

**ST ALBANS DISTRICT COUNCIL**

**HOUSING SERVICES**

**RESPONSIVE REPAIRS POLICY**

**March 2006**

# Index

1. Introduction
2. HRA Business Plan Corporate Plan and Service Plan
3. Objectives and Principles of the Policy
4. The Right to Repair
5. Customer Satisfaction and Repair
6. Access
7. Contractors
8. Inspection
9. Appointments
10. Rechargeable Repairs
11. Improvements and Alterations
12. Performance Monitoring and Management
13. Repair Categories - target timescales
14. Reporting Repairs
15. Gas Safety and Maintenance
16. Internal Decorations for the Elderly
17. Support for Tenants Suffering from Violence or Harrassment
18. Limitations of the Repairs Service
19. Emergency Repairs
20. Other Sources of Information
21. Repairs to Communal Areas

## **1. Introduction**

### **1.1 Scope of the Policy**

This policy covers the responsive repairs service provided by St Albans District Council to tenants and leaseholders. It applies to works in individual properties and communal areas of housing estates.

### **1.2 Legal aspects of the Policy**

The tenancy agreement and lease are legally binding contracts and describe the rights and responsibilities of both the tenant/leaseholder and the landlord, including repairs. Within these agreements, and further defined in the Housing Handbook, there are details of items for which tenants and leaseholders are responsible. Legal advice to the Housing Service is available in-house through the Legal Department or externally via a firm of local Solicitors.

The lease agreement places a responsibility on the Council to keep the structure and exterior of the property in good condition with costs (and additional administrative costs) recoverable through leasehold service and repair charges.

Appendix 1 gives further information of Section 11 of the Landlord and Tenant Act 1985 which sets out the Council's duties.

### **1.3 Workforce aspects of the Policy**

The Housing Service employs 18 full time staff to manage responsive repairs and maintenance on a day to day basis. In addition, a number of staff and managers across the department have responsibility for some aspect of the repairs service e.g. reporting repairs they come across on home visits, dealing with complaints and financial monitoring.

The Housing Service does not directly employ any Building Operatives. It has a Schedule of Rates against which Contractors bid to obtain work based on a percentage charge against the priced items in the Schedule of Rates.

The contractors employ their own operatives to carry out the work and they are responsible for monitoring the work of their operatives as well as ensuring the necessary training, safety equipment and insurances are in place.

## 1.4 Financial aspects of the Policy

Day to day housing repairs are funded through the Housing Revenue Account (HRA). Capital repairs and projects are funded through the Housing Investment Programme (HIP).

Expenditure on both the HRA and the HIP is monitored monthly against budgets. Responsible officers are appointed for the various schemes and their duties include ensuring that budgeted works are carried out in a timely and efficient manner.

## 1.5 Equal Opportunities and Access to Services

The Housing Service is committed to a policy of Equality of Opportunity and Access to Services. It strives to continuously develop and improve services to ensure provision is fair and transparent.

In recent years, a number of initiatives have been adopted to ensure improved access to the service. In addition, a number of further initiatives are planned. Actions already taken include:

- Introduction of repairs reporting via email;
- Introduction of Language Line to facilitate interpretation;
- Translation of key leaflets into common minority languages;
- Participation in Customer Access to Services initiative to enhance the housing reception service.

Proposed initiatives include:

- Introduction of repairs reporting via the internet using a diagnostic package which includes pictures of the various items and common defects;
- Pilot involvement in Customer Access to Services project of developing a customer contact centre;
- Working with contractors to develop their policies on equal opportunities and access to services;
- development of customer database to identify tenants and their individual contact requirements.

## 2. HRA Business Plan, Corporate Plan and Service Plan

2.1 The Policy will assist the Council in meeting the HRA Business Plan, Corporate Plan and Service Plan aims and objectives. In particular, it will assist the Council in providing decent and well maintained homes for all Council tenants and prevent homes becoming non decent.

2.2 The Council has a corporate vision which is supported by 5 corporate aims, these are:

1. To build a community that is open, fair and inclusive.
2. To work in partnership for the health and well being of the community.
3. To cherish and promote our heritage, arts and culture.
4. To safeguard our environment.
5. To ensure the District is a desirable place in which to live and work.

### 3. **Objectives and Principles of the Policy**

3.1 The overall aim of the Responsive Repairs Policy is to contribute to the efficient and effective maintenance of the Council's housing stock.

3.2 The specific objectives of the policy are:

- to provide a fair, efficient, prompt and cost effective responsive repairs service which is clearly understood by staff, customers, contractors and elected representatives;
- to promote understanding of the Council's legal responsibilities in relation to responsive repairs;
- to achieve high standards in customer care;
- to monitor the performance of the responsive repairs service and seek continuous improvement;
- to provide a service which reflects the commitment to equality of access for all tenants and which takes into account the particular needs of vulnerable groups.

3.3 The principles behind the policy are:

- that tenants and stakeholders are involved in and consulted on the development of the service and its operational procedures;
- that through supervision, monitoring and feedback from the tenants (compliments and complaints) the service is continually improved;
- that communication with tenants is available in a range of formats, is clear, appropriate and easily understood;
- that the repairs service is supported by appropriate training for staff;
- that tenants and leaseholders also play their part in ensuring they carry out repairs and decorations which they are responsible for, report any repairs to the Council promptly when they are identified and give access to Council staff and contractors.

### 4. **The Right to Repair**

4.1 The Right to Repair Scheme gives tenants the right to have a small emergency of urgent repair carried out quickly and to be paid compensation if the Council fails to meet this obligation. There is a maximum compensation of £100 for each repair. To fall within the Right to Repair Scheme a repair must be what is known as a "qualifying repair". The criteria for this is as follows:-

- the repair has an estimated value of less than £250;
- it is classed as an emergency or urgent repair by the Council.

4.2 Compensation becomes payable if the Council fails to complete a 'qualifying repair' within target times. When this occurs the tenant is entitled to £15 compensation immediately plus a further £3 per day for every working day the repair remains outstanding. There is a maximum compensation of £100.

4.3 The Right to Repair does not apply where:

- the tenant chooses to have a repair carried out by appointment;
- the repair has an estimated value of £350 or more;
- the tenant has not provided access for inspection or for the repair to be carried out, having been given a reasonable opportunity to do so.

4.4 Within the St Albans District Council Housing Service, the following are classed as qualifying repairs:

<u>Defect</u>	<u>Days</u>
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply (winter only)	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 31 October and 1 May	1
Total or partial loss of space or water heating between 30 April and 1 November	3
Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan	1
Toilet not flushing (where there is no other working toilet in the dwelling-house)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entryphone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	7

## 5. Customer Satisfaction and Complaints

- 5.1 Where a repair is ordered for an individual tenanted property a satisfaction slip is generated when the customer acknowledgement of the order is sent. It is helpful to the Housing Service if all tenants could complete the customer satisfaction slip and return it to the Council (postage pre-paid) in order to assist in monitoring contractors and the services as a whole.
- 5.2 Where a customer has a complaint about the repairs service this should in the first instance be raised with the person or department which initially dealt with the repair. In the majority of cases, this initial complaint should resolve the issue. If the customer remains dissatisfied then the matter can be raised with the Area Team Leader (for repairs dealt with by Housing Surveyors or with the Housing Services Team Leader when the repair is ordered by phone and referred directly to a contractor. In some cases these may be referred to the Area Housing Surveyor or another surveyor may be asked to attend and give a second opinion.
- 5.3 If the initial contact does not resolve the complaint then the matter should be reported directly to the Complaints Monitoring Officer -

- by telephone to 01727 819494
- by email to:
- in writing to:

Complaints Monitoring Officer  
Housing Services  
Civic Centre  
St Peter's Street  
St Albans  
Herts AL1 3JE

- in person

You may also attend the Council Offices and complete the "Have Your Say" form and this will be passed to the appropriate department.

The Complaints Monitoring Officer will pass your complaint to the most appropriate person to deal with it. The Council has a 3 stage formal complaints procedure. If you remain dissatisfied after using the complaints procedure then you may take your complaint to the Local Government Ombudsman at:-

## 6. Access

- 6.1 Tenants are required, under the terms of their tenancy agreement, to allow Council officers and contractors access to their homes to inspect, carry out repairs and do other works which are necessary to their property or to adjoining properties. If necessary legal means will be used e.g. injunction, to ensure access. The costs of this action will be passed on to the tenant.
- 6.2 Where there is an emergency and the tenant or a member of the household cannot be contacted, the Council retains the right to force entry.
- 6.3 In order to support access for repairs, tenants are responsible for cleaning surfaces, moving furniture and lifting carpets to allow repairs to be carried out.
- 6.4 Where this is not done and staff or contractors have to lift carpets or move furniture, the Council cannot be held responsible for any damages.

## 7. Contractors

- 7.1 The Council does not directly employ building operatives but uses a panel of contractors who have submitted a price for their works by competitive tender against the Schedule of Rates.
- 7.2 The Council has issued contractors with a Code of Conduct. Details of this can be found in Appendix 2.
- 7.3 The contractor is responsible for ensuring that staff and operatives have appropriate training in health and safety as it applies to both the operative and the customer. The contractor will have appropriate third party liability insurance.
- 7.4 Where a complaint or compensation claim is made by a customer against a contractor or operative, it will in the first instance be passed to the contractor to address. If the customer remains dissatisfied or in the case of serious complaints then the matter may be passed back to the Housing Service to investigate and decide upon an appropriate action to take.

## 8. Inspections

- 8.1 When a repair is reported it may be pre-inspected by the Area Housing Surveyor. There will be no pre-inspection carried out for repairs which are deemed to be a risk to Health and Safety i.e. **emergency repairs**.
- 8.2 Pre-inspection will generally be carried out where -
  - the customer is unable to fully explain the problem;

- the responsibility for the repair may lie with the customer;
- surveying schedules, schedule specifications etc are required prior to works being ordered from contractors;
- an investigation is needed to identify the underlying cause of the problem;
- a previous repair has not solved the problem;
- works to a block/communal area where leaseholders may be charged.

The service aims to carry out pre-inspections within the following timescales:-

Urgent repairs - within 5 working days

Non-urgent repairs - within 25 working days

If appropriate an appointment with the surveyor will be arranged when the repair is initially requested. (See Section 9 - appointments).

If the tenant refuses an appointment then the target timescales will not apply.

### 8.3 Post inspection of repairs.

The Housing Service has a duty to ensure its resources are used appropriately and that repairs are carried out to a satisfactory standard using specified materials. A post inspection is a quality control check which is carried out on a percentage of all repairs carried out by particular contractors. In general, the cheaper contractors have a higher percentage of their work inspected.

Post inspection will also be carried out where the customer is dissatisfied because:-

- the repair has not rectified the problem;
- the quality of workmanship was not acceptable;
- the conduct of the contractor was not acceptable.

In some instances post inspection can be carried out by telephone to check whether a straightforward repair was or was not completed.

## 9. Appointments

9.1 The Housing Service will offer customers an appointment for **internal non emergency** repairs. For external works or inspections the customer may request an appointment. Following pre technical assessment an appointment will be arranged where appropriate.

9.2 The Housing Surveyor will attend all appointments agreed. If, for reasons beyond our control, the surveyor cannot attend an appointment telephone contact will be made to inform the customer and rearrange the appointment.

In some circumstances it may be appropriate to reassign the work to a different surveyor.

9.3 The contractor will also offer an appointment for the first visit and discuss future access arrangements with the tenant at that first appointment. A morning, afternoon or "school run" appointment can be booked for a particular date and this will be reported to the Council for monitoring purposes.

9.4 Missed appointments

Missed appointments cost the Council and contractors time and money. This cost is ultimately borne by all tenants.

If the tenant misses the appointment then a card will be left informing the customer that the job has been cancelled and they will need to report the repair to the Council.

9.5 If the appointment is to deal with an urgent repair e.g. a water leak causing damage to the fabric of the property or it is a Health and Safety risk then it may be necessary to force access. The cost of this may be passed on to the customer.

Wherever possible, within necessary time constraints, we may take legal action to obtain entry. The costs of this may be recharged to the customer.

## 10. **Rechargeable Repairs**

10.1 A rechargeable repair arises when the Council or the Council's contractors carry out work for which the tenant is responsible.

10.2 A rechargeable repair may be identified in a number of ways -

- out of hours call where the operative identifies the repair as being the customer's responsibility - cost of call out;
- forced entry by police where a warrant for arrest is produced - cost of repairs to make good;
- customer requests repairs which are their responsibility and the Council agrees to carry out the work - cost of repair (in advance);
- work arising as a result of customer misuse or DIY attempts - cost of repair;
- making good customer's own improvements - cost of works (in advance);
- work arising from customer misuse or improvements identified during void inspection or mutual exchange (cost of repair)
- work arising from misuse to communal areas (internal and external) by a customer, member of the household or visitor.

- 10.3 Where a contractor agrees to carry out works which are the customer's responsibility then the contractor will recover the cost directly from the customers.
- 10.4 Customers should be advised that contents insurance is their responsibility and the Council works in partnership with an external company to provide low cost insurance which may provide cover for some of the above.
- 10.5 Leaseholders will be recharged on an apportionment basis, the cost of any repairs carried out to communal areas (internal and external) of their block. In addition to recovering the cost of the repair, the lease usually allows the Council to charge an administrative fee up to 15% of the total cost.
- 10.6 If a customer feels they should not be recharged for a particular repair they can appeal against this to the Management Officer or Area Surveyor. There may be social or domestic reasons why an exception may be made. If the problem is repeated the customer may be asked to provide information about what action they are taking to address the underlying problems.

## 11. Improvements and Alterations

- 11.1 Customers may carry out improvements to their home, this includes alteration and addition to the home and works to the exterior e.g. fencing, sheds, garages, vehicle hardstanding.
- 11.2 Where the customer is a tenant then they would need to obtain permission from the housing service **before work commences** and also obtain any additional consents from Building Inspection and the Planning Service where appropriate.
- 11.3 Where the customer is a leaseholder, then they may also need permission as detailed in their lease. They may also require the additional permissions detailed above.
- 11.4 Failure to obtain permission before commencing works is a breach of both the lease and the tenancy agreement. The Housing Service may take legal action in order to ensure reinstatement of the original fittings and layout of the property.
- 11.5 Secure tenants may be entitled to compensation for some improvements they make to their home. They do not become eligible for consideration until they leave the property and provided they obtained written permission before carrying out the works.
- 11.6 Where the Housing Service grants permission for works to be carried out it will be subject to the following:-

- all other Planning and Building Regulations permissions have been obtained;
- any written requirements identified by Housing Services staff have been complied with;
- the work is carried out by competent and appropriately qualified and registered workers in compliance with the relevant regulations and using materials satisfying European Standard Specification;
- access to inspect works in progress and on completion is available;
- the installation, alteration or addition is kept in a good state of repair;
- the installation, alteration or addition is to be removed on termination of the tenancy (where this is a condition of permission).

**11.7 All customers should be aware that permission from the Planning Service and/or Building Inspection Service does not override the requirement for the landlord's permission. This applies to both tenants and leaseholders.**

## **12. Performance Monitoring and Management**

12.1 To ensure that the responsive repairs service offers a flexible, customer oriented service which delivers value for money, the Housing Service monitors the following:-

- the performance of contractors in meeting targets;
- expenditure on the responsive repairs budget;
- performance of individual Housing Surveyors in meeting targets;
- performance against target timescales;
- the tenant satisfaction response slips.

12.2 The monitoring information will be available to the following:-

- customer representatives and Members at the Quarterly Housing Consultative Forum;
- Members on a quarterly basis at Overview and Scrutiny Committee (Community Services);
- individual tenants and leaseholders on request;
- all tenants on an annual basis as part of the annual reporting arrangements;
- the Audit Commission on an annual basis.

12.3 Where performance monitoring of contractors indicates persistent poor or underperformance then the following actions may be taken-

- initial meeting with contractors to discuss and agree the problem and possible remedies;
- additional administration training for the contractors back office staff;
- access to the on-line contractors support services.

12.4 Where a contractor shows consistent poor performance across one or a range of indicators then consideration will be given to suspending them for a limited period or not to issue any further work to that contractor. The decision to take this course of action can only be made by the Head of Housing, Principal Management Officer or Project Group Leader.

### **13. Categories of Repair - target timescales**

The Council has a range of categories for repair and target timescales for each. These targets are monitored monthly.

#### **13.1 Emergency - within 24 hours**

These are to deal with problems which pose a danger to the health and safety of the occupant or serious damage to the property. It covers serious water leaks and complete power failure. In the winter we aim to respond to heating breakdowns within 24 hours.

#### **13.2 Urgent - within 3 days**

These are repairs which cause some inconvenience and require attention but there is less risk to the health and safety of the occupant or the fabric of the building.

#### **13.3 Non urgent repairs - within 25 days**

These are repairs which cause only minor inconvenience and minimal risk to the property.

#### **13.4 Routine repairs and planned maintenance - within 60 days**

These repairs are generally planned or larger works which have to go through a competitive tendering process.

13.5 The responsive repair timescales may vary as a result of exceptional weather or other circumstances beyond our control. Where this happens we or the contractors will endeavour to contact customers and inform them of any delays.

### **14. Reporting Repairs**

Repairs can be reported in a number of ways. As soon as a repair request is received in the office it is logged into the computer and given a unique reference number. Customers who report a repair by phone should be offered this number.

The officer dealing with the request will decide whether the job should be pre inspected by a surveyor or issued directly to a contractor.

14.1 The ways in which repairs can be requested is as follows:-

- by telephone - 01727 819256
- by email - h.repairs@stalbans.gov.uk
- In writing to:  
Housing Repairs  
St Albans District Council  
Civic Centre  
St Peter's Street  
St Albans  
Herts AL1 3JE
- in person at the Civic Centre or Harpenden Town Hall
- via the Housing Support Officer (for tenants in retirement housing)
- via Housing Department staff or tenant representatives

## 15. **Gas Maintenance**

The majority of properties owned by the Council are heated by gas central heating, either through a boiler in the property or a communal boiler.

### 15.1 **Gas Safety (Installation and Use) Regulations**

These regulations require that landlords ensure that appliances and associated equipment to which its duty extends is checked for safety within 12 months of installation and 12 monthly thereafter. The Council as landlord has to keep records for 2 years from the date of inspection. The Council also has to give a copy of the inspection report to the tenant within 28 days. A copy should also be given to new tenants before they move into the property.

The regulations require that the landlord takes 'all reasonable steps' to ensure access to the property for maintenance and safety checks.

Initially we will write to the tenant requesting access but if this does not elicit a response then Notice of Seeking Possession will be served which warns the tenant that Court action will be taken. If there is still no response then the case will be referred to Court for a Possession Order. This has generally proved successful in meeting our obligations to all our customers.

## 16. **Internal Decoration - elderly tenants**

This is a limited service wherein the Council will re-decorate one room every two years, subject to certain conditions.

16.1 The qualifying conditions are as follows:-

- the tenants should live alone, or if part of a couple then both should be in receipt of a state retirement pension;
- the tenant should not be working;
- the tenant should have lived in the property for at least 12 months

16.2 There is a waiting list for the service and once requests are ready to be processed then a batch of 30 will be offered to contractors on the basis of a competitive Quotation/Tender.

The works are issued to the successful contractor who will then plan the work and inform you when he aims to carry the work out.

## 17. **Support for Tenants Suffering Violence or Harassment**

Some of our tenants suffer violence or harassment. This may be within the home (domestic violence) or from outside the home e.g. due to racial harassment or other hate crimes.

17.1 Where property has been damaged due to violence within the home we will support the victim and carry out any necessary repairs. If the problems recur then we will ask the victim what action they intend taking to address the problem. Under these circumstances we may recharge the tenant for any repairs arising at the property.

The Housing Service works closely with the Police and other local agencies to deal with domestic violence. Anyone suffering violence within the home can approach us for help and advice about what action to take.

17.2 Where property has been damaged due to harassment from outside then we would expect the victim to report the matter to the Police. The Housing Service works closely with the police to address harassment within the community including regular monitoring meetings to discuss individual cases.

It is anticipated that where a perpetrator of violence or harassment is identified then charges will be pressed. The Housing Service will also seek to recover the cost of any repairs from the perpetrator.

17.3 Where specific repairs arise due to violence or harassment then we would aim to remove offensive graffiti and make safe any broken windows within 24 hours. Other repairs will be completed within the routine response times. In some circumstances the police may ask us not to carry out works until they have collected evidence. In these circumstances we would co-operate with the police.

## 18. **Limitations on the Repairs Service**

There are a number of circumstances under which repairs may be restricted to only the most urgent or emergency repairs, and those required under the Right to Repair. These circumstances are:-

- where the tenant has a Right to Buy application being processed;
- where the repair is due to be completed as part of a programme of planned maintenance;
- where the repair has arisen due to damage caused by the tenant or a visitor to/member of the tenants household;
- where there is a breach of a Possession Order;
- where there is a history of abuse, threats or violence toward Council staff or contractors.

18.1 Rechargeable repairs will not be carried out where money is outstanding from previous rechargeable repairs or in the circumstances listed above.

## 19. **Emergency Repairs (Out of Hours) Service**

The Council does carry out some repairs outside routine working hours (Monday – Thursday 5.15pm to 08.45am and Friday 5.45pm to Monday 08.45am) but as these involve additional costs then these are restricted to emergency repairs.

19.1 A leaflet is available from the Council and in the Tenant Handbook with details of how to contact the service and which repairs will be carried out.

19.2 In many cases the work will be limited to making the problem safe and returning to deal with it during normal working hours.

19.3 If a tenant uses the service for a problem which is not a genuine emergency or is the result of misuse then the cost of the call out may be recharged. If the tenant is not at home when the contractor calls then the costs will also be recharged.

## 20. **Additional Information**

There are a number of sources of additional advice and information about the responsive repairs service, these include:-

- Housing Services Officers who operate the day to day repairs service;
- Housing Surveyors who carry out pre and post inspection of repairs;
- Housing Management Officers whose responsibility includes management and enforcement of the terms of the tenancy;
- the Housing Handbook and Leasehold Handbook issued to tenants and leaseholders respectively;

- a range of leaflets available by contacting the Housing Service;
- the Housing Times newsletter carries some articles about the repairs service;
- the tenant conferences and roadshows have provided information about the repairs service;
- the St Albans District Council Website.

## **21. Repairs to External and Communal Areas**

As well as responsibility for repairs to individual property, the Housing Service is responsible for repairs to communal areas both inside blocks of flats and outside on estates. Sometimes, when a repair is reported it may be necessary to check which department within the Council is responsible for the repair as some land may be the responsibility of the leisure services or other departments.

21.1 Repairs to communal areas can be reported using the methods described in section 14 by anyone who uses the area. This includes:-

- tenants, their visitors and members of their household;
- people who may attend the estate in the course of their work e.g. utilities workers, support workers;
- Council staff e.g. caretakers and surveyors;
- leaseholders (who may be charged for their share of any work);
- local Councillors or elected representatives;
- Resident Association representatives.

21.2 Appointments are not usually available for repairs to communal areas but if a tenant or leaseholder wishes to meet a surveyor on site this can usually be arranged.

## Landlord Repairing Obligations

### Section 11 of the Landlord and Tenant Act 1985

This sets out the Council's repair duties and are incorporated into the terms and conditions of the tenancy. These state that the Council must:-

#### Keep in Repair

The structure and the exterior of its properties (including the communal areas of flats)

- walls
- window frames
- roofs
- access steps and path to the property
- internal wall plaster (in some cases)
- external render and joinery
- gutters, drains and external pipes

This includes an obligation to make good any damaged decorations or to redecorate after completing any repair work.

Repairing any defects can mean the Council has to renew or replace part of the structure.

#### Keep in Repair and Proper Working Order

- the installations
- for the supply of water, gas and electricity
- for sanitation
- for space heating and heating water

This includes basins, sinks, baths and sanitary conveniences within the properties occupied by secure tenants.

The Council has a responsibility to carry out the works within a reasonable time.

### CONTRACTORS CODE OF CONDUCT

The contractor is required to ensure that all operatives are fully conversant with the following code of practice. If the code is not adhered to then the contractor will be required to remove the operative from site and/or will be suspended.

This Code of Conduct requires workers/operatives to :

- be tidily dressed.
- introduce themselves to the tenant and show proof of identity.
- explain the nature and purpose of the job.
- be polite and courteous to tenants and staff.
- respond to tenants' complaints.
- comply with confidentiality guidelines.
- behave in a proper and professional manner at all times.
- not to : smoke, work under the influence of alcohol, use bad language, play radios or cassette players, use the tenant's facilities without permission.
- minimise disruption and mess to the tenant's home.
- take care of the tenant's property and possessions and protect these from dust, paint etc.
- keep the tenant's home secure at all times.
- keep safe all materials and equipment used on site to avoid danger to occupants and visitors.
- reconnect and test services such as water, gas and electricity at the end of each working day.
- ensure reasonable access to sanitary facilities whilst work is being carried out in bathroom/wc.
- recompense tenants for gas and electricity used (and water if metered supply).
- clear any rubbish from inside the property at the end of each working day.
- remove any rubbish from the garden and other areas outside the property.
- not to pass any opinion over work carried out by other contractors.
- comply with health and safety legislation and relevant codes of practice.
- comply with equal opportunity's good practice and refrain from using familiarities such as "darling".
- keep to pre-arranged appointments and wherever possible ring customers in advance where appointments cannot be met.
- not to make inappropriate comments which may be offensive or cause anxiety to tenants.
- not to discuss further works which may be required without first discussing this with the appropriate Housing Surveyor. The tenant must be referred back to the Housing Department.
- ensure the adherence to this code for any sub-contractor engaged to carry out repairs/improvements under this contract.