



Code of Conduct for Tradesmen on the Age Action Trade Referral List

Introduction:

Age Action is the leading advocacy organisation on ageing and older people in Ireland. Our mission is to achieve fundamental change in the lives of all older people by eliminating age discrimination, promoting positive ageing and securing their right to comprehensive and high quality services. Our vision is that Ireland becomes the best country in which to grow older. Our aim is to achieve fundamental change in the lives of all ageing people and especially people in later life by empowering them to live full lives as independent and actively engaged citizens and to secure their rights to comprehensive high quality services according to their changing needs.

Care & Repair is one of our major programmes where volunteers do small odd-jobs and DIY work for older people in their homes free of charge. Regular befriending visits are also provided to older people who may suffer from loneliness or isolation.

Our volunteers are not meant to replace the professional tradespersons, but rather to carry out tasks that are too small for professional tradespersons. Our Trade Referral Service maintains a register of local tradespersons for older people who need repairs that are too large or difficult for our volunteers: we will supply names from our register to older people who contact the tradesperson to ask for a quotation for the work required.

The purpose of this document is to outline the standards that we expect of businesses in their dealings with our clients through a code of conduct. Age Action staff will make follow up calls to clients to ensure that they were happy with the service they received. Tradesmen will remain on the Trades Referral List on the basis of positive feedback from clients. Tradesmen can be removed from the list without notice at Age Action's discretion.

Code of Conduct:

Tradespersons on the Trade Referral List should:

- Be honest, reliable, trustworthy and respectful of older people
- Be professional in how they go about their work
- Be reasonable in terms of their fees

- Provide a quotation in writing without obligation to purchase
- Provide an itemised invoice and receipt for work done and payment received
- Have appropriate licences for the work
- Comply with health and safety regulations
- Have in place appropriate insurance cover
- Reply to all voice messages left by clients. Advise the client to call Age Action if the request requires a different trade or cannot be met in a reasonable time
- Make appointments in advance by telephone and call to cancel if unable to attend at the agreed time
- Leave work area clean and tidy on completion of the work

Tradespersons on the Trade Referral List should not:

- Charge unreasonable fees
- Commence work without prior agreement
- Request payment before completion of work
- Fail to provide a written invoice/receipt for work done and payment received
- Call on a client without making a prior telephone appointment
- Fail to turn up for an agreed appointment
- Take on a job if unable to undertake the work within a reasonable time (Please advise the client to call Age Action and ask for details of another tradesman)
- Pass on a job to a colleague in the trade without the agreement of the client
- Treat a client with disrespect, be rude or abusive
- Breach a client's confidentiality
- Refuse to make good, work with which there are subsequent problems due to substandard workmanship or material defects following completion of the work
- Advertise as "Age Action Approved" or anything similar. Age Action will recommend you to older people who call our service but Age Action does not give approval for its name or logo to be used in any promotional material, online activities or signage of any description.