

# Habitat for Humanity Fresno County – Code of Conduct

Thank you for your interest in becoming a contractor for Habitat for Humanity Fresno County (HFHF). This document highlights the basic requirements and code of conduct for our contractors. At the completion of the orientation, please fill this form out in its entirety to be placed into our prequalified contractor list.

## Contractor Information

Company Name \_\_\_\_\_

Main Contact Person \_\_\_\_\_ License Class \_\_\_\_\_

CA Contractor License # \_\_\_\_\_ Date \_\_\_\_\_

Do you have any of the following CA Contractor Specialty (Class C) license designations? (Please check all that apply)

Painting (C33) \_\_\_\_\_ Plumbing (C36) \_\_\_\_\_ HVAC (C20) \_\_\_\_\_ Roofing (C39) \_\_\_\_\_ Electrical services (C10) \_\_\_\_\_

## Contractor Requirements

## Please Initial

Contractor must hold a current and valid State of CA contractor's license	_____
Contractor must be in good standing with State of CA	_____
Contractor cannot be on State/Federal Debarred Contractors list	_____
Contractor must have business license in the city which they operate	_____
Contractor must have current/valid General Liability and Workers Comp Insurance	_____
C33 contractors must possess RRP certification and be Lead-Safe Certified	_____
Contractor must provide at least a one-year warranty for all work per state regulations	_____

## Contractor Attributes

HFHF continually monitors the following areas throughout the year to identify vendors that demonstrate the following attributes. As a result, our contractor partners that continually adhere to these attributes are rewarded with more work. Please take a moment to better understand these attributes of a partner contractor:

- Understanding of clientele – This program may primarily serve elderly and disabled homeowners through home repairs at no cost to applicants. We expect that the vendors (and their employees) we contract to will understand this clientele in order to better respond and serve our clients.
- Competitive Pricing – As responsible stewards of all monies that are donated and awarded to us, we closely monitor our sub-contractor projects for continued competitive pricing. All discounts are tracked and are tax-deductible.
- Quality of Work/Service – Within the community which we serve, our credibility and quality of work is key for our continued success, and a criteria of our vendor relationship that is continually monitored
- Customer Service – As a sub-contractor, you represent our organization. We expect that your technicians/staff that interact with our clients adhere to a high quality of client customer service.
- Communication – We encourage and expect open and efficient communication lines with our vendors. In addition, we expect that your technicians/staff that interact with our clients to follow a mutually agreed upon communication protocol with our clients.
- Timing – Due to the nature of repairs that are sub-contracted, timing is very important to our program. A repair response timeline that is mutually agreed upon will be established prior to engagement with a vendor.
- Using staff, not subcontractors – We prefer to use contractors that employ in-house staff versus using subcontractors.
- No upselling – Upselling to our clients is not tolerated.

- Mobile Home Experience – As we grow our reach, a large portion of the homes we are targeting are mobile homes. It is important for our contractor partners to have experience, or be willing to work within mobile homes.
- Multilingual Support - Some of our clients speak English as a second language. Multilingual support is a plus
- Engagement in HFHF volunteerism – Volunteers are at the core of how we make a difference in our community. Any amount of donated labor is welcome...plus it is tax-deductible!

**Contractor Acknowledgement**

I have read this document in its entirety and would like to be considered as a prequalified contractor for Habitat for Humanity Fresno County.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Comments

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