

Working together to keep homes safe, high-quality, and places to be proud of.

1. Foreword

As a Lace Housing contractor, you share our responsibility to make sure every home is safe, high-quality, and well cared for.

We ask every partner to uphold our values of kindness, integrity, and learning — treating residents, colleagues, and communities with respect.

Together, we maintain homes and neighbourhoods that people are proud to call home.

2. Who this Code applies to

This Code applies to all contractors, subcontractors, consultants, and suppliers working on behalf of Lace Housing, whether on site or within our communities.

3. Working safely and professionally

Safety comes first — always.

Everyone has the right to live and work in a safe environment.

Contractors must:

- Comply with all relevant health and safety legislation and Lace Housing's safety requirements.
- Carry out risk assessments and use appropriate PPE.
- Report any accidents, incidents, or near misses immediately to their Lace Housing contact.
- Keep work areas tidy, clean, and free from hazards.
- Ensure vehicles and equipment are maintained safely and parked considerately.
- Follow site rules, including emergency procedures and fire safety arrangements.

You must not undertake work you are not qualified, trained, or authorised to complete.

4. Respecting residents and colleagues

Every interaction reflects who we are. We expect contractors to:

- Treat residents, visitors, and staff with respect and kindness.
- Be patient, polite, and professional.
- Show identification when attending any property or scheme.
- Avoid unnecessary noise or disruption and keep dust and debris to a minimum.
- Respect privacy — never enter a home without permission and always knock and wait before entering.
- Be sensitive to individual circumstances and vulnerabilities.

If a resident appears distressed or unsafe, stop work if necessary and report your concerns immediately to a member of our team.

5. Safeguarding, equality, and inclusion

Lace Housing has zero tolerance for discrimination, harassment, or abuse.

Contractors must:

- Follow safeguarding procedures and report any concerns about residents' welfare immediately.
- Treat everyone fairly and without discrimination based on age, gender, race, disability, religion, or background.
- Show empathy towards those who may need extra support.

6. Sustainability and environmental standards

We are committed to reducing our environmental impact and expect the same from our partners.

Contractors should:

- Minimise waste and dispose of materials responsibly in line with legal requirements.
- Avoid unnecessary vehicle idling and reduce emissions wherever possible.
- Use energy, water, and materials efficiently.
- Reuse and recycle materials where practical.
- Report any environmental incidents or hazards immediately.

Together, we can protect the environment and ensure every home and community is sustainable for the future.

7. Communication and data protection

Communication should always be clear, honest, and respectful.

Contractors must:

- Keep residents informed of what work is being carried out and how long it will take.
- Inform Lace Housing of any delays, access issues, or concerns promptly.
- Never share resident details or photographs externally.
- Handle personal data safely and comply with the UK GDPR and Data Protection Act 2018.

Good communication builds trust and ensures we can resolve issues quickly.

8. Our Commitment – People • Places • Partnerships

People: We work with contractors who act with kindness, integrity, and professionalism, treating every resident and colleague with respect.

Places: We create and maintain homes that are safe, high-quality, and sustainable.

Partnerships: We collaborate openly with trusted contractors who share our values and commitment to continual improvement.

Every action taken by a contractor reflects on Lace Housing and the communities we serve.

Together, we make a difference — building trust, safety, and pride in every home.