



Orkney Islands Council Repairs Service Charter for Employees and Contractors

What you can expect from our employees and our contractors employees:

- They will be tidily dressed and wear a uniform provided by the relevant employer.
- They will introduce themselves to you and show proof of identity.
- They will explain the nature and purpose of the job.
- They will be polite and courteous.
- They will respond to your complaints.
- They will treat your details in confidence.
- They will behave properly and professionally at all times.
- They will not smoke, work under the influence of alcohol, use bad language, play loud music or use your facilities without permission.
- They will follow guidance on COVID-19 to ensure all safety precautions are followed.
- They will minimise disruption and mess to your home.
- They will take care of your property and possessions and protect these from dust, paint etc.
- They will keep your home secure at all times.
- They will keep safe materials and equipment used on site to avoid danger to you and visitors.
- They will reconnect and test services such as water, gas and electricity at the end of each working day.
- They will clear their rubbish from inside of your tenanted property at the end of each working day.
- They will remove their rubbish from the gardens of empty (void) properties and adjoining areas.
- They will comply with health and safety legislation and associated codes of practice.
- They will comply with equal opportunities good practice.

What we expect from you:

- That our employees and contractors' employees should also be treated with respect.
- That our employees and contractors' employees have the right to work in a healthy, safe and clean environment and have the right to refuse to work in unsanitary, dirty or unsafe conditions.

- That our employees and contractors' employees should be able to do their jobs free from the threat or risk of violence or abuse. Threatening or abusive behaviour will not be tolerated.
- That you provide reasonable access to allow the work to be carried out.

Contact

Orkney Islands Council Property Repairs Service

- Council Offices, School Place, Kirkwall, Orkney, KW15 1NY.
- Telephone: 01856873535.
- Email: repairs@orkney.gov.uk
- Website: <https://www.orkney.gov.uk>
- Office opening hours: Monday to Friday, 09:00 to 17:00.
- In an emergency, please contact: 01856873430.
- Available 24 hours a day, 365 days a year.

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