



Code of Conduct

Working with Lincoln Digs

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:

What we expect from you

- To adhere to our codes of conducts and our policies - these are available at the office
- To follow the University Codes of practice with particular attention to the time scales
- Public liability insurance made available to us upon request
- To be registered with the relevant bodies and registers (e.g Gas Safe Register) and be able to provide credentials upon request
- To provide invoices and relevant documentation in a timely manner to the Office Manager
- We expect to be kept informed should the scope of work change (cost/finish)
- Where possible documentation including invoicing to be electronic in line with our paperless office policy
- Clear lines communication to be established and maintained at all times during works carried out
- We expect confirmation when a job is complete
- We require debriefing from each job you attend

What you can expect from us

- Clear, concise and deliverable expectations outlined at first contact for each job we ask you to undertake
- To liaise with tenants regarding access requirements and the task to be undertaken on your behalf
- To liaise with neighbours or other parties who may be affected by works we have requested
- To be available should you require further information or clarification
- To contact you with sufficient time to book in upcoming certificates so that they never lapse
- To act fairly if conflict arises and try to the best of our ability to mediate the situation
- To work to our best ability to provide work environments where everyone is respected and treated fairly
- To have invoices paid in a timely manner inline with your credit terms
- To respect your right to feel safe and act upon inappropriate or threatening behaviours
- To act upon any hazards brought to our attention swiftly

University Response Time to Disrepair

Emergencies - Within 24Hours

Unsafe electrical fittings, blocked drain, toilet not flushing, leaking drain, insecure external window and door locks

Urgent Repairs - Within 3 Days

Partial loss of power, blocked sink, loss of heating or hot water supply, loose bannister

Priority Repairs - 7 Working Days

Leaking Roof

Non- Priority Repairs - 28 Working Days

Planned and routine maintenance should be carried out with respect and consideration to the convenience of the students

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