Information Booklet

Quality Homes Investment Programme (QHIP)
Southwark Council - Barlow Estate, Comus House and Amery House
It is important that you understand the contents of this letter. If you require a further explanation, and/or an interpretation facility, please contact the office shown overleaf as soon as possible.

English

আপনি যাতে এই চিঠির বিষয়বস্তু বুঝতে পারেন, সেটা খুব জরুরী। আপনার যদি আরো কোন ব্যাখ্যা দরকার হয়, এবং/অথবা ইন্টারপ্রিটিং বা অনুবাদের সুবিধা পেতে চান, তাহলে অনুপ্রুহ করে অপর পৃষ্ঠার অফিসের সাথে যত তাড়াতাড়ি সম্ভব যোগাযোগ করুন।

Bengali

請確保你瞭解這封信的內容，這是很重要的。如果你需要更詳細的解釋，及/或傳譯員協助，請盡快聯絡背面所示的辦事處。

Chinese

Aad ayey muhiim u tahay inaad fahamtid macluumaadka warqaddani xambaarsan tahay. Haddii aad u baahan tahay sharraaxaad dheeraad ah, iyo/ama turjumid, fadlan si degdeg ah ula xiriir cinwaanka ku qoran warqaddan.

Somali

Điều quan trọng là bạn hiểu được nội dung của lá thư này. Nếu bạn yêu cầu giải thích thêm, và/hoặc phương tiện thông dịch, hãy liên hệ với văn phòng được ghi ở trang sau càng sớm càng tốt.

Vietnamese
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Introduction

Durkan are pleased to be working with Southwark Council to deliver the internal and external refurbishment works programme to your homes.

Durkan is a community contractor committed to working almost exclusively within the public sector. For over 45 years we have been serving communities by building and refurbishing social housing for both Local Authorities and Housing Associations. Our philosophy is to be pro-active, problem solving, committed to quality and always mindful of the needs of residents and the broader community. For us to be able to provide this service to you, we shall seek your assistance as you will be advised during the initial consultation and notice periods.

The purpose of this booklet is to provide you with information you need to know before, during and after the works that are being carried out in and around your home. It will also provide details about what you can expect from us. Please read this booklet and keep it in a safe place for future reference.

INSURANCE: If you have a household contents insurance policy we recommend you inform your insurer that building works are taking place, especially if scaffold is being erected to your home. Many policies insist on such notification or they may become invalid. Your insurer will be able to provide further information about this.

Your first point of contact on a day-to-day basis will be Terri Burns and Dee Blake our Resident Liaison Officer’s or Ann McGivern our Assistant Site Manager and their contact numbers can be found overleaf. If you wish to visit Terri, Dee or Ann at any time to ask questions about the project or works to your home, you will find our site compound and site office situated to the grass area at the rear of Povey House, Tatum Street.

Terri and Dee will visit you over the next few weeks to introduce themselves and to carry out surveys if and where applicable.

Should you wish to contact us our head office details are:

Durkan Limited
4 Elstree Gate
Elstree Way
Borehamwood
Herts
WD6 1JD
T: 0208 619 9700
E: www.durkan.co.uk

Alternatively you can email any of the team, details overleaf. Please state your name and address on any correspondence you send, so we can respond to you as quickly as possible.
Project Team

Our Site Office is located on the grass area to the rear of Povey House, Tatum Street.

Staff team based on site are;

**Assistant Site Manager – responsible for day to day running of the works**
- Name: Ann McGivern
- Mobile: 07792 482 668
- Email: Ann.McGivern@durkan.co.uk

**Resident Liaison officer – first point of contact for residents**
- Name: Terri Burns
- Mobile: 07786 175 892
- Email: Terri.Burns@durkan.co.uk

**Assistant Liaison Officer - first point of contact for residents**
- Name: Dee Blake
- Mobile: 07795 692 346
- Email: Dee.Blake@durkan.co.uk

**Site Manager – responsible for overseeing the entire contract**
- Name: Kevin Gallagher
- Mobile: 07771 877 931
- Email: Kevin.Gallgher@durkan.co.uk
The contract will run from August 2017 through to August 2018 to properties of the Barlow Estate, Comus House and Amery House. The scope of works to your home may vary, this is dependent upon the requirements of the block or property in which you live and the works identified by LB of Southwark.

When Terri and Dee visit they will explain which of the following works will be carried out to your home and the block.

- Kitchen and / or bathroom replacement
- Electrical rewire to whole property if identified
- Boiler replacement if identified
- Window renewals *(Ellery House Only)*
- Window repairs *(Eugene Cotter House/ Povey House/ Amery House - Communal Stairwell)*
- Replacement front entrance doors *(Ellery House Only)*
- Concrete Repairs
- Walls/ Fabric Repairs
- Roof Repairs
- Concrete/ Rendered Soffit Repairs
- Drainage Repairs
- Bin Store Repairs
- External/Communal Re-Decorations
- Asbestos Removal Where Identifies
- Fire Risk Assessment Works
- Timber FED Repairs *(Eugene Cotter House/Povey House/Amery House)*
- Guttering Waterproofing
- Clearing of Guttering
- Comus House – Kitchen and Bathroom replacement only.

If you require any further information, please contact Terri on 07786 175 892, Dee on 07795 692 346, or visit the site office and they will be pleased to assist you.

**Newsletters**
We will keep you informed of the on-going works by way of regular newsletters and letters.

**Resident Website**
http://www.durkan.co.uk/resident-area/
ID Badges
All our staff and tradespersons will be wearing a photographic identity badge on the front of their high visibility vest with the Durkan logo clearly displayed.

You must not let anyone into your home that is not wearing a Durkan identity badge such as the one shown.

If you are in any doubts about someone claiming to be Durkan personnel, DO NOT let them into your property; please contact Terri or Dee immediately. If they are genuine callers he will not mind waiting while you check.

Uniform
Our Resident Liaison Officers do not wear their high visibility vest unless there is major works and heavy machinery being used.

They wear white shirts / blouses and dark blue soft shell fleeces which all have the Durkan logo clearly visible to make them easily identifiable.
**Safe Key Policy**

If you have asked us to look after your door key whilst we are working in your property, we will ensure it is correctly tagged with a code, not your address and locked in a key safe at all times.

Our Site Manager and Resident Liaison Officer are the only people with access to the key safe.

All keys need to be signed out and signed back in each day we need to access your property. We will not leave the key with a neighbour or other family member. Our Resident Liaison Officer will go through the full procedure with you if you wish to leave a key with us.
Working Hours
Our working hours for this project will be 8am to 5pm Monday to Friday. If any ‘out of hours’ works are required we will consult you first. Exceptionally noisy works will be carried out between 09:00 and 15:00 wherever possible. Terri or Dee will arrange an appointment with you if and when we require access to your property.

When will the work be done?
We will give at least two weeks’ notice prior to the start of works. If the works include window replacements and the date that we suggest is not suitable please advise Terri on 07786 175 892, Dee on 07795 692 346 or at the site office as soon as possible.

Please note that if your home is not ready for the works to start we will need to arrange a new start date later in the programme.

If you have any pets it is advisable to keep them out of the house during the work or restrict them to one room. Our working hours are 8am to 5pm; this includes preparing your property for work each day and cleaning up at the end of the day. In some cases, in consultation with you, these hours may need to be extended to allow our fitters to complete their work.

We will endeavour to keep the disruption to a minimum. Terri and Dee will discuss the process with you during the initial visit to your home.

I have a special need
Our Resident Liaison Officer, with the assistance of Southwark Council, will ensure that we identify any special needs and circumstances such as:

- Elderly, sick and infirm;
- People who require assistance with literacy skills;
- Lone parents;
- Night shift workers;
- Disabled;
- Families with young children;
- People who do not have English as a first language;
- Religious festivals and holidays;
- Families with pets.

Please specify any special needs as soon as possible to assist Durkan in providing you with a service to meet your requirements.
**Survey and Tenant Liaison Officer Appointments**
We will contact you to arrange appointments for our Electrical & Mechanical surveyor and Kitchen Designer to carry out their survey and designs. Our Tenant Liaison Officer will also attend to discuss the choices available to you and explain the proposed kitchen design. Please ensure that you choose carefully as we are unable to change the units / worktops once ordered. We will check with you at the time of our initial survey if there are any dates that are not suitable, maybe due to holidays or work commitments etc.

*Please Note*
During the survey to design your kitchen you will be asked to confirm if you are keeping your existing appliances or will purchase any new ones, we will need to know the size of any new appliance for the design to be correct. It is your responsibility to ensure the correct dimensions are given to the designer as this stage. The reason for this is so the Kitchen Designer can accommodate them into the new kitchen. You will be shown a copy of the design and we will explain where and how everything is being fitted.

You will have five working days ‘cooling off period’ to change your mind, after five days you will be sent a letter with a copy of your signed kitchen plan and colour choices and no further changes will be accepted.

**Can I stay in my Home While the Works are in Progress?**
You will be able to stay in your property during the work, but due to the noise, dust and general upheaval you may wish to visit friends, relatives or a day club etc. for the day. We would ask you to remove any fragile items or anything of value, to avoid any accidental damage occurring during the works. We will always take care and treat your home with respect at all times.

If your property is having window renewals we would ask you to remove any furnishings or fragile items away from the window area to allow adequate working space. We will always take care and treat your home with respect at all times. If you are elderly, or have a very young family we would always make sure that there is a room / area within your property that is always available for rest.
Appliances - White goods, Cookers, Fridges washing machines etc.
On the first day we will carry out a Pre-Condition and photographic survey with you to record the condition of your white goods. We will move your cooker, fridge / freezer, and other appliances to another room for the duration of the works. This is to safeguard them from damage by moving them in and out every day whilst the works are in progress. We will supply you with a Baby Belling if required. Washing machines will be reconnected for the weekend.

*PLEASE NOTE - Cooker Test
Your cooker will be disconnected during the works and before it is reconnected it will be tested by a qualified gas or electrical engineer for safety reasons, if for any reason the test fails, we will let you know why it has failed.

We will be unable to reconnect your cooker if it is not safe to do so.

Scaffolding
Our working hours are between 8am and 5pm. If you see any person on the scaffolding outside of these hours, they are trespassing and we would ask that you contact the police immediately on 112 or 999.

We would also ask parents and carers to warn children of the dangers of scaffolding and that they must not climb on it. Durkan will not be responsible for any injury should this not be adhered to.

We advise you to keep your windows shut if you are not at home, or in other rooms whilst the scaffolding is up for security reasons. If you are concerned that your existing windows do not shut properly, please arrange any necessary temporary repairs to your windows to maintain the security to your property.

You should inform your home insurers if there is scaffold to your property as this is classed as a change of circumstance within your policy.
Scope of Works

**Roof Covering Repairs/Renewals**
Roof repairs will be carried out where identified (your roof will remain watertight each day). These works may be noisy and dusty and we will let you know when they are to happen.

**Window Renewal – Ellery House Only**
Terri or Dee will call approximately one week before the work is due to start and explain what you need to do. The following preparations are normally required prior to window replacement works:

- Remove any belongings from the area of the windows.
- Furniture will need to be moved away from the windows of each room.
- To enable the windows to be installed, a clear route is required to the window from the front door.
- Remove curtains, blinds and curtain poles.

If you have any pets that may be disturbed by the work it is advisable to keep them out of the house during the work or restrict them to one room. Our working hours are 8am to 5pm. This includes preparing your property for work each day and cleaning up at the end of the day. In some cases, in consultation with you, these hours may need to be extended to allow our fitters to complete their work at the end of the day.

The windows will be brought to your property on the day we have arranged to fit them. Your property will be left secure at the end of each day. We will treat you and your home with courtesy and respect and the workforce will clean up any mess and pack away tools and materials at the end of every day. We will be supplying protection for furniture and floor coverings whilst the works takes place, but if you are not happy with the extent of this protection please contact Terri on 07786 175 892 or at the site office.

Window replacements will usually be completed within two full working days.
Front Entrance Door Renewal – Ellery House Only
Front entrance doors will be secured by design. Front entrance doors works will be completed in a day, your new keys will be handed to you on the day.

Internal / external common parts decorations
Common areas in all blocks will be decorated (with the exception of Comus House), storage cupboards removed and flooring replaced.

Preparation for kitchen and bathroom replacement work
The following preparations are required prior to start of the works: Empty all kitchen cupboards / units and clear worktops, remove any items from the walls i.e. clocks, mirrors, curtains, blinds, curtain poles, toilet roll holders, bathroom cabinets and towel rails etc. Cardboard packing boxes will be supplied after we have confirmed a start date.

If you feel you are unable to carry out these preparations please contact Terri OR Dee who will arrange some assistance.

Operation 1 – Preparation
On the first day before the works start we will lay protective sheeting to your floor coverings leading to your kitchen and bathroom. Following this we will remove your existing kitchen units and any wall tiles; this is a noisy and messy process. Your kitchen will be left bare apart from a temporary kitchen sink and your cooker. Your fridge/freezer and washing machine will need to be temporarily relocated to another room for the duration. Your washing machine may be reconnected during this time by arrangement with your Resident Liaison Officer.

Operation 2 – Electrical Rewire (2 days) where identified
Again we will require access to all rooms within your home and if possible we shall position the new sockets and the surface trunking in the same location as existing. It may be necessary to drill holes through walls for the new cable runs and we shall repair damaged plaster in these locations if necessary; and leave the area in a reasonable state as we found it before our works. Your electricity will be disrupted only during the day while the works are being carried out, and reconnected as quickly as possible.

Operation 3 – Bathroom installation (1 day)
Your existing bathroom suite will be removed and a new suite installed in one day and we will ensure you have running water and washing facilities at the end of the working day. All existing wall tiles will be removed and cannot be refitted.

Operation 4 – Making good & Plastering (1 day)
This work will be within the kitchen and bathroom. The plastering may be limited to patch repairs or whole walls but this will be assessed on an individual dwelling basis.
Operation 5 – Kitchen Fit & Carpentry (2 days)
This is when we fit your new kitchen units and worktops including the new kitchen sink. At this stage we shall also carry out any other necessary carpentry works.

Operation 6 – Ceramic Tiling (1 day)
In the kitchen, the tiling will be three courses high above worktop surfaces and extended down to the skirting board within the cooker space. In the bathroom the tiling will be full height surrounding bath maximum three high where applicable to the wash hand basin. Please note – the new electrical sockets will be loose to allow the tiler to tile behind them and they will be left loose until the adhesive and grout dry. Please DO NOT tighten them, we will do this for you.

Operation 7 – Decoration (3 days)
Only surfaces within the kitchen and bathroom are to be decorated, the ceiling will be white and a choice of colours will be provided for the walls.

Operation 8 – Vinyl flooring (2 day)
This is a 2-stage operation. Stage 1 will be the application of a levelling compound to concrete floors and Stage 2 will be the laying of the vinyl flooring. Your Resident Liaison Officer will have obtained your choice for this at the same time as your kitchen units etc. Please do not walk on the wet compound as instructed by the floor layer

Operation 9 – Finishing (1 day)
We’re nearly complete! We shall have one of our finishing operatives in to attend to all the tiny little bits and pieces and finishing touches, ready for inspection.

Operation 10 – Inspections & Approvals (1 day)
A representative from LB of Southwark will inspect your home with you and we will attend to any items that they are not satisfied with. The property will then be signed off as complete. This may be a few days after the works have been finished

Please remember that not all of the above work may be applicable to your home. Terri, our Resident Liaison Officer, will discuss the exact requirements with you during their initial visits.
PLEASE NOTE THE COLOUR CHOICES ABOVE ARE FOR REFERENCE ONLY AND FINAL COLOURS WILL BE AVAILABLE AT THE KITCHEN DESIGN STAGE.
### PROJECT RISK ASSESSMENT

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>RISK</th>
<th>DISRUPTION</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strip out</td>
<td>Medium</td>
<td>Noisy/dusty</td>
<td>Keep out of working area and minimise visits while works are carried out.</td>
</tr>
<tr>
<td>Electrical</td>
<td>Medium</td>
<td>Very noisy/dusty</td>
<td>Do not tamper with existing circuits. Take note of any instructions regarding temporary use of sockets. Reports any faults to Durkan urgently.</td>
</tr>
<tr>
<td>Plumbing</td>
<td>Medium</td>
<td>Noisy/messy</td>
<td>Do not tamper with installations. Gas works to be carried out by an appropriately qualified plumber. Take note of any instructions regarding temporary appliances. All gas leaks should be reported immediately.</td>
</tr>
<tr>
<td>Plastering</td>
<td>Low</td>
<td>Dusty</td>
<td>Avoid working areas. Keep room warm until plaster has dried.</td>
</tr>
<tr>
<td>Carpentry</td>
<td>Low</td>
<td>Noisy/messy</td>
<td>Avoid working areas - Do not touch tools.</td>
</tr>
<tr>
<td>Tiling</td>
<td>Low</td>
<td>Noisy/dusty</td>
<td>Avoid working area.</td>
</tr>
<tr>
<td>Painting</td>
<td>Low</td>
<td>Noisy/dusty</td>
<td>Take note and avoid wet paint areas. Keep rooms well ventilated until dry.</td>
</tr>
<tr>
<td>Flooring</td>
<td>Low</td>
<td>Noisy/dusty</td>
<td>Avoid working area – only walk on areas as directed by the floor layer.</td>
</tr>
</tbody>
</table>
Example of progress photographs showing transformation in the kitchen

Please note that these photographs act as a guide only and the actual finish / design of the kitchen in your home will vary to the above.
Example of progress photographs showing transformation in the bathroom.

These photographs act as a guide only and the actual finish/design of the bathroom in your home will vary to the above.
Comments and Complaints Procedure

At Durkan we are aware that building works can be an inconvenience and a nuisance for residents. We hope to minimise the disturbance to residents but we recognise that, on occasions, things may go wrong and therefore we have a complaints procedure. Terri and Dee are your first point of contact, they will be available to answer any queries or will visit you and explain in more detail anything you may be unsure about.

Terri and Dee are on site to assist you and we would ask you to contact them immediately during working hours if you have any concerns, or leave a message on their phone out of hours, so that they can respond as soon as possible. We have included telephone numbers for our Site Team, which can be found on page 4.

If you have a complaint about the work or the conduct of the contractor, please contact Terri or Dee who will ask you to complete a complaints/comments form. We aim to resolve your complaint immediately or within 24 hours.

If we are unable to resolve your complaint or you are unhappy with the outcome, you can make a formal complaint in writing to our site office at the address on page 4. We will send you an acknowledgement letter within 2 working days of the complaint being received, the complaint will be investigated and we will send you a detailed response within 7 working days of the date the complaint was received.

If you are still unhappy with the outcome of your complaint or we haven’t dealt with your complaint within 7 working days or given you a reasonable explanation why, you can escalate the complaint to the next stage of the process, by writing to the Contract Manager at our Head Office at the address on page 4. **At this stage we will only deal with the original complaint and no additional complaints can be added.** The Contract Manager will send you an acknowledgment letter within 2 working days. He will then fully investigate your complaint and send you a detailed response within 15 working days.

All complaints/comments received will be monitored to ensure that prompt and appropriate action has been taken. Southwark Council and the Contract Administrator will review all complaints registered at the monthly progress meeting.

We always welcome your comments, good or bad, as this helps us review and improve how we work and do things in the future.
Out of Hours Emergency works relating to Durkan
If an emergency relating to the works carried out by Durkan occurs out of normal working hours, please contact our emergency number on 0800 917 5987.

If you need to call 0800 917 5987 it will be answered by IDS a dedicated company who will ask you for your name and address. They will ask you to describe the emergency to allow them to assess the situation and make a decision on what action needs to be taken and will let you know what will happen next.

Southwark Council Emergency Out of Hours No:
If you have an emergency NOT relating to Durkan please contact Southwark Council on their Out of Hours number 0800 952 4444.

For all repair emergencies, telephone the 24 hour free phone number 0800 952 4444.

However if your call refers to a gas, electricity or water supply problem you should contact:

- Gas leaks: 0800 111 999
- Electricity (UK Power Networks): 0800 028 0247
- Thames Water: 0800 714 614

Defect Reporting Procedure after Completion
After completion of your property, any defects related to our works should be reported to Southwark Council, who will notify Durkan of the defect, we will then contact you to make arrangements to carry out any necessary making good works.

12 Months after works have been completed
After the 12 months liability period, and following the satisfactory completion of any defects that may have arisen, Southwark Council will be responsible for repairs to your home; you should contact them through your normal repairs reporting procedure.
We Want Your Views
After the work has been completed Durkan will visit you at your property with a questionnaire similar to the one below and will ask you for your views on the work and how it was done. We will use the feedback to help us find ways of improving the way we work in the future.

**RESIDENT SATISFACTION SURVEY**

As part of our customer service policy and our ongoing commitment to continuous improvement please complete our short survey.

<table>
<thead>
<tr>
<th>CONTRACT TITLE:</th>
<th>CONTRACT NO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCOPE OF WORKS:</td>
<td>DECENT HOMES REFURBISHMENT</td>
</tr>
</tbody>
</table>

1. Were you satisfied are you with our communications? Using a 1-5 scale please circle choice.
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

2. Were you satisfied with the information provided to you about the works?
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

3. Were you satisfied with the helpfulness and politeness of our staff?
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

4. Was your property left clean and tidy when our operatives had finished work?
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

5. Did we respond to your concerns/comments in a timely manner?
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

6. How happy are you with the level of service received?
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

7. How satisfied over all were you with the quality and standard of the work?
   - Excellent 5
   - Good 4
   - Average 3
   - Below Average 2
   - Poor 1

Additional Comments

Name of Resident: [ ]
Signed: [ ]
Date: [ ]

Address: [ ]
Durkan wishes to ensure that the conduct of its employees, contractors and any subcontractor in the execution of any works is such that the image and good reputation of Durkan is maintained and enhanced.

Durkan will expect action to be taken against any employees or contractors found to have been rude or abusive to residents, staff or users of any premises in which work has been ordered or carried out.

Durkan supports equal opportunity policies and will expect severe action against any employee or contractor found to be rude, abusive or harassing persons in a racist or sexist manner.

Durkan shall ensure that employees or subcontractors whilst attending any premises in which they have been instructed, abide by the following code of conduct:

- Maintain a pleasant accepting aspect, are tidily dressed.
- Concentrate on the workload and avoid unkind, embarrassing, inflammatory or damaging words or gestures.
- Avoid playing radios or the like.
- Do not smoke within the premises.
- Avoid the use of gas and/or electricity, and wash facilities without the prior permission of the occupier.
- Do not make use of or abuse the residents’ belongings.
- Have regard for requirements of individual residents and shall comply with these as far as is practically possible.
- Always introduce themselves and present ID when seeking access to the property.
- Keep the working environment and the Resident’s home and garden in a clean and tidy condition, including a final clean on completion.
- Take care of the residents’ property and possessions, protecting them from damage, dust and paint.
- Make sure materials and tools do not cause danger.
- Keep noise to a minimum and warn the Resident and neighbours of any likely disturbance.
- Do not accept gifts from residents.
- Do not work in the property alone or hold keys to the property without a signed agreement.
- We will not enter the property to carry out works unless someone over the age of 16 years old is present.
Use this section for your notes