



HOME SAFETY FACTSHEET:

WHEN CONTRACTORS ARE CARRYING OUT WORK
AT YOUR PROPERTY

How will contractors gain access to my home?

It is important that you allow Pacific Link Housing's and Housing NSW contractors into your property to carry out, regular servicing or other maintenance work. This is a condition of your lease. You will be contacted by the contractor in advance to arrange a suitable time.

For general maintenance and repairs, contractors will contact you by telephone to schedule a suitable time. If it is an annual pest / termite inspection or smoke alarm safety check, the contractors will notify you in writing (with at least 7 days' notice) for appointment date and time.



If you cannot keep the suggested appointment dates and times, you can contact the number provided on the notice / letter to negotiate a suitable time. It is very important that you allow contractors into your property to carry out inspections so we can determine the condition and schedule the required work.

All Pacific Link Housing staff, our approved contractors and Housing NSW staff and contractors are required to carry appropriate identification. You should always ask to see identification before letting anyone into your home.

Keeping the Family Safe

Carrying out repairs and maintenance in your home can be hazardous, especially if you're planning to stay in the home while the work is conducted. Contractors work with dangerous tools and equipment. So when contractors come to your home, follow these steps to help keep the workers and your family safe.

- ✓ Keep pets confined or on a leash;
- ✓ Supervise children and keep them out of work areas;
- ✓ Do not cross any tapes or barriers put up by contractors;
- ✓ Remind contractors to secure their tools and materials daily before leaving;
- ✓ Provide well-lighted and ventilated workspaces when possible, with proper electrical supply for power tools;
- ✓ Don't smoke near insulation or chemical fumes;
- ✓ Inform contractors which entrances to use. Make sure these entrances are away from your children's play area;
- ✓ Ask contractors to keep outside doors closed, especially if you have a child who might wander;
- ✓ Show contractors where your first aid kit and fire extinguishers are located, and provide them with a copy of your family's evacuation plan;
- ✓ Report any unsafe work practices that you see to Pacific Link.