

# Major works – Contractor rules

## Safety

Our contractors will:

- make sure staff, workers and sub-contractors are suitably skilled and competent in the tasks they've been asked to carry out.
- always follow health and safety procedures and never put anyone at risk.
- use barriers, warning signs and notices to notify residents of work, as appropriate.
- make sure materials, tools and equipment are stored safely, and are kept out of the reach of children and pets.
- make sure particular care is given when children are present, and never enter a resident's home or continue working, where children (under the age of 16) are unaccompanied.
- make sure that all footpaths and access routes are kept clear and safe.
- make sure details of any accidents, incidents, near misses or acts of aggression are reported to Clarion Housing.
- take measures to prevent unauthorised access to scaffold and other access equipment.
- ensure any scaffolding does not obstruct an exit door or escape route, and allows windows to be opened sufficiently for room ventilation.
- skips which may present a possible fire hazard must not be sited immediately adjacent to any building.

## Covid-19

The safety of our residents, staff and contractors will remain our highest priority, and we'll continue to take every step possible to ensure the health and safety of everyone we come into contact with, including residents, staff, suppliers and the wider community. You can read about the steps we're taking to ensure your safety during the work on our website: [www.myclarionhousing.com/plannedcovidstatement](http://www.myclarionhousing.com/plannedcovidstatement).

## Consideration and standards of behaviour

Our contractors will:

- carry a photographic identification card at all times, and present it to residents upon arrival and as requested.
- have respect for residents and be professional, polite and courteous at all times.
- respect residents' homes and belongings.
- not use bad language, make sexist or racist remarks or behave in an improper manner.
- try to minimise disruption to our residents and their homes and surrounding areas.
- try to keep noise to a minimum.
- make sure residents' homes are kept secure when work is taking place.
- never smoke in residents' homes, or directly outside their doors/open windows.
- never use residents' telephones, and restrict the use of mobile phones when in residents' homes.
- never use residents' electricity or toilet facilities without their permission.
- never play radios when working in or around residents' homes, without their permission.
- drive and park considerately at all times.
- provide additional help and show extra consideration to vulnerable or elderly residents, or anyone with special requirements.

## Clean and tidy

Our contractors will:

- where practical, keep residents' homes and communal areas secure, clean and tidy, and maintain a high professional standard whilst work is carried out in or around residents' homes.
- where practical, protect flooring leading to and within the working area.
- where practical, tidy up at the end of each day, and make sure materials are stacked neatly and safely.
- where possible, maintain all services and facilities.
- never leave tools overnight in residents' homes without their permission (and at contractor's own risk).
- keep the site, and access roads and footpaths clean and tidy at all times.
- keep skips secure and safe.
- keep scaffold free from rubbish.
- keep materials, equipment and machinery in secure areas.
- never use residents' cleaning equipment.
- clean, clear, remove or recycle all waste materials appropriately
- provide operatives on larger schemes with welfare facilities and/or storage as required.

## Responsibility

Our contractors will:

- deal only with the resident or their officially appointed representative.
- make sure all information concerning residents is kept strictly confidential at all times, and is only used in accordance with data protection principles.
- work with residents' associations and representatives, where applicable.
- monitor levels of customer satisfaction and aim to resolve any complaints within ten working days.
- listen to residents' feedback (provided by Clarion Housing), and take the residents' comments on board where possible, to improve the overall service.

## Consultation

Our contractors will:

- explain the purpose of their visit.
- consult with residents on the scope of works and choices, where applicable.
- provide residents with adequate notice and relevant information before work starts, in line with the standard communications flowchart provided by Clarion Housing (which is also available on our website).
- provide residents with emergency contact telephone numbers.
- keep residents informed about the progress of the work, and any delays.
- provide a clear photographic record of existing condition of the areas in residents' homes that may be affected by the work.
- give residents plenty of warning when access is required
- provide residents with emergency contact details
- ensure our staff and contractors' main offices are aware of the work that's taking place in case of emergency calls.