

Caerphilly Home

Charter for Trust – Working Arrangements

Introduction

Caerphilly Homes is the Council's housing service providing 10,900 homes and a range of services for tenants and leaseholders.

It is the Council's aim to deliver affordable, quality homes, and services in an accountable manner, working in partnership with other agencies and contractors.

The working arrangements are underpinned by several general principles:

- good communication between the Council, tenant or leaseholder, and contractors
- appointments to be made and kept
- urgent work to be dealt with promptly
- work to be undertaken to a good standard, WHQS works will be internal or external packages

The Council, tenants, leaseholders and contractors will work together to get it right first time, every time and to make sure that work is carried out or the service provided promptly and professionally.

Equalities

The Council promotes equal opportunities and equal access to services and values people's differences and opinions. The Council will not accept any form of discrimination or harassment as a result of a person's colour, race, nationality, ethnic origin, sex, sexuality, marital status, disability, religious belief or age. The Council will investigate any allegation of discrimination and take appropriate action if the allegation is proven correct. This may include removing the person responsible from the contract, referring the matter to the police and /or terminating the contract.

Data Protection

Information about individuals will only be released with the permission of the person to whom the information relates apart from:

- if by law the Council must share the information
- in an emergency when public safety is at risk
- when the police need information to prevent, detect or investigate a crime

Child Protection and Vulnerable Adults

No works should be undertaken inside the home where there are unsupervised children or vulnerable adults. Everyone has a role to play in the protection of children and vulnerable adults from abuse and neglect. Any concerns that arise should be reported to a supervisor or line manager. Further advice can be obtained from the Council's Tenant Liaison Officers.

Privacy and Confidentiality

Respect the privacy and confidentiality of things that might be overheard in tenants' homes. However, should anything be heard that raises concern this should be reported to a supervisor or line manager.

Working in and around tenants and leaseholders homes

Tenant Liaison Officer

The Council will nominate a Tenant Liaison Officer (TLO) for each contract area. The TLOs main role is to ensure that tenants and leaseholders receive a first class customer service. The TLO will be the main point of contact for tenants and leaseholders before, during and after any works.

Notice of works

The Council's TLO will contact individual tenants and leaseholders approximately 3 months before any works are due to be undertaken to arrange a survey. A separate asbestos survey may be necessary. A provisional start date will be indicated at this first visit. The Council or contractor will advise the resident 10 working days before the works start confirming the exact start date.

Preparation

At the initial survey visit the TLO will discuss any issues that may affect the resident or leaseholder during the works. This will include:

- current condition of the property
- works required
- health and safety considerations for staff and tenants or leaseholders
- welfare requirements and any special needs
- if there are children, elderly or vulnerable adults
- if there are pets
- how the works will be undertaken to minimise disruption
- establish assistance needed to prepare for the works and re establish on completion
- identify any furniture, fittings, or appliances that need to be moved and protected during the works

Hours of work

Work can be carried out between 8:00am and 6:00pm Monday to Friday and if agreed between the Council and tenant or leaseholder between 8:00am and 12 noon on Saturdays. Any variations must be by mutual agreement. Where a tenant or leaseholder refuses access advice should be obtained from the TLO.

During the works

Other than in exceptional circumstances, tenants and leaseholders will remain in their homes during the improvement works. Facilities and additional assistance will be provided for elderly and vulnerable tenants. Such requirements will have been identified by the TLO during the initial consultation. Depending on the extent of the works, temporary welfare facilities should be made available for use by tenants and leaseholders during the day especially where services have to be temporarily disconnected.

Work should be carried out without:

- causing unnecessary nuisance or inconvenience
- putting the tenants or leaseholders and neighbours in danger
- affecting the security of the home or neighbouring homes
- leaving services disconnected overnight

It will be the responsibility of those carrying out the work (in house or contractor) to move any furniture, fittings, appliances (e.g. washing machines, refrigerators, and cookers), apparatus, household items and carpets from the work area if they cannot be protected. The existing condition of all items should be recorded and agreed with the tenant prior to removal, a photographic record is advisable and tenants will be asked to sign a waiver. All items will be put back following the work and appliances reconnected.

If any damage is caused to tenant or leaseholder belongings, the tenant or leaseholder should be informed and repair or replacement offered. Where the Council receives a claim for damage caused by a contractor this will be referred directly to the contractors' insurers.

Materials, tools and machinery should not be stored in homes unless authorised by the Council and the tenant or leaseholder has agreed.

Parking of Council or contractor vehicles should be undertaken in a considerate manner and should not cause blockages for emergency vehicles or a danger to pedestrians or other road users. Site compounds and welfare facilities will only be located in areas agreed with the Council. Damage caused by parking or compounds will be reinstated.

All escape routes, including staircases, access ways and fire exits will be kept clear and safe at all times.

At the end of each working day:

- leave the home weatherproof with all basic services which may include temporary arrangements
- site left clean and tidy and where it is agreed that tools can be left these should be stored safely
- steps, ladders or other machinery should not be left accessible to unauthorised people
- advise parents of any potential dangers

Completion

At the completion of work the home and site should be left clean and tidy, free from all rubbish arising from the work. All waste will be disposed of in a proper manner. All services should have been tested and left in full working order. Tenants and leaseholders should contact the TLO if any problems arise after the completion of the work.

Delays

There may be unforeseen delays to the work for a variety of reasons. When delays do occur the TLO will liaise with the tenant, leaseholder or contractor to explain the reasons and discuss anticipated timescales for completing the work. The TLO will work closely with the tenant or leaseholder, contractors and operatives, to overcome any problems that the delay might cause.

Quality Standards

All work should be carried out to a high standard. The Council will carry out regular inspections and undertake a customer satisfaction survey on completion. Everyone working in tenants' and leaseholders' homes will adhere to the requirements of this Charter, including the protocols. The Council will enforce contractual terms and conditions and where circumstances justify will terminate contracts. Tenants will monitor quality standards and will visit tenants whose homes are subject to improvement.

Complaints

The Council will use best endeavours to ensure every tenant and leaseholder has a first class service. Where there is dissatisfaction with the service or work undertaken the tenant or leaseholder should in the first instance discuss the concerns with the TLO and if still not satisfied use the formal complaint procedures.

Amended 11.12.12