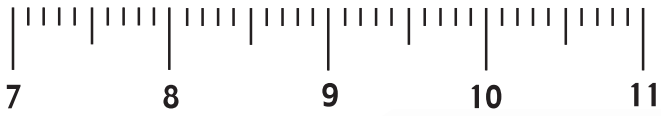
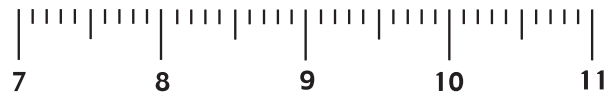


Measuring Up



Contractor Handbook

Measuring Up



Contractor Handbook

Sponsored by



INTRODUCTION

Liverpool Housing Trust (LHT) is a registered charitable housing association, owning over 9000 properties in Merseyside and Cheshire with planned growth to 19,000 homes by early 2008

The Trust was established in 1965 and since then has built up a reputation for improving housing conditions in Merseyside, particularly in Liverpool and in Runcorn, where we are a major landlord on three new town estates. LHT is a subsidiary of Vicinity Group.

LHT's commitment to social housing is reflected in our corporate vision, and our key priorities are to:

Ensure our portfolio of stock is sustainable, well balanced and meets the needs and aspirations of our customers

Provide and encourage the highest possible quality of service

Make our neighbourhoods places where people want to stay and choose to live

LHT is strongly committed to providing its tenants with services of the highest quality. To enable us to achieve this objective, it is important to ensure that our Contractors are aware of and understand the standards of conduct we wish them to uphold and build upon.



THE CONTRACTOR HANDBOOK

This handbook has been prepared to assist Contractors in their dealings with tenants, other customers and LHT. Contractors are expected to make sure their operatives understand, support and implement these objectives.

DEFINITIONS

For the purpose of this Contractor Handbook the following definitions are employed throughout:

CONTRACTOR

A Contractor is any individual, partnership, company or other organisation which undertakes work for LHT as an approved Contractor, or is working on a trial basis.

TENANT

A Tenant is any person who is responsible to LHT for the payment of rent in return for accommodation for him/herself or any member of his/her household.

SUPERVISING OFFICER

Any authorised person employed by LHT, such as a Maintenance Inspector/Surveyor, Contract Administrator, Consultant, or someone who is acting as an agent for LHT. This person will be referred to as a "Supervising Officer".

CUSTOMER SERVICE CENTRE (CSC)

The majority of repairs reported, or repair enquiries are dealt with at our CSC by our Customer Service Officers (CSOs).

ORCHARD

This is the main database that LHT use to record all repair and property details. The majority of Term Contractors will have remote access to this database through the internet.



CONTRACTOR WORKING WITH LHT

PROCUREMENT

LHT operates a strict procurement policy which sets out procedures on how contracts are to be procured, in accordance with all relevant legislation, including best value and European procurement legislation.

New Contractors must complete a Pre-qualification Questionnaire (PQQ) and will be evaluated on financial stability, quality assurance processes, references etc. Acceptance onto LHT's list of approved Contractors does not constitute a contract, implied or otherwise, between LHT and the Contractor, nor does it guarantee work to the Contractor. Furthermore, LHT reserves the right to remove a Contractor from the list without notice of reason.

LHT operates a finite list of approved Contractors that undergo constant evaluation. It is the responsibility of the LHT's Divisional Director (Asset Management) or the Divisional Director awarding the works to ensure appraisals are completed. All approved contractors will be subject to an annual contractor appraisal.

Contractors either on LHT's Approved List, or working for LHT on a trial basis, must comply with the terms of this handbook in carrying out any work for LHT. Should a Contractor breach any of the terms of this handbook, and this matter be proven after investigation the Contractor will be removed forthwith from our Approved Contractor List.

Depending upon the value of the works, and in accordance with EU legislation, Contractors may be recruited from one of the following

- LHT approved list of Contractors
- Constructionline or equivalent
- Advertising within the local press
- Advertising within the Official Journal of the European Union (OJEU)

The value of a contract will dictate the method of procurement employed, for example, written quotation or full tender.

PRE-QUALIFICATION QUESTIONNAIRE

Having received the completed PQQ, LHT must be satisfied that all the necessary criteria have been met. This will involve an evaluation which will include various references. In addition to trade and bank references, details of specialist body membership (e.g. CORGI, NICEIC etc) will be required for verification.

The PQQ will also request general details such as:

- Size and speciality of the Contractors workforce
- Financial stability of the Contractor
- Gender and ethnicity breakdown of staff, including the company's equal opportunities policy
- Skills and qualifications of workforce
- Which particular trades are employed
- The capacity of the Contractor
- Geographical limits of operation
- Administration details of office address, telephone numbers - out of hours contact numbers

LHT will obtain references from recent clients for information concerning performance and reliability. If accepted onto LHT's approved list their work will be closely monitored for:

- Standard of workmanship and materials
- Time-keeping and response time
- Ability to keep within estimates of time and cost
- Cleanliness and general organisation of work on site
- General appearance of plant, equipment, tools and operatives
- Care of stacked and stored materials
- Efficiency of general organisation and administration
- Consideration and customer focused attitude towards tenants
- Compliance with Health & Safety and CDM Regulations

ACCEPTANCE OF RATES

In most cases, a Schedule of Rates (SOR), hourly rate or another pricing mechanism will have been agreed, and detailed in the contract documentation, including provision for the control of any variations or additional works.

LHT reserves the right to question the validity of any invoices or charges.

Where LHT operate a partnering arrangement, an open book pricing mechanism will usually be adopted. Contractors will be subject to efficiency audits which will form the basis for price negotiation. This will include close working with the supply chain where a main supplier may be used.



PAYMENT TIMESCALES

Payment terms will be detailed in the contract documentation. However, unless stated otherwise, payment will be due 30 days net monthly. Payment will be made by BACS, and a remittance detailing the payment will be sent.

LEGAL REQUIREMENT

LHT will require Contractors to have current tax certificates (CIS4, 5 or 6, Registration with the 'New CIS' scheme, or proof of exemption). All Contractors will be expected to have current Public Liability Insurance cover to the value of at least £2,000,000 (unless stated otherwise in the contract documents) and Employers Liability Insurance, where appropriate. This figure will be reviewed periodically and may increase depending on the size of the contract. Contractors are required to ensure that LHT have all current certificates, including any trade certificates required such as CORGI, NICEIC, FENSA etc.

PERFORMANCE MONITORING AND ANNUAL APPRAISAL

LHT monitors Contractors and their work, which is under constant review, using stringent performance monitoring league tables. The following schedule details the typical Key performance indicators which are used for response, planned and cyclical contractors.

Response repairs

- Customer satisfaction
- Number of recalls
- Number of appointments kept
- Number of repairs completed within timescale
- Number of outstanding repairs
- Number of rejected orders

Planned and Cyclical programmes

- Customer satisfaction with the product
- Customer satisfaction with the overall service
- Predictability of time
- Predictability of cost
- Health and safety

The KPI's are used as an indicator by the organisation and are used to benchmark LHT's performance against other similar organisations.

In addition to this arrangement, a formal best value annual appraisal is carried out. This annual appraisal is conducted by senior Property Services staff and tenant representatives. The appraisal will consider areas such as measured performance throughout the year, quality assurance systems, employee competence, health & safety, communication, Equality & diversity, customer care and continuous improvement activities.

The results of the appraisal will be discussed with Contractors who will be able to respond to those results. The review is seen as an opportunity to discuss all aspects of our working relationship and to encourage continuous improvement. Details of the annual appraisal will be published in the form of a league table.

Contracts may be 'determined' or Contractors may be removed from the list between appraisals for the following reasons:

- If the Contractor without reasonable cause persistently fails to complete works by the stipulated times
- If the Contractor persistently carries out work in a poor manner, poor quality or to a poor standard, or the work subsequently displays a high level of defects, or if the Contractor does not forthwith comply with the Supervising Officer's instructions in connection with such defects or defective work
- If the Contractor commits a breach of any term of the Contract which in the opinion of the Employer is so serious as to justify immediate termination of the Contract
- If the Contractor has been found guilty of a criminal or civil offence committed as a result of his/her performance of the Contract
- If the Contractor becomes bankrupt or makes any composition or arrangements with his/her creditors or has a winding up order made or a resolution for voluntary winding up passed or appointed, or if he/she enters into liquidation whether voluntary or compulsory, or if possession is taken by or on behalf of any creditor of any property are the subject of a charge
- For failure to comply with this Code of Practice.
- For not carrying the work out in accordance with the specification and conditions of engagement.
- Unacceptable and rude, sexist, racist or homophobic behaviour or comments.
- Failure to comply with Health & Safety Regulations.



DEPENDANCE & CAPACITY

Where indications arise that a particular Contractor is seen to be over-dependant upon LHT or where LHT may become too reliant upon the services of a specific Contractor, the matter will be openly discussed and resolved, without prejudicing either party to future commitments.

In addition to the Contractor selection process, annual financial Contractor limits of 25% of the overall annual budget must not be exceeded unless authorised by the LHT's Divisional Director (Asset Management).

CORPORATE INFORMATION & ANNUAL REPORT

Corporate information and LHT's Annual Report will be supplied to all contractors on an annual basis and on request.

DUALITY OF INTEREST

In Section 15 of the Housing Association Act 1985 there is a requirement for Housing Associations to have a register of interest. The register should record any known relationship they, or their employees have with LHT, or within 12 months after leaving employment. Definition of relationship is a close relative, or partner. This will be reviewed by LHT's Senior Management Team on an annual basis.

In addition Contractors must also formally disclose any relationships with any Committee Member or staff member (currently employed or within 12 months after leaving employment) who may financially gain by payments made to the Contractor by LHT. In addition payments cannot be made, or work issued directly by any known relation of a Contractor or their employees.

SUB-CONTRACTORS

Contract documentation will detail the requirement for the Supervising Officer to agree to the use of sub-Contractors before they are taken on. We will not withhold our consent unreasonably. As far as it is practicable, the main Contractor will be responsible for making sure their Sub-Contractors comply with this code. If any Sub-Contractor does not comply with the code, we will treat the situation as if the main Contractor was the non-complier.

COLLUSIVE TENDERING

Contractors must not collude with each other in pricing or submitting any work or tender. Any reasonable suspicion that this has happened will lead to all parties concerned being removed from our approved list of contractors.

CONTRACT ADMINISTRATION

If all aspects of a Contractor's tender are successful, they will be asked to attend a Pre-Contract meeting, and will then be invited to sign the relevant contract documents. Information such as start dates, site meetings, handover arrangements etc will also be discussed.

The contractor will receive a copy of the contract.

ORDERING OF WORK

In order to deliver effective and efficient services, we focus on a number of distinct services:

- Response repairs
- Void repairs
- Annual gas servicing
- Cyclical maintenance
- Planned investment

For works procured under a formal contract, details of response times, project start and finish dates will be included within the contract and contract documentation, as will details of any penalties for non-performance.

Working within our procurement policy and where no formal contract is in place, a form of purchase order must be issued. This may be in the form of an internal order (POP), or a repairs order issued via 'Orchard'. Partnering contractors will be issued with an order form.

The repair order is the official instruction from LHT for works to be carried out. Instructions from a Tenant or other source must not be accepted, and no payment will be made for work done which has not been authorised by LHT, via the repair order or subsequent variation procedures.

Under no circumstances should any work be carried out without a formal purchase order or contract in place, or receipt of an order number.

VARIATIONS, VALUATIONS AND INVOICES

Invoices or valuations should be submitted to LHT within the deadlines as agreed.
Valuations must be agreed by the 15th day of each month

For interfaced Contractors, any variations and practical completions should be submitted within 3 days of completion on site. Due to the routine update period required on orchard, variations or invoicing cannot be input between 3 - 6pm every Friday.

TRAINING/QUALIFICATIONS

LHT expects Contractors to adequately train their staff and ensure that operatives are constantly updated in an industry where change is constant. More importantly LHT

expects Contractors to completely familiarise all staff with the legislation in regard to all Health & Safety matters i.e. CSCS, COSHH, HSAWA, CDM, CAWR and other relevant legislation. The Contractor must provide current certificates or registration with relevant bodies where appropriate. Furthermore, LHT encourages Contractors, where possible to participate in both government and local training schemes.

EQUAL OPPORTUNITIES THROUGH EMPLOYMENT

LHT is committed to an Equality & Diversity Policy and in turn, expects its Contractors to adopt equal opportunity employment practices. Contractors will be required to show that they are actively committed to employing staff presently under represented in construction related activities (eg black and racial minority and female) and promoting traineeships from a wide and representative cross section of the community, particularly from those groups and individuals who may suffer discrimination. These groups include Women, Ethnic Minorities and those with a disability (where the situation permits safe working). Contractors are also encouraged to seek employees who may currently be long term unemployed.

Further information on LHT's policy toward equality and harassment is detailed later in this handbook.

PRIVATE WORK

Contractors should not undertake work privately for LHT staff without the consent of the Property Investment Manager or Divisional Director (Asset Management). Any work that is carried out should be fully recorded in LHT's register of interest book.

If the Contractor undertakes any private work for Tenants, the Contractor must bear in mind that this is a matter between themselves and the Tenant. LHT accepts no responsibility for any payment due and this nature of work is at the Contractor's own risk. The Contractor would be well advised to ensure the Supervising Officer is made aware of any intention to carry out such work.

INDUCEMENT AND GIFTS

Any offer or suggestion of inducement to influence the placing of works with a Contractor by a Supervising Officer must be notified to the Divisional Director (Asset Management) or Managing Director immediately.

Gifts or gratuities, including hospitality will not be accepted or permitted. Any attempt by a Contractor to offer any form of inducement to LHT staff to influence placing of orders or payment of costs will result in immediate removal from LHT's approved list, and where necessary criminal action may be instigated.

CESSATION AND TERMINATION

In the event of ceasing work for LHT, Contractors will be required to hand back keys, plans, specifications, other documents or equipment (including IT interface equipment) issued by LHT and to ensure that any archived information is kept secure to ensure confidentiality.

In the event of termination of the Contractor's services, the individual, partnership or company will be deleted from the approved Contractors List. Any Sums will be withheld from payment of a final account to cover cost incurred by LHT in rectifying the fault, omission, plus administration costs in pursuing the matter.

Where a Contractor is subject to a takeover or merger by another party, LHT reserves the right to suspend the Contractor, or delete them from the approved list, without notice.

VICINITY GROUP EQUALITY & DIVERSITY POLICY INFORMATION

The Vicinity Group's policy for works towards equality of opportunity in the provision of housing, services, employment and training. Vicinity Group recognises that Equality & Diversity is key to achieving the highest standard of performance across the Group. Continually improving our performance in relation to Equality & Diversity is important to Vicinity Group because:

- We recognise the legal and regulatory framework in which we work
- We aim to work towards a just and tolerant society
- It makes good business sense

Vicinity Group is committed to achieving gender equality. We recognise our duties under the Sex Discrimination & Equal Pay legislation and Codes of Practice and undertake to strive for gender equality in service provision and employment. (This includes transgender equality, which is also covered under the Sex Discrimination Act).

Vicinity Group recognises the very real discrimination that people face in their lives due to their sexuality and life choices and we are committed to working to end this unfair treatment. We recognise the need for our own strategy to be in line with the EC Directive (2000/78/EC) and UK legislation on discrimination in employment and vocational training from December 2003.

Vicinity Group is committed to achieving racial equality, both in the workplace and in the communities we serve. We recognise and value the cultural diversity of our staff and the customers we serve.

We want to create an environment where lesbians, gay men, and bisexual people are free from unfair treatment and harassment and feel safe to be open about their sexuality and difference, if they choose to do so. Vicinity Group has undertaken to make its service accessible to everyone and we will work to ensure that our employment policies and service delivery are not based on the assumption that everyone is heterosexual.

The Vicinity Group is committed to achieving the best possible performance on Equality and Diversity to enable us to:

- Understand our customers. Understanding the diversity of our customers and their needs is central to delivering continuous improvement and high quality services
- Secure new business. Excellent performance on Equality and Diversity is a key criterion in the selection process for all types of partnerships, including the transfer of Local Authority housing and working with private developers to provide affordable housing
- Vicinity Group will ensure that services and products are relevant to the needs of our customers and sustain long-term demand
- Recruit and retain the best staff. By having a fair and transparent recruitment process, we aim to employ a diverse range of staff. Vicinity Group is committed to supporting and encouraging all staff to reach their full potential
- Deliver sound business leadership. Vicinity Group recognizes that governing bodies and senior management teams need to understand the needs of their customers. We will achieve this by ensuring these bodies reflect the diversity of the communities in which we work

In pursuit of this objective Vicinity Group will:

- Promote equal opportunities through all our activities, in particular through the provision of housing, services, employment and training
- Ensure our policies, practices and procedures are fair and do not cause discrimination. We will not allow discrimination or disadvantage to be obstacles to recruitment, training or promotion within Vicinity Group
- Accept its responsibilities under the Race Relations Act, the Sex Discrimination Act, the Disability Discrimination Act, the Equal Pay Act, Employer Equality Act, Racial and Religious Act, and related legislation
- Where relevant we will use positive action to meet the needs of disadvantaged individuals or groups

Vicinity Group will practice equality and diversity across all areas of its business in the following ways:

Accountability

The Vicinity Group has a duty of accountability to its Boards, customers, staff and the agencies it works with

Letting our homes

The Vicinity Group will monitor lettings to ensure they reflect the make-up of the communities in which we work. In relation to Black, Racial Minority (BRM) housing applicants, Vicinity Group will provide full support and assistance to ensure equal access to LHT





properties in all areas of our ownership. We will aim to ensure our lettings reflect the profile of the population in each of the communities we work in.

Access to information

We will provide information about Vicinity Group's services available in audiotape, Braille and in other languages. We will also provide an interpreter service if required.

Involving Residents

We actively encourage all members of the community to become involved with the work of Vicinity Group. We aim to ensure our resident involvement structures reflect the ethnic mix of our diverse communities.

Tenant Satisfaction

We want all our customers to be satisfied with the services we provide. We will monitor satisfaction levels to ensure they are equally high within all the communities we work in. We will build on our understanding of our diverse communities, to be able to meet their expectations and increase their satisfaction with our services.

Harassment

The Vicinity Group will monitor all reports of harassment, including racial harassment by quality checking cases, and measuring victim satisfaction. We will work with local partnerships to share information and best practice.

We will ensure prompt and thorough investigation of any complaints of discrimination or harassment from staff, customers and potential customers.

We will take all necessary action in relation to any complaint brought to our attention.

Contractors, Consultants & Suppliers

We expect our Contractors, consultants and suppliers to take Vicinity Group's proactive approach to achieving equality and diversity. We will take their performance in this area into account when awarding new contracts.

Managing our business

We will aim to ensure that our Governing Body Membership represents the communities we serve by reflecting the diversity of our customer base. We will ensure that the Group's Boards effectively monitor and review both policy and performance in the area of Equality & Diversity.

Equality & Diversity in practice

As part of our approach to Equality & Diversity, Vicinity Group has developed a Black & Racial Minority Strategy, and an Equality & Diversity Action Plan to give us a more focused approach towards ensuring that:

- Policy is put into practice
- Equality of opportunity is implemented in all areas of activity at all levels

Employing staff

Vicinity Group is an equal opportunities employer and has achieved the Investors in People Award. Vicinity Group adverts carry the 'positive about disability' logo reflecting our commitment to equality of opportunity for people with a disability.

Legislative and Regulatory requirements

Vicinity Group accepts that individuals and groups have faced discrimination and disadvantage and accepts our responsibilities under the relevant legislation.

The Vicinity Group and all its subsidiaries have a duty to comply with the following legislation:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Race Relations 1976 (Amendment) Act 2000
- The Race Relations Act 1976 (Amendment) Regulations 2003
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Religion or Belief) Regulations 2003
- Civil Partnership Act 2004
- Disability Discrimination Act 2005
- Racial and Religious Hatred Act 2006
- The Employment Equality (Age) Regulations 2006
- Equality Act 2006
- Asylum & Immigration Act 1996
- Sex Discrimination Gender Regulations

As a member of the National Housing Federation (NHF), LHT Group will also take into account guidance produced by the Federation, e.g. the NHF Code of Equality in Housing.

CONTRACTOR CODE OF CONDUCT

This section of the Contractor handbook, specifically relates to Contractors working in Tenants homes, and specifically details the standards of conduct that LHT expects our Tenants to receive. Contractors and operatives should read and understand this section, prior to carrying out any work in LHT homes.

SCOPE OF WORK

Only the work detailed on the works order or specification should be completed, unless a variation value has been agreed within the terms of the contract. No additional work will be allowed without authorisation by the Supervising Officer. Unauthorised work will be at the contractors own expense.

If any material changes to the works order/specification become apparent, this must be reported to the Supervising Officer with a cost and await further instructions.

If further works are agreed, then this will be confirmed in writing.

APPOINTMENTS

Whenever possible response repair orders will contain appointment details, (for interfaced contractors, this will be detailed in the Contractor's diary) with a specific time slot, when access to the property to carry out works is available.

Where an appointment has been made, Contractors are required to visit to gain access during this specified period. If the Contractor is unable to visit during the arranged appointment slot, it is the Contractor's responsibility to telephone/contact the Tenant to arrange an alternative appointment. Any details of this should also be recorded on Orchard. Any missed appointments will be recharged to the contractor. Please refer to LHT's recharge policy for further detail.

If the Contractor is unable to gain access, a pre-printed card must be left for the Tenant with details regarding:

- Company name
- Job to be completed
- Date and time called

LHT are to be notified in accordance with 'no access' procedures. Under some contracts, provision may have been made to claim for a standard no access charge. This will be detailed within the contract documentation if applicable.

WORKS ON SITE

The Supervising Officer will retain the prerogative to visit the site at any time to inspect work in progress and will have the authority to reject any material or performance as sub-standard. Inspections will be made at the discretion of the Supervising Officer and any necessary comment conveyed to the Contractor as soon as possible.

Any works that are rejected will be recorded and will contribute towards contractor performance league tables. Rejections will be categorised under the following areas:

- Poor workmanship
- Incomplete job
- Incorrect invoice - price, quality, lack of detail
- Tenant dissatisfied

If necessary, the Supervising Officer may order work to stop at any time or personnel to leave site, pending contact or discussion with the Contractor.

In addition, Health & Safety Audits will be carried out throughout the duration of the contract period, the findings will be published and used to inform our approach to reducing health and safety risks

SITE VISITS AND ADDITIONAL WORKS

The Supervising Officer will be available whenever possible to meet Contractors on site to discuss problems, to issue further instructions, including any variations or additional works. This must be confirmed in conjunction with the terms of the contract.

CUSTOMER SATISFACTION

Customer satisfaction will be measured by using postal and telephone surveys and will be fed into contractor performance league tables and annual appraisals. Customer satisfaction for response repairs is one of LHT's Key Performance Indicators.

COMPLAINTS PROCEDURE

LHT operates a formal complaints procedure, which requires that any complaint received (either in writing, by telephone, by email or in person) will be investigated and responded to within certain timescales. It is important that if a Contractor is required to provide information relating to a complaint that this is provided ASAP, in order to allow the complaint to be dealt with. Please refer to LHT's Complaints Policy for further information.

Where it has been proved that there has been a failure of service, details of the corrective action required will be recorded and monitored. In some instances where there has been a failure of service, LHT may deem it appropriate to award some goodwill vouchers to the tenant and may deem the cost of these recoverable from the contractor. Please refer to LHT's Goodwill policy for further information.

Alternatively if a Contractor has a complaint against a member of staff or a Tenant, LHT has a Grievance Procedure details of which are available on request.



CONFIDENTIALITY

LHT is registered under the Data Protection Act and as such, any information provided to Contractors is to be treated in the strictest of confidence.

Further to the above, within the confines of the law, LHT will not disclose to other parties any content of invoices relating to rates or charges, without the specific agreement of the Contractor.

Under the terms of the Data Protection Act, Contractors wishing to check computer records held, which relate to them and are covered by the terms of the Act, may request in writing a copy of the records. A reasonable charge may be levied to cover the administration cost arising from this request.

Contractor's staff must not discuss anything with Tenants or others that could reasonably be considered as confidential about LHT's business, other Tenants, other properties or Contractors. Any enquiry from Tenants or others should be diplomatically redirected to the appropriate LHT staff.

Discussions concerning the previous workmanship of another Contractor, the standard of repair or the condition of a property should take place with the appropriate officer of LHT and not with Tenants.

HEALTH & SAFETY

All Contractors and employees are required to be aware of their responsibilities under the Health and Safety at Work Act, 1974. On Contracts where Construction Design Management Regulations (1994) are applicable details of the Health & Safety Plan will be included in the tender documentation.

All operatives are required to hold a current CSCS Health & Safety Skill Card. Health and Safety audits will be carried out at regular intervals for the duration of all contracts, based upon methods statements provided by the Contractor.

All equipment, including electrical tools, chemicals, ladders and scaffolding must be used in accordance with the relevant safety regulations and manufacturer's instructions.

Where necessary, protective clothing and equipment must be worn or used in accordance with the risk assessment and method statement.

Any accident in the office or onsite at any LHT properties should be reported to the appropriate officers and Supervising Officer. If further investigation is necessary, it will take place in accordance with the Health & Safety Executive's guidelines. Any incidents which are reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) must be notified to the Supervising Officer.

If any work needs special safety precautions, a Contractor should point this out to the appropriate officer, who will make sure precautions are taken.

If a Contractor discovers asbestos in a property they must report it to the Supervising Officer immediately. If material containing asbestos is accidentally broken the material must be sealed to prevent any fibre being released and the incident must be reported immediately to the Supervising Officer.

SECURITY/IDENTITY

When calling at LHT properties, Contractors must ensure that they have an identity card showing the name, address and telephone number of the company, together with a clear, mounted photograph and the date the card expires. This card must be shown to the Tenant when the Contractor introduces themselves.

Where required, passwords and codes may also be given to Contractors to aid identification by Tenants. If, however, the Tenant refuses the Contractor entry to the property, the Contractor should inform LHT as soon as possible. Contractors are asked to remember that when they carry out work, they are in effect acting as representatives of LHT and are therefore required to be tidy. Company uniform should be worn, in addition to any required personal protective equipment (PPE).

Contractors must be especially careful of their behaviour when entering and working in properties, in particular those housing elderly, disabled or otherwise vulnerable Tenants and must have regard to their particular needs.

Under no circumstances should Contractors carry out work where there is no Tenant, or authorised representative of the Tenant present, (with the exception of void properties). If absolutely necessary accompanied access with a LHT member of staff may be arranged.

Likewise, contractors must not enter a property where an adult is not present. In this situation, the Contractor shall explain to the 'minor' why they are not able to carry out the work and contact the Supervising Officer immediately.

When working in 'Void' properties, the Contractor must not allow any third parties inside, without the prior agreement of the Supervising Officer, and only in conjunction with the approval of the Contractor Foreman or senior representative.

LHT will not tolerate any form of verbal or physical abuse and any behaviour encountered by Contractors from a third party should be reported to the Supervising Officer. If at any time the Contractor feels that their own Health & Safety is compromised due to the behaviour of the Tenants, they should leave the property and notify the Supervising Officer immediately.

CARRYING OUT THE WORK

It is the responsibility of the Contractor to ensure that tools, plant, materials and labour will be available to undertake the work at the arranged time.

The Contractor must endeavour to undertake work in a Tenants home Monday to Friday between the hours of 9.00am - 5.00pm (with the exception of emergency repair work, Thursday evening or Saturday morning appointments).

Particular care must be taken to ensure the comfort, safety and security of Tenants and adjoining householders whilst work is in progress.

Any complaint arising from a dispute between the Contractor and the Tenant must be referred immediately to the Supervising Officer.

UNABLE TO CARRY OUT WORK

If a Contractor is unable to complete the work required on their first visit, for example because a part has to be ordered, the Contractor must inform the Tenant before they leave the property of what work is still required and when the Contractor will return to complete the works. It is the Contractor's responsibility to keep the Tenant directly informed about when the job will be completed and to arrange access with the Tenant to complete the job. Where Contractors are 'interfaced', any appointments agreed with the Tenant, should be booked as an appointment on 'Orchard'.

The Contractor must also inform LHT of any delay so that the completion date may be extended, where there are valid reasons for delay, under the terms of the contract.

Where external works only are required, the Contractor must ensure that the tenant is notified immediately of their arrival on site. Where access to the rear is required, this should only be carried out if the tenant is home. Likewise, the Contractor must notify the Tenant when leaving the property, and explain what work has been carried out.

GENERAL CARE & ATTENTION - ACCIDENTAL DAMAGE

The Contractor should remember at all times that although a property is owned by LHT, it is someone's home and must be treated as such.

While carrying out any work, the Contractor should ensure that noise, nuisance and inconvenience to both Tenants and neighbours is kept to a minimum. Specifically, Contractors will be required to employ the use of dust sheets and protective coverings wherever dust, dirt, paint or similar nuisance is liable to fall on surrounding possessions or property. This is particularly crucial where occupants may have impaired breathing, dust allergies etc.

Extra care and consideration will be required when work is carried out in the vicinity of small children, elderly, disabled, or vulnerable Tenants. Contractors should pay particular attention to restriction or impeding movement around the home, tools and materials lying on the floor and maintaining acceptable levels of warmth and comfort. Contractors must show due regard to peoples needs, cultural or other.

Wherever possible, Contractors should endeavour to use rechargeable power tools to avoid consuming Tenants own electricity.

Particular attention is drawn to the Contractor's obligations under the Health and Safety Regulations and Construction Design Management Regulations 1994, failure to comply with these will result in a Contractor's instant dismissal.

Contractors should ensure that all dealings with Tenants are conducted in a professional manner. The Contractor must not commit any form of discrimination or harassment and they must adhere to LHT's current Equality & Diversity Policy.

Should the work in a Tenant's home involve the loss of power, heat, water, sanitation or other such services, then the Contractor will not leave site until these are restored at the end of the working day unless this has been pre-arranged with the Tenant and LHT. Where this is likely to occur the Contractor will provide temporary supplies. Where the Tenant is deemed to be vulnerable, LHT will make arrangements with the Contractor to minimise discomfort for the Tenant.

LHT has a no smoking policy in operation throughout. This Policy is also applicable whilst carrying out work on behalf of the Trust in Tenant's homes.

Upon completion of the days work the Contractor will leave the premises weather tight, clean and free from debris.

Upon completion of all works the Contractor will ensure the area is left clean and tidy and that any damage is made good. The Contractor should ensure any operational issues are explained in detail to the tenant, for instance, boiler operation, time clocks, locking mechanisms to windows and doors etc, and that where appropriate, any user guides are left with the tenant for future reference.

NOTICE FOR DISRUPTION OF SERVICES

Due notice must be given whenever it is necessary to disconnect mains services or interrupt the use of access or amenities and such interruption should be kept to a minimum. The Contractor is responsible for ensuring that, where appropriate, any statutory consents and licenses are obtained before work commences and, that any statutory notices have been applied for as appropriate. Where statutory authorities are involved, appropriate arrangements must have been made to ensure continuity of the works.

For larger scale planned maintenance works or improvements, sufficient notice and detailed arrangements should be made with the Tenant to minimise any disruption as much as possible.

SECURITY & PROTECTION

You must take particular care to ensure the comfort, safety and security of Tenants and adjoining householders while work is in progress. Where scaffolding is erected, Contractors must make sure ladders are never left where they could be used by burglars, or trespassers, and should always chain and padlock them, when not in use or left overnight.

Any complaint arising from any kind of dispute between the Contractor and the Tenant must be referred immediately to LHT's Supervising Officer. Whenever Contractors encounter a particularly difficult or potentially violent situation, they must leave the site immediately and contact LHT's Property Investment Manager or Supervising Officer.

STANDARDS

Tenants should be treated no differently, or receive a lesser service or standard of repair due to the standards of living, housekeeping or behaviour of the Tenants of the property. Action will be taken if there is any attempt by a Contractor to take advantage of the special circumstances of a



CONTACT DETAILS

LHT South District
12 Hanover Street
Liverpool
L1 4AA

LHT North District
211 Walton Road
Liverpool
L4 4AJ

LHT Runcorn District
Priory House
Northway
Runcorn
WA7 F2S

CUSTOMER SERVICE CENTRE
01928 796 000

