



GH Property Management Services Limited are committed to ensuring that it provide an excellent service to its Leaseholders and Residents. We are committed to high standards in our dealings with our Contractors, and the other companies with whom we work in partnership. Anyone carrying out work on behalf of GH Property Management is regarded as a Contractor. We want to develop long-term, mutually beneficial working relationships with all our Contractors.

This Code of Conduct sets out the standards that GH expect our Contractors to deliver for Leaseholders and Residents. All Contractors must comply with the terms set out in this Code of Conduct. Whilst this Code is intended to achieve best working practices, it does not cover every aspect and GH Property Management cannot accept any responsibility if any matter is omitted. The standards contained within this Code are general standards required of all Contractors. More specific requirements may be included in the purchase order or contract, which will then take precedence.

Excellent Service

Contractors must be committed to providing an excellent service to GH Property Management and its residents, including meeting all the standards in this document. Contractors must be committed to the principle of continuous improvement in their service. They must be ready to work with GH Property Management to identify better ways of working which enhances the service we deliver to Leaseholders and Residents.

Selection of Contractors

GH Property Management only recommend and appoint contractors who are suitable and competent to provide the specified service to a reasonable standard, having due regard to the size and nature of the contract, cost, efficiency, quality and value for money. Contractors working with GH Property Management must have the appropriate number of staff needed with the relevant skills, competence, experience and overall ability to deliver an excellent service. Contractors should ensure that their employees hold the appropriate qualifications to show that they are competent for the job and understand relevant health and safety issues. Contractors must ensure that themselves and their operatives have relevant up-to-date training to ensure that they are fully competent to deliver their work tasks.

Sustainability

Contractors should ensure that they work in accordance with the GH Property Management commitment to environmental sustainability. This should include:

Transport - the use of low carbon emission vehicles wherever practicable and planning of work to minimise travel distances.

Waste - a reduction of waste on site, and the recycling of materials wherever possible.

Materials - the use of materials which involve the minimum environmental and social impact, wherever possible, e.g. recycled materials.

Energy - initiatives to improve the energy efficiency of their work activities.

Monitoring - maintaining appropriate information on the above activities to enable their performance to be monitored.



Tendering Procedures

Contractors must comply with the terms of any invitation to tender, including any preliminary / preamble clauses that form part of the documentation. An itemised priced copy of the specification should be returned by the tender return date. Failure to comply with these requirements will entitle GH Property Management to reject the tender. A contractor not wishing to tender should return the tender documents and give confirmation in writing, including a statement of reasons why no tender was submitted. If arithmetical errors or pricing anomalies are contained in the tender document, then the contractor will be informed and asked to either stand by the original price or withdraw. No contractor shall collude with another in the pricing of work or the submission of a tender. If a contractor is found guilty of bid-rigging or similar anti-competitive behaviour, GH Property Management would seek to terminate the contract.

Job Instructions

Purchase orders will generally be issued in the form of e-mail. Contractors are required to keep GH Property Management informed about the status of an order so that we can provide good customer service to our Residents. Contractors must ensure that they can meet the completion date deadlines for their works. Consistent failure to complete works within the agreed time may result in a suspension of work orders from GH Property Management. If you need to rearrange the appointment to a different date, e.g. because of bad weather conditions, you must call GH Property Management and rearrange it to a mutually convenient time. If it becomes apparent during a site visit that additional work is required, a contractor must report this to GH Property Management staff for approval. Contractors must inform GH Property Management as soon as works have been completed. Contractors who fail to provide completion information in a regular and timely manner may result in a suspension of purchase orders from GH Property Management.

Invoicing

Invoices should be submitted promptly to enquiries@gh-propertymanagement.co.uk. Contractors must ensure that their pricing is competitive and should be able to justify that the cost of the work satisfies the Test of Reasonableness (Landlord and Tenant Act 1985). Invoices must be accurate in relation to the work delivered. GH Property Management reserves the right to determine a contract (subject to contract conditions) where a Contractor is found to have over charged. GH Property Management routinely samples invoices to ensure they reflect work undertaken. Under no circumstances must a contractor submit an invoice for a job that is yet to be completed. Where omissions or additions apply to the original works order, these should be discussed with GH Property Management staff. Payment will not be made unless the complete information is provided, including the correct job number and works completion date. Contractors will also be responsible for supplying a report, photographs and videos where appropriate on completed orders to GH Property Management to ensure prompt payment of invoices.

Defects

Without prejudice to other claims, the contractor will be expressly responsible for defects in either workmanship or materials supplied and / or fixed for a minimum period of six calendar months after date of completion (this may vary depending upon the terms of the contract with GH Property Management). The exceptions to this are works where a guarantee in excess of six months may exist such as damp proofing or timber treatment and works where a guarantee of a lesser period applies. The contractor shall be required to make good, at their expense, any defects or faults which may appear within that period, including any damage to an adjoining property. Where a written guarantee is to be provided, the contractor shall ensure that such guarantee is provided to GH Property Management at the time of practical completion of the works.



Standards on site

Employees should be presentable in their appearance and equipped with all necessary personal protective equipment. Contractors should take appropriate care to avoid damage or unreasonable disturbance to Residents / Leaseholders. Contractors are responsible for supplying and bearing the cost of all necessary plant, scaffolding, staging, temporary covering, dust sheets, tarpaulin, disposable 'overshoe' protectors, tools, equipment, transport, labour and materials for the proper execution of works. Contractors shall provide all necessary and properly erected protection and screening for the property, and any adjacent properties at all times. Contractors must leave the site clean and tidy and remedy any damages in a timely manner.

Contractors must maintain a friendly, helpful, considerate, informative and professional approach at all times when on site. If a contractor is running late, they must notify GH Property Management immediately so we can contact the Resident or Leaseholder in turn. Work should be carried out with the minimum inconvenience to Residents or the occupants of adjoining properties. If it is necessary to carry out works from adjoining properties, then proper notice should be given, and permission sought from the owner or occupant. Contractors will be directly liable for any damage caused to such property. If the premises are to be left with work incomplete, GH Property Management should promptly be advised of a date for return to complete the works. Smoking is not permitted on sites managed by GH Property Management.

Ladders should be removed from site each night or securely padlocked. If used, the removal of any scaffolding should be timely, i.e. removed as soon as it is no longer required. All debris must be cleared at the end of each day and as soon as work is completed. The area of work should be left in a clean and tidy state. Keys for properties must always be returned to GH Property Management on the day that works are completed. The security of the premises is your responsibility whilst the keys are in your possession. You must take all reasonable care to prevent unauthorised entry into the property.

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During the job, Contractors are expected to use their own tools and equipment. Whenever practicable, portable power tools must be either 110volt or battery operated. When other 240-volt equipment is used, then a residual current detector (RCD) should be used. All tools and equipment brought onto site must be safe, adequately maintained and remain in a condition 'fit for purpose'. All persons using such tools and equipment must be competent to do so. All tools and equipment, which require independent testing etc, must be provided with relevant test certificates etc. All tools and equipment, when in use, should be used in a manner which will not place the user or any other person at risk.

Monitoring performance

Contractor performance will be continuously monitored by GH Property Management. Meetings will be arranged on a regular basis to review performance and will monitor deadlines for completion of work; quality of work; complaints; key performance indicators; health and safety and problems arising / areas for improvement. The meetings will provide an opportunity for GH Property Management and Contractors to discuss the operation of the contract and develop partnership working.

[N.B. The frequency of meetings may vary in line with the volume of work being undertaken.]

Consistent poor performance may result in the contractor no longer receiving work orders.

You shall always allow reasonable access for GH Property Management staff to inspect work in progress, or upon completion.



Health and safety

Contractors are required, as necessary, to comply with the general requirements of The Health and Safety at Work Act 1974, The Management of Health and Safety at Work Regulations 1999 and all other relevant statutory requirements applicable to their undertaking whilst working on behalf of GH Property Management.

Contractors will need to ensure that risk assessments have been undertaken, and adequate precautions taken, including first aid provision. Contractors may be required to produce copies of relevant health and safety policies, procedures, insurances or risk assessments.

We recommend all contractors to be registered with the Contractors Health and Safety Assessment Scheme (CHAS). See www.chas.gov.uk

Contractors should halt work immediately if they encounter any hazards which they are unqualified to carry out or are uncertain of addressing (e.g. asbestos) and should notify the appropriate GH Property Management staff of the problem.

Contractors must ensure that they are fully conversant with the local fire and emergency procedures in the area they are working. This will include knowing the nearest escape routes from the building, knowing the location of the assembly areas and how to raise the alarm in an emergency. Contractors must comply with local site rules regarding smoking, hot / burning works and storage of flammable materials.

Contractors should have access to adequate first aid provision at all times. All workplace accidents which occur on the premises must be reported to a GH Property Management representative as soon as is practicable. The Contractor is responsible for ensuring that all workplace accidents are recorded and that any notifiable accidents Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) are reported to the relevant enforcement authority.

All hazardous substances for use on site must be used in accordance with manufacturers and supplier's health and safety information. All substances must be stored safely whilst on site and at the end of each working day removed from site.

The communal areas of all estates managed by GH Property Management have been surveyed for asbestos (unless the property was built after 1999) and a full report and register is available on request. Contractors must ensure they have read the register, are aware of the location of asbestos (if appropriate) and take reasonable steps in accordance with Control of Asbestos Regulations 2006 whilst working in areas where asbestos is present.

Contractors must conform to CDM Regs IAW with HSG1153

General

Contractors are required to plan, manage and monitor the construction work under their control so that it is carried out in a way that controls the risks to health and safety (regulation 15(2)). The effort devoted to planning, managing and monitoring should be proportionate to the size and complexity of the project and the nature of risks involved.

On projects involving more than one Contractor, this will involve the Contractor co-ordinating the planning, management and monitoring of their own work with that of the Principal Contractor and other Contractors, and where appropriate the Principal Designer. Such coordination could involve regular progress meetings with other duty holders to ensure that the Contractor's arrangements for planning, managing and monitoring their own work can feed into, and remain consistent with, the project-wide arrangements. For single Contractor projects, the arrangements to plan, manage and monitor the construction phase will normally be simpler.

Planning

In planning the work, the Contractor must consider the risks to those who may be affected e.g. members of the public, and those carrying out the construction work. Planning should cover the same considerations as those for the principal, including considering the risks and ensuring the measures needed to protect those affected are in place.



On projects involving more than one Contractor, each Contractor must plan their own work so that it is consistent with the project-wide arrangements. Contractors should expect help from other duty holders, for example the Client who must provide the pre-construction information (Appendix 2 of the CDM2015 guidance provides further help on the provision of pre-construction information).

On single Contractor projects, the Contractor is responsible for planning the construction phase and for drawing up the construction phase plan before setting up the construction site. The Client must provide any relevant pre-construction information they possess and the time and other resources to help the Contractor do this. For further guidance see [Construction Phase Plan](#).

Managing

The arrangements for managing construction work must consider the same issues that Principal Contractors must consider.

Monitoring

The Contractor should monitor their work to ensure that the health and safety precautions are appropriate, remain in place and are followed in practice. Effective monitoring by the Contractor must address the same issues that [Principal Contractors](#) must consider. This includes using a mix of measures to check performance and taking prompt action when issues arise.

On projects involving more than one Contractor, as part of the duty to cooperate with other duty holders, the Contractor should provide the Principal Contractor with any relevant information that stems from their own monitoring so that the principal Contractor can monitor the management of health and safety at a project-wide level.

Complying with directions and construction phase plan

For projects involving more than one Contractor, the Contractor is required to comply with any directions to secure health and safety given to them by the Principal Designer or Principal Contractor (regulation 15(3)(a)). They are also required to comply with the parts of the construction phase plan that are relevant to their work (regulation 15(3)(b), including the site rules see [link](#) for further guidance on the construction phase plan.

Drawing up a construction phase plan

For single Contractor projects, the Contractor must ensure a construction phase plan is drawn up as soon as practicable before the construction site is set up (regulation 15(5)). Guidance on Contractors' duties in relation to the construction phase plan is set out in Appendix 3 of the CDM2015 guidance.

- Further guidance, including a template for a construction phase plan, is provided for contractors working on small scale, routine and domestic projects on HSE's website - [hse.gov.uk/construction/areyou/builder.htm](https://www.hse.gov.uk/construction/areyou/builder.htm).
- The CITB Provides a CDM CPP 'Wizard' for use by Contractors in establishing the Construction Phase Plan. The CDM Wizard is a free app, available for smartphone, tablets (iOS and Android devices) and can be used on your desktop computer or laptop. It helps you to plan and organise your construction job and work together with others involved to make sure that the work is carried out without risks to health and safety. Available here: <https://www.citb.co.uk/about-citb/partnerships-and-initiatives/construction-design-and-management-cdm-regulations/cdm-wizard-app/#>

Appointing workers

When a Contractor employs or appoints an individual to work on a construction site, they should make enquiries that the individual:

- a) Has the necessary skills, knowledge, training and experience to carry out the work they will be employed to do in a way that secures health and safety for anyone working on the site; or
- b) Are in the process of obtaining them.

Reliance should not be placed on an industry certification card or similar being presented to them as evidence that a worker has the necessary qualities. Nationally recognised qualifications (such as NVQs and SVQs) will provide Contractors with assurance that the holder has the necessary skills, knowledge, training and experience to carry out a task in such a way. Contractors should recognise that training on its own is not enough. Newly trained individuals need to be supervised and given the opportunity to gain positive experience of working in a range of conditions.



When appointing individuals who may be skilled but who do not have any formal qualifications, Contractors may need to assess them in the working environment.

Training workers

To establish whether training is necessary for any worker, a Contractor should:

- a) Assess the existing health and safety skills, knowledge, training and experience of their workers;
- b) Compare these existing attributes with the range of skills, knowledge, training and experience they will need for the job; and
- c) Identify any shortfall between (a) and (b) above.

The difference between the two will be the 'necessary training'. As a general rule, if the person being assessed demonstrates the required qualities then no further training should be necessary. This assessment should take account of the training required by other health and safety legislation as well as that needed to meet the requirements of CDM 2015.

Assessing training needs should be an on-going process throughout the duration of the project. Further training may be required if:

- a) The risks to which people are exposed alter due to a change in their working tasks;
- b) New technology or equipment is introduced; or
- c) The system of work changes.

Skills can also decline if they are not used regularly. Particular attention should be paid to people who deputise for others on an occasional basis - they may need more frequent further training, than those who do the work regularly.

Contractors should also consider 'softer skills' such as the ability to foresee risk, maintain sensitivity to risk, anticipate mistakes others might make and to communicate clearly, as well as the more technical skills workers require for their work.

Providing supervision

A Contractor who employs workers or manages workers under their control must ensure that appropriate supervision is provided (regulation 15(8)). The level of supervision provided will depend on the risks to health and safety involved, and the skills, knowledge, training and experience of the workers concerned.

Workers will require closer supervision if they are young, inexperienced, or starting a new work activity. In these circumstances, arrangements should be put in place for supervision to continue even when the supervisor is not present. Other factors that should be considered when assessing the level of supervision needed include, the level of individuals' safety awareness, education, physical agility, literacy and attitude. Even experienced workers may need an appropriate level of supervision if they do not have some or all of the skills, knowledge, training and experience required for the job and the risks involved.

Providing information and instructions

Contractors should provide their employees and workers under their control, the information and instructions they need to carry out their work without risk to health and safety (regulation 15(9)). This must include:

- a) Suitable site induction where this has not been provided by the Principal Contractor. In such cases, the guidance provided in paragraphs 133-134 of the CDM2015 guidance for Principal Contractors is relevant to Contractors;
- b) The procedures to be followed in the event of serious and imminent danger to health and safety. These should make clear that any worker exposed to any such danger should stop work immediately, report it to the Contractor and go to a place of safety. The procedures should:
- c) Include details of the person to whom such instances should be reported and who has the authority to take whatever prompt action is needed;
- d) Take account of the relevant requirements which set out provisions relating to emergency procedures, emergency routes and exits and fire detection and firefighting.
- e) Information on the hazards present on the site that are relevant to their work (e.g. site traffic), the risks associated with those hazards and the control measures put in place (e.g. the arrangements for managing site traffic)

Further guidance is set out in within the [CDM2015 guidance](#).



Preventing unauthorised access to the site

A Contractor must not begin work on a construction site unless reasonable steps have been taken to prevent unauthorised access to the site (regulation 15(10)). On projects involving more than one Contractor, carrying out this duty must involve the Contractors liaising with the Principal Contractor who is required to ensure reasonable steps are taken in this respect. This can be done via a phone call before the Contractor starts work on site or at an early meeting. For projects involving only one Contractor, the Contractor must do whatever is proportionate to prevent unauthorised access before starting work on the site. In these circumstances, the guidance provided for Principal Contractors is also relevant for Contractors.

Providing welfare facilities

Contractors are required to provide welfare facilities which meet the minimum requirements set out in Schedule 2 (regulation 15(11)). This duty only extends to the provision of welfare facilities for the Contractor's own Employees who are working on a construction site or anyone else working under their control. The duty is as far as is reasonably practicable, so Contractors should do whatever is proportionate in providing the welfare facilities set out in Schedule 2. Guidance on what is proportionate in providing welfare facilities on construction sites is contained in HSE's Construction Information Sheet - [Provision of welfare facilities during construction work \(CIS 59\)](#). On projects involving more than one Contractor, meeting this duty will involve discussing and agreeing with the Principal Contractor who has a similar duty to provide welfare facilities. For projects involving only one Contractor, the Contractor themselves must ensure that suitable welfare facilities are available.

Lone Working

GH Property Management recommend that Contractors have measures in place to ensure they know who is lone or remote working, when and where. It is advisable to ensure all lone working Contractors undergo routine reviews to ensure they are adhering to the necessary risk control measures and to undertake a five-step risk assessment before working alone on site to ensure they are at no greater risk:

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precautions
4. Record the findings and implement them
5. Review the assessment on a regular basis and update if necessary

Data protection

Under GDPR regulations, as a sub-processor acting on the instructions of GH as a Controller, GH Property Management have an expectation that Contractors will ensure their own compliance with the General Data Protection Regulation. To meet these duties, Contractors are required to maintain a duty of care when processing and storing information relating to GH Property Management works orders. Information relating to GH Property Management Residents should be guarded in the following ways:

- Be held only for the purpose of delivering the specific service that GH Property Management has contracted, for example to make appointments with Residents. It should not be used for any unrelated purposes.
- Be adequate, relevant and not excessive in relation to the purpose of delivering that service to GH Property Management.
- Be subject to appropriate security measures to guard against loss or unauthorised access, for example being kept in a locked cabinet or encrypted if stored electronically
- Not be kept for longer than necessary and disposed of in a confidential manner.
- Not be transferred outside the company without the express permission of GH Property Management and not to be transferred outside of the EU.
- Provide full cooperation and assistance in relation to any request from a Data Subject where they wish to exercise their rights under GDPR.
- Notify GH within 24 hours of any breach that may be discovered.
- Take steps to ensure that any employees or sub-contractors who have access to any Personal Data provided by GH participate in GDPR training.



**GH
Property
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The Right Choice.

Code of Conduct for Maintenance Contractors

At all times, Residents' details i.e. names, telephone numbers etc, should be treated as confidential, and under no circumstances, should details be disclosed or discussed with a third party. Any information regarding Residents' circumstances, lifestyle, health details etc, should not be discussed or shared with third parties.

Insurance

Contractors must maintain adequate insurance, including adequate protection for the safety of Residents, occupiers and the general public and indemnity. Where required, professional indemnity insurance should not be less than £1 million. When requested by GH Property Management, the contractor shall provide copies of their insurance policies or other such details for examination. GH also request that you inform us if your insurance policy contains a cover exclusion for items being worked on.

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