



CARE HOUSING ASSOCIATION

Policy relating to Responsibilities, Requirements, Competency and Quality standards for persons undertaking work in Care properties

1. Purpose

Care Housing Association (Care) develops and maintains its properties to the highest standard. All contractors appointed to complete works on the Associations properties have been through a rigorous quality assessment and must have and maintain relevant qualifications, and insurances.

Care appreciates that our houses are people's homes, and it is not our intention or the purpose of this policy to unreasonably withhold permission to undertake any works. However, we do expect any person appointed to undertake work in our properties by the Care Provider, tenants or persons acting on their behalf to comply with a minimum quality standards/requirements which are detailed in this policy document.

2. Policy Statement

The main purpose of the policy is to ensure the safety of our tenants and persons working in our properties

Gas installation: Under no circumstances must anyone other than persons instructed to do so by representatives from Care undertake any works to any part of the gas installation or any part of a gas fired central heating installation.

The gas installation and all gas appliances will be maintained and serviced in accordance with the requirements of the Gas Safe regulations by appropriately qualified persons.

If any alterations or adaptations are required to this system, the tenant must apply in writing to Care, who will assess the request and respond accordingly.

If the works required fall outside the responsibility of Care, but the tenant still requires them to be undertaken, the Association will instruct a contractor to inspect and provide an estimated cost for these works, If this cost is acceptable Care will (once they are in receipt of written confirmation that the tenant is prepared to reimburse the estimated figure) Instruct the contractor to undertake the specified works. Liability for the payment of any costs incurred in these circumstances is the responsibility of the tenant.

Electrical installation: Under no circumstances must anyone other than persons instructed to do so by representatives from Care undertake any work to the electrical installation. This includes the consumer unit, cable, sockets and fittings but is not inclusive of lamps (bulbs) the maintenance of which is the responsibility of the tenant.

If a tenant requires any alterations or adaptation to the installation they must apply in writing to Care who will assess the request and respond accordingly

If the works required fall outside the responsibility of Care, but are still required the Association will either:

- Request a contractor to provide an estimated cost for these works, If this cost is acceptable Care will (once they are in receipt of written confirmation that the tenant is prepared to reimburse the estimated figure) Instruct the contractor to undertake the specified works.
- In certain circumstances the Association will allow the tenant to appoint their preferred contractor, subject to the contractor
 - Being registered with the NICEIC
 - Holding a public liability insurance to the value of £1,000,000,

No works are to be instructed or undertaken until the tenant is in receipt of written permission from Care. Liability for the payment of any costs incurred in these circumstances is the responsibility of the tenant

All other trades/works: In advance of undertaking any works or improvements the tenant or their representative is requested to write to Care providing

- Details of the works required
- Details of the contractor undertaking them (this must include details of the contractors insurances)

Care will not unreasonably withhold permission to undertake any works, but will require proof of the contractors competency to complete these works, the details provided should contain information of the contractors insurances (minimum of £1,000,000 public liabilities) membership of any trade organisations, previous experience and details of a contractors web site (if applicable)

If the tenant is unable to identify a competent contractor to undertake these works Care will provide them with the contact details of contractors on our approved list, all further responsibility for the organising and arranging of any works or payment is the responsibility of the tenant.

Failure to comply with this policy: In the event that works undertaken by a contractor appointed either directly by the tenant or not in accordance with the previously stated policy not complying with relevant regulations or standards Care reserves the right to correct these works using their own contractors and recharge the tenant for any costs incurred in these actions.

All contractors, whether appointed by Care or appointed independently with Care's consent, must ensure their operatives have a valid DBS check.

All contractors must consider the tenant when making appointments and discussing access arrangement. This may include ensuring that there are no unreasonable risks to the tenant or the contractor when attending the property.

3. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

4. Equality and Diversity

We are committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

5. Commitment and Review

Care will formally review this policy every three years. Care will consult with residents if material changes to this policy are proposed.