifiable uniform or appropriate work clothes.

**19** Tenants should not leave unsupervised children when work is being undertaken in their home. Do not go in or continue to work in properties where children under 16 are present, unless an adult is directly supervising them at all times.

**20** Do not allow any person under the influence of alcohol or drugs to work on the contract. Caerphilly County Borough Council operates a zero tolerance policy to alcohol or drugs in the workplace.

**21** Do not put yourself at risk. If you have to leave the job because you have concerns about your own safety contact the Tenant Liaison Officer immediately. The TLO will liaise with the local Housing Office.

### **Information**

**22** Ensure the tenant or leaseholder has the contact numbers for the contractor and the Council's Tenant Liaison Officer including emergency out of hours details.