



Code of Conduct

Considerate Contractors

Lincoln Digs strives to promote and achieve best practice in all aspects of our business; ensuring a professional and efficient service to our tenants. The following is expected:

Respect your Surroundings

- Adhere to property entry policy
- Minimise noise and disruption at all times. Do not play out music
- Leave the property and tenant belongings as found and never use food, drink, crockery etc.
- Always ask tenants before using bathroom facilities
- Never comment on the property condition to tenants
- Never use tenants waste facilities - this includes internal bins and wheelie bins. Remove your waste and dispose of correctly

Protect the Environment

- Seek sustainable solutions, minimise waste and consider the carbon footprint of works
- Minimise the impact of air, light and noise pollution
- Protect the ecology, landscape, wildlife and watercourses to the best of your ability at all times
- Always, where possible return parts to the office so they can be used to minimise waste in future projects

Value the Workforce

- Tenants are to be polite and courteous
- It is expected that tenants give you necessary access and freedom to carry out your works so that it can be completed in the shortest time possible
- We ask tenants to empty cupboards, move ornaments, clothing and other small personal fixtures in the work requires. As a contractor you should move large items or appliances
- Tenants should respect the rights of others including contractors and maintenance staff
- Report likely risk of damage to your property
- Refer concerns over workmanship to the office

Care about Appearances

- Being organised, clean and tidy throughout the job
- Taking pride in personal appearance, dressing appropriately and smartly
- Be polite and courteous at all times
- Never use inappropriate, foul or abusive language
- Display name badge and ID
- Never eat food or leave wrappers in occupied properties
- Never smoke indoors, consume alcohol or use prohibited substances or work while under their

Secure everyone's Safety

- Make residents' safety, health, comfort and safety a priority at all times
- Make sure there are never any trip or fire hazards
- Do not leave tools or materials in the property over night unless by prior arrangement
- Report potentially vulnerable or anti-social residents to the office
- Never leave a property unsecure, open to damage from the elements or leave ladders where they could be used to gain access

This code outlines Lincoln Digs' expectations of all of our approved contractors. These points are considered fundamental and align with our company values.

Breach of the Code

If you feel as a contractor or tenant that either party is not complying to these guidelines please contact us on 01522 82994 so we can take appropriate action

General Issues

For all general maintenance issues please email the office on maintenance@lincolndigs.com or contact the office on 01522 82994