

# HousingFirst

## Code of Conduct *Contractors*

## HousingFirst Corporate Values

Our Corporate Values express to our staff, tenants and partners how we achieve our Mission and realise our Vision. They are an expression of HousingFirst's ethos and are expressed through our interaction with our colleagues, applicants and tenants, suppliers and all other HousingFirst stakeholders including the wider community. We use our Corporate Values to make decisions that will align with our mission: **Building Affordable Homes and Local Communities**

We will sustain these values as our business expands and our culture evolves.

### Integrity

We will have a shared commitment to openness, honesty and fairness.

### Respect

We will treat all people equitably and well, without judgement or prejudice.

### Inclusiveness

We will build communities and facilitate participation.

### Collaboration

We will engage with colleagues, tenants and business partners in a team-based approach.

### Accountability

We will be responsible for our actions and act professionally.

## Purpose

The purpose of the *Code of Conduct - Contractors* is to ensure contractors are fully aware of their responsibilities when engaged to work on HousingFirst properties.

## Scope

This Code of Conduct applies to all contractors, all employees of contractors and all subcontractors engaged by HousingFirst.

## Code of Conduct

### Introduction

HousingFirst is committed to providing consistent and quality service to tenants and their families.

Any contractor engaged by HousingFirst has a duty to adopt high ethical standards, honour agreements and undertakings, and be courteous at all times. Contractors must therefore ensure that their employees, subcontractors and the employees of its subcontractors are familiar with the contents of this Code and observe its requirements at all times whilst working in and upon the properties managed by HousingFirst.

For the purposes of this document, Contractors also refers to employees, subcontractors and their employees.

HousingFirst will provide this Code of Conduct to all contractors engaged by the organisation.

### Before arriving at a tenant's home

In order to minimise inconvenience to the tenant, where practicable, arrangement to attend a property for maintenance should be via mutual agreement with the tenant. Access and permission can also be arranged through HousingFirst.

In some cases, depending on the nature of the properties, HousingFirst staff members can provide access. Remember that access without tenant's consent is not allowed under the *Residential Tenancies Act 1997 (Vic)* except under special circumstances and providing the required notice period.

### Courtesy and general appearance

When visiting or working at a tenant's home or related areas Contractors must:

- show all occupants full courtesy and respect
- be of neat and tidy personal appearance and suitably attired in a reasonable standard of dress
- ensure footwear and clothing is cleaned of mud, wet paint, grease etc. before entering a tenant's home
- treat the tenant's home and personal property with due care and respect at all times
- give full consideration to the tenant's comfort, well-being, health, welfare, safety, and security
- any disruptions to the occupants to the occupants must be kept to a minimum.

### Language and general behaviour

Bad language is not to be used in the presence or hearing of any tenant, visitor, guest or staff of HousingFirst.

Contractors are to ensure that personal behaviour does not interrupt nor threaten the general enjoyment by tenants of their home and surrounding environment.

Contractors are not to be judgemental nor belittle a tenant for any reason by attitude, tone of voice or action.

Contractors are not to make any derogatory or non-essential comments on the work of others who may have serviced a tenant's home or on faults or problems the Contractor has been engaged to rectify.

### Noise

Contractors are to take care to minimise noise. Tenant requests to limit noise must be respected. If agreement cannot be reached, the matter must be referred to HousingFirst for resolution.

The use of radio and other sound equipment in tenanted properties and common areas (e.g. hallways, stairways, entrance areas in unit blocks etc), is only permitted with the approval of the tenant of the property, HousingFirst or tenants using common areas in the buildings.

### Health and safety

All possible safety precautions must be taken to ensure the health and safety of all persons in and around the property in which the work is being carried out. Ensure that clear and timely warnings are given of any hazards.

The possible presence of children must be kept in mind when manoeuvring vehicles or large equipment and mechanical devices.

Tools, especially power tools, must not be left unattended as they present a safety risk to children.

### Smoking, alcohol and prohibited substances

Do not smoke in any property of HousingFirst.

Persons must not be under the influence of alcohol or a prohibited substance whilst performing work under the Contract.

Alcohol and prohibited substances must not be consumed on or prior to entering any property of HousingFirst.

### Protection of tenant's property

Take all reasonable precautions to protect the tenant's property from theft or damage. Immediately advise HousingFirst of any damage or loss that occurs to the property of the Contractor or the property of the tenant.

### Use of a tenant's property

Do not use a tenant's power, gas, or water, without prior permission.

Do not use the tenant's toilet, wash basins or cooking facilities without prior permission.

Do not prepare or eat food in the tenant's home without prior permission.

If permission is not given in these situations the tenant's wishes must be accepted with good grace and alternate arrangements made.

### Tenant's telephone

Tenant's telephone is not to be used to make or receive calls except in case of emergency.

Calls must not be diverted to a tenant's telephone from mobile telephones or other communication services.

### Parking and storage

Contractors are not to store any materials or equipment on the site without permission of the tenant.

Anything stored on the site is stored entirely at the Contractor's risk and no responsibility for its security or safety will be accepted by the tenant or others.

Permission must be obtained from the tenant before parking or placing any vehicle, site office, storage container or other facility in the grounds of their home.

Contractors are not to obstruct any driveway, footpath crossing, road, pathways or any other access in the grounds of apartments or neighbourhood precincts.

### Work during absence of tenant

Remaining at a tenant's home during the tenant's absence is not desirable and should be avoided where practicable, unless authorised by HousingFirst.

Carrying out work on property where children, not supervised by adults, are present should be avoided where practicable.

Permission must be obtained from the tenant before working in a tenant's home during the absence of the tenant. Permission may also come from a HousingFirst staff member who authorised the works.

The property must be left in a secure state when unattended.

## Cleaning up

Contractors are to regularly remove all rubbish resulting from the work, and leave the property in a clean, tidy and liveable state at the end of the works or each day if return visits are needed. This includes confirming that utilities are connected.

## Animals

No animals or pets owned by Contractors are allowed in or upon any property of HousingFirst. Animals and pets owned by tenants must not be antagonised or mistreated. Doors must be kept closed so tenant's pets cannot escape.

## Ethical conduct

Contractors are not to, under any circumstances, comment on any matters relating to the Contractor or the operations of HousingFirst.

This includes discussion and comment on the condition or location of HousingFirst's properties, policy of HousingFirst, names of other HousingFirst tenants, or matters of a personal nature of the tenant such as conduct, appearance, ethnic origin, the condition of the property or on any issue relating to standard of housekeeping.

## Illegal acts

If any person sees an illegal act or a crime in progress they must immediately inform the police, then HousingFirst.

## Emergenices

If there is any immediate danger to life or property, the appropriate emergency service must be called immediately. Contractors must also notify HousingFirst.

## Difficulties encountered onsite

Contractors, if concerned for their health or safety, or the safety of their materials, tools or equipment, may leave the site providing they have been acting reasonably. Contractors are then responsible for advising HousingFirst.

It is not possible to define every event where it might be considered inadvisable to enter in or upon property or advisable to leave after entering. The following instances are examples of where decisions of this nature might reasonably be made:

- where persons appear affected by alcohol or other substances and entering or remaining in or upon the property may provoked an undesirable situation
- where there are groups of people at or near the property and their demeanour and general attitude is one of menace
- where persons are agitated or displaying erratic or other inappropriate behaviour which may be a threat to personal safety
- any display of aggression by persons or animals
- any instance where personal safety, the safety of others or the safety of machinery, equipment, and other property, is either in danger or under threat of danger, or where an unsafe situation has developed.

In these or similar circumstances Contractors should not enter the property or should withdraw from the property immediately.

Contractors should also leave a property if a situation becomes unmanageable or if a dispute arises with an occupant which will significantly affect progress of the work.

Contractors should politely decline to engage in non-essential discussion.

Contractors must not respond or argue. They should collect their tools and equipment, leave the premises and immediately inform HousingFirst.

### Breaches of Code of Conduct

Any complaint submitted to HousingFirst by a tenant will be investigated by HousingFirst in accordance with HousingFirst's Complaints and Appeals Policy.

### Related information

Residential Tenancies Act 1997 (Vic)  
HousingFirst Standards Forms of Contract  
HousingFirst Complaints and Appeals Policy

### Version control

<b>Version</b>	2	<b>Review frequency</b>	3 years
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