



## **Servants Community Housing Limited**

ABN: 86 623 370 034

## **Code of Conduct for Contractors**

## Servants Purpose

We exist to create communities where respect, dignity, hope and opportunity are nurtured.

## Servants Values

Beginning as a ministry of Hawthorn West Baptist Church, Servants is sustained by the inspiration of Jesus Christ to care for the less fortunate in the community and to work towards a more just and compassionate society.

**Relationship.** We invest wholeheartedly in people, value their stories and work to create genuine, sustainable communities.

**Dignity.** We honour every person by respecting their privacy, desires, independence, rights, religion, physical and mental needs.

**Opportunity.** In our commitment to provide safe, caring homes we look for opportunities where residents can grow, emotionally, relationally, spiritually and personally.

## PURPOSE

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

## SCOPE

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

## INTRODUCTION

Servants is committed to providing consistent and quality service to tenants and their families. Any contractor engaged by Servants 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 Servants. For the purposes of this document, Contractors also refers to employees, consultants, subcontractors and their employees. Servants will provide this Code of Conduct to all contractors engaged by the organisation. The use of the term 'Servants people' refers to Servants staff, volunteers, residents and other contractors.

## Access to residents' rooms

Access and permission must be arranged through Servants and Servants staff members will provide access. Access to resident's room is not allowed under the Residential Tenancies Act 1997 (Vic) unless sufficient notice has been provided in accordance with the timelines under the Act or under special circumstances such as an immediate safety risk.

## **On site**

Contractors must:

- Demonstrate courtesy and respect to all Servants people
- Wear appropriate safety gear where applicable
- Give full consideration to the resident's comfort, well-being, health, welfare, safety, and security
- Keep disruptions to the residents at a minimum
- Not use bad language in the presence or hearing of Servants people
- Ensure that personal behaviour does not interrupt nor threaten the general enjoyment by tenants of their home and surrounding environment.
- Must not be judgemental nor belittle a tenant for any reason by attitude, tone of voice or action
- Must not make any derogatory or non-essential comments on the work of others who may have serviced Servant's properties the Contractor has been engaged to rectify.
- Take care to minimise noise. The use of radio and other sound equipment in common areas (e.g. hallways, stairways, entrance areas in unit blocks etc), is only permitted with the approval of Servants staff

## **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. Tools, especially power tools, must not be left unattended.

## **Smoking, alcohol and prohibited substances**

There is no smoking inside the buildings.

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.

## **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.

## **Illegal Acts**

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

## **Emergencies**

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

## Difficulties on site

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

## General Information

There is limited onsite parking. Contractors are not to obstruct any driveway, footpath crossing, road, pathways or any other access in the grounds of apartments or neighbourhood precincts. Servants staff will assist to obtain parking spaces when required.

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 Servants.

## Legislation and standards

This policy implements the obligations of Servants under:

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- [Guidelines for Registered Housing Agencies published by DFFH](https://providers.dffh.vic.gov.au/guidelines-registered-housing-agencies)  
<https://providers.dffh.vic.gov.au/guidelines-registered-housing-agencies>
- Performance Standards for Registered Housing Agencies

## Review

This policy was written in September 2022. It is rescheduled for review in September 2024.