



CONTRACTOR NEWSLETTER

March 2014

Latest News

Hello again. Welcome to our 10th edition. We certainly hope that the information contained in these newsletters is of some benefit. Feedback is most appreciated.

Autumn/Winter Lawn Maintenance

ATTENTION ALL GARDENERS!
PLH is currently reviewing all contracts for gardening/lawn maintenance. You will all be contacted shortly with our new proposal.

Contractor Survey

We recently completed the first of our biannual contractor surveys for 2014. The results are in the following table.

| | #TENANTS | POSITIVE | NEGATIVE | FOLLOW UP | NO ANSWER |
|---------------------------------|----------|----------|----------|-----------|-----------|
| CONTRACTORS | | | | | |
| TOTAL NUMBER TENANTS CONTACTED | 111 | 108 | 3 | 1 | 63 |
| % compliance to answered survey | | 97.3 % | 2.7% | 0.9% | |

Let me begin by saying a huge "THANK YOU TO ALL" for an outstanding positive result.

The overall consensus with the survey was that tenants found our contractors polite, friendly, helpful and professional. A few actually noted that they would recommend your services again.

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The negative comments noted contractors were either impolite, not calling to arrange access and unprofessional work. It is a condition of our contract that work must be in accordance with the BCA or other relevant standards and contractors must abide by the code of conduct. It is the principal contractor's responsibility to ensure that all sub-contractors and employees are aware of this code.

Window locks

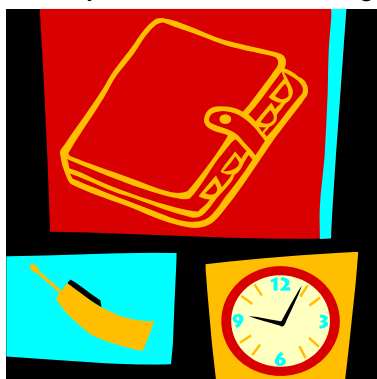
In November 2013, the NSW Government introduced changes to Residential Tenancies Act and Regulations 2010 to minimise the risk of children falling from unlocked upper floor windows.

As the properties that PLH manages are owned by Housing NSW, it is now a requirement that all windows must be capable of being locked in a closed position to improve safety and provide safe ventilating points at 50mm and 100 mm from closed position.

Any contractor that is installing window locks or notices that existing ones are not compliant, should call the office immediately for further instructions.

Tenant availability

It is essential that tenants are contacted prior to your visit; (a) to assist you with co-ordinating your own schedule and (b) to ensure the best possible service is delivered to our tenants. It is a requirement of every work order that the tenant (support service or alternate contacts) be contacted in advance – **there are no exceptions.**



If you are experiencing difficulty in gaining access to a property to complete a work order

please keep notes of all attempts and notify the office prior to the completion date for alternative arrangements or further advice.

Invoicing

Invoices are to be forwarded to PLH for payment only when all work has been completed.

Where possible, ALL invoices should be emailed to Maintenance@pacificlink.org.au NOT to the staff member who issued the work order.

Working hours/Access

Access to tenanted properties is only during the following conditions, as set out in your contract:

1. Access times are to be between the hours 8am and 6pm, Monday to Saturday.
2. Access is not permitted on Sundays, public holidays or outside the nominated hours unless attending to an emergency call out.

Access to vacant properties is at any time; however any work must comply with *The Protection of the Environment (Noise Control) Regulation 2008* which covers neighbourhood noise laws and stipulates the times when noise from residential premises should not be heard inside a neighbour's residence. An offence occurs if the noise continues after a warning has been given by a council or police officer.

Contractor Scheduling

Contractors should be aware that we are regulated to complete vacant works within 14-28 days that includes obtaining quotes. To ensure we meet our KPI, it is expected that contractors provide realistic time frames rather than what is expected.

Please advise at your earliest when you can not keep your schedule. We understand that you may have other commitments that may delay you completing our work, but please advise us ASAP.

Lock up

Please ensure that when you have finished for the day or need to leave a property that all doors are secured, including the screen doors. Recent inspections we have noticed that security doors have been left unlocked. Please ensure all sub-contractors are aware.

If a property is on a lock box, under no circumstances are the keys to be taken home because you are attending again the next day. During the day if you leave the property (even if you are going to get lunch) ensure the key is put back into the lock box.

Inspections

WHS is in the forefront of how we conduct our business. Part of this is to ensure that all contractors are conducting their business in a safe manner and are complying with WHS. Therefore we will randomly inspect workplaces to:

1. Ensure you and your sub-contractors are working in accordance to your safe work method statements.
2. Ensure work is being completed in accordance with BCA and/or to a satisfactory standard.
3. Provide feedback and clarification on work being completed.
4. Ensure work is on schedule for completion.
5. All jobs that are high risk needs a risk assessment attached to the invoice, eg. Arborist, roofers, working from heights, etc.

This is part of our commitment to WHS and in accordance with our policy and regulatory framework.

As part of our quality inspections, we have also noticed of late there is a high incidence of call backs on quality and incomplete works. Please

ensure that all work specified on work orders or on scope of works have been completed and inspected by you, regardless if you have undertaken the work or a subcontractor.

More importantly if you have been called back to attend to an issue please advise the office that the job has now been completed.

On-site cleaning

We have repeated this often enough, if you are the cleaner, gardener or doing maintenance at a property, it is your responsibility to remove all your building and green waste from site. Under no circumstances is rubbish – green or material – to be dumped in the tenant's bins. This applies to vacant and tenanted properties.

Please ensure that all employees and sub-contractors are made aware of this requirement.

Asbestos

Pacific Link Housing has engaged an asbestos consultant to develop our policy and procedures. The asbestos register is still being developed.



All contractors should note that the majority of our housing stock is 30+ years old; therefore it should be assumed that asbestos will be present in some shape or form.

If you are working and removing any damaged asbestos you will be required to provide evidence. A copy of the receipt where the asbestos has been disposed must accompany your invoice.

The past few months have seen a number of contractors handling and disposing of material that contains asbestos in an unsatisfactory manner. Please be aware that both our tenants and the general public have become much more aware of where asbestos may be found and the inherent dangers of exposure. We do not wish to see a situation where someone is

reported to and then investigated by WorkCover. If in doubt please contact us for clarification and further direction, we take this matter very seriously and would like to ensure in all cases that the safest work practices are followed.

Licensing

Pacific Link is conducting random checks on contractor licenses. Please ensure that your license is not only up to date but that you also hold the correct class of license for the work you are undertaking. If your license details have changed in any way please advise our office immediately and we will update your details to reflect the change.

Don't forget if you have anything to contribute please send us an email. Thanks and until next time...

The editor
Assets