

Parsonage Houses: A code of practice for Approved Contractors

If you have any questions please contact the Property Department:

Property Secretary
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Completed and uncompleted work

Uncompleted Work

If it is not possible to complete the work, the operative is required to ensure that the job is left in a safe condition and proper arrangements made for the work to be completed. The occupant's home must always be left habitable overnight and at weekends. Essential services must be safe and usable, and every effort must be made to minimise the inconvenience caused to the occupant.

Rubbish

All materials and rubbish should be removed regularly, preferably daily, and no rubbish should be left on site after completion of the work. Rubbish should never be left in such a way as to cause danger to occupants. Contractors are reminded of their liability if occupant do have accidents as a result of the negligence of their operatives.

Completed Work

When the job is completed, operatives must make sure the occupant is completely satisfied. This includes making sure that the work area is left in a clean, tidy and safe condition, with furniture repositioned. The occupants will be asked to complete a performance report which is to be returned to the property department. This report will be considered before any final invoices are passed for payment.

“Many of our occupants lead busy and active lives. It can be particularly annoying if someone has had to wait at home unnecessarily. ”

Other issues which may occur

Additional Jobs

Occupants may ask for further work to be undertaken whilst the operative is in their home. Operatives should only undertake the work that is described on the works order, or work of a similar nature if it should prove not possible to do the work ordered.

If the operative considers that the work required is significantly different from the order, the occupants should be informed that it is necessary to obtain authority to proceed. The operative should seek this authority from the Property Department and make suitable arrangements with the occupant to complete the work.

In all instances of further work being requested, the occupant should be advised to make a separate report. If necessary, operatives, on behalf of the occupant, may notify the Property Department and the necessary action will be taken.

Parts

If parts are required for the job and these are not readily available, then the occupant should be advised that this is the case, and given some indication of the likely time scale. Obviously it may be necessary to make new arrangements, either then or at a later date.

Operatives should avoid wherever possible leaving a job unfinished. If work cannot be completed, this should be made clear to the occupant, who should also be advised, as soon as possible, exactly when the operative will be returning.

Every effort should be made to ensure occupants are not left without a heating or lighting supply. Where the lack of parts results in an inferior service to occupants, please inform the Property Department before leaving the property.

Our commitment

The Diocese of Manchester is strongly committed to providing excellent service to the occupants of its properties in a safe and healthy environment.

To ensure that we achieve this, we must insist that contractors are aware of the high standards which we wish to achieve, and agree to adhere to these. By adhering to these requirements we hope that we will achieve a high level of occupant satisfaction which will be to everyone's benefit. While you are carrying out works on our property you are seen as part of the Diocese, which, as an organisation, is committed to the care of clergy, employees and tenants.

Contractors are only approved for employment by the Diocese on the condition that they have read, and agreed to abide by, this Code of Practice

For the purposes of this Code the term "Contractor" means anyone who comes onto Diocesan property to carry out work on behalf of the Diocese including those carrying out building works.

These are the general standards required of Contractors but more specific requirements may be included in the order or contract, which will then take precedence.

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Working on Parsonages

In all areas where it works, the Diocese is keen to promote good neighbourly relations, and Contractors must assist in promoting this, particularly through minimising noise, dirt and dust from the works, and ensuring that materials are stored safely without obstruction to others.

Contractors are expected to minimise inconvenience caused by the use and parking of plant and other vehicles.

Contractors must ensure that their employees and sub-contractors avoid abuse or harassment towards occupants, diocesan staff and others while working for the Diocese. Contractors are required to take prompt and firm action against any employee responsible for abuse or harassment.

Equally, when working on our properties, Contractors and their operatives may expect to be treated fairly by both Diocesan employees and occupants.

Any difficulties encountered should be reported to the Property Secretary. Any complaint will be fully investigated and, if the allegation is found to be correct, appropriate action will be taken.

Broken Arrangements, Occupants' Belongings

Broken Arrangements

Having made arrangements, please keep to them.

Many complaints are generated by broken arrangements. It can be particularly annoying if someone has had to wait at home unnecessarily. Most of our occupants lead busy and active lives.

If a broken arrangement is unavoidable, please make sure that early contact is made - preferably before the time of the original appointment, to:

- i) apologise to the occupants;
- ii) explain the reason for failing to undertake the work;
- iii) make a new arrangement.

Protection of Furniture etc.

Occupants' furniture and carpets should be completely covered by dust sheets when this is appropriate. Operatives are expected to move items of furniture etc. If breakable or valuable items are present, the occupants should be requested to move them into a safer place.

Gardens

Damage to plants, trees, paths etc. should be avoided as far as possible.

If some damage is inevitable, this should be discussed and agreed with the occupant prior to commencement of the Works.

“occupants are entitled to the same consideration and respect as any private customer.”

Home Standards, Identification, Notice and Schedule of Work

Home Standards

For a variety of reasons, standards of care, cleanliness and tidiness can vary. It is, however, essential that the quality of work carried out remains high, regardless of how these standards are perceived by the Contractors work force. Operatives should make every effort to restore the home to at least the same standard of cleanliness and tidiness as it was before the work began and it is left clean and tidy at the end of the working day.

Identification

It is essential that operatives carry identification cards (preferably including a photograph) and always show them to the occupants before they gain access to the home. Operatives should introduce themselves by name and organisation and state clearly why they have called.

Notice of Work

If work is of a major nature (for example, where it will be necessary to move a lot of furniture to carry out the work) it is essential to give occupants adequate notice before starting the work. In the case of a major job this should not be less than 3 working days' notice. These arrangements may be made verbally or in writing. Every effort should be made to inform the occupants when work is finished for the day when it will be re-commenced.

Schedule of work

Operatives should at all times carry a copy of the agreed schedule of works, or the relevant section, so that this can be referred to when required.

Access

Times

Visits should be arranged by telephone and made at reasonable and mutually acceptable time except in emergencies. This would normally exclude work before 8.30 a.m. or after 5.00 p.m. or on Saturdays, Sundays or Public Holidays, unless otherwise specified.

Access Instructions

Contractors should comply with the access instructions given by the Property Department.

Security

Doors and windows should not be left open unnecessarily and only when the occupant has been advised.

“Contractors are only approved for employment... on the condition that they have agreed to abide by this Code of Practice”

Health and Safety

Statement

Contractors shall provide the Diocese with copies of their Health, Safety and Environmental Statements.

Contractors shall abide by the provisions of all current health, safety and environmental legislation and the Diocesan Health and Safety code of practice for approved contractors.

Contractors are required to ensure that any Sub-contractors working for them also comply with the above.

Contractors' Work Areas

Whenever practicable, Contractors are expected to cordon off their work area(s) and indicate with suitable signs and notices, that this is "out of bounds"

Equipment or material should not be left in a dangerous or inconvenient position. All Contractor's equipment should be secured overnight to prevent unauthorised use.

The Diocese can accept no responsibility for the safe custody of Contractor's tools, plant or material.

“Contractors and their operatives may expect to be treated fairly by occupants, employees and tenants.”

Behaviour

The Diocese has a legal obligation to keep its properties in good repair. Under their terms of service occupants are therefore entitled to work to be carried out to a professional standard, and should be shown the same consideration and respect as any private customer

Practice

It is therefore essential to avoid the following:

- a. rudeness or inappropriate language;
- b. excessive noise including the use of radios etc.;
- c. over familiarity;
- d. arguments;
- e. expressing an opinion about the current work or other repair issues, unless a matter of safety is involved;
- f. parking vehicles in the wrong place, e.g. on grassed or paved area or reserved spaces e.g. disabled spaces;
- g. smoking on Diocesan property.
- h. consumption of alcohol or illegal substances.
- i. Entering areas of the property where access is not required by the contract
- J. using or interfering with any household equipment or appliance without explicit permission.

The Diocese may require the replacement of any operative not observing these reasonable rules of behaviour, at no cost to the Diocese.