



CONTRACTOR NEWSLETTER

September 2013

Latest News

Hello again. Welcome to our 9th edition. We have had a busy first half of the year, particularly with our Crisis Maintenance contract for HNSW. You might not be aware but we are audited on our performance delivery with these properties, which is ultimately a reflection on you. So, thank you to all contractors who have worked at these properties and provided their services in a timely and professional manner.

Spring/Summer Lawn Maintenance

ATTENTION ALL GARDENERS!

The Spring/Summer lawn maintenance program should be starting shortly; but due to the unseasonal warm weather you may have already started.

All lawns are to be mowed, edges whipper snipped and all paths blown down in the common area. Remember to be proactive with weed management in your lawn maintenance.



If the lawns do not require a mow, please postpone until the next scheduled appointment.

Gardens also need to be regularly weeded, pruned and kept tidy. This includes removing any rubbish.

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A lawn and garden maintenance service agreement will shortly be issued to all gardeners. This agreement will outline our specifications and frequency of service.

Cleaners

A cleaning service agreement was recently issued to cleaners who are responsible for common area foyers. Could these be signed and returned to the office, ASAP.

If you have not been advised, can all common area cleaning be undertaken monthly.

Lockboxes

Many of you are aware that we have been using lockboxes on vacant properties for quite some time now. This has enabled a faster turnaround on maintenance without the inconvenience of juggling keys between contractors. It is important that no keys are removed from the property at any time. If you are working on site and need to go somewhere for supplies, please return the keys to the lockbox - not your pocket or car console.



Ethical conduct

It is a condition of your contract that you ...*“Do not make any derogatory or non essential comments on the work of others who may have serviced a tenant’s home or on faults or problems the Contractor has been engaged to rectify.”*

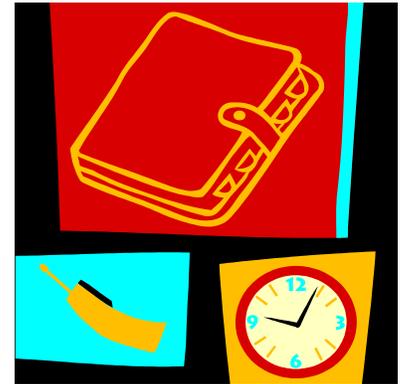
If there are any issues on quality of work from previous contractors please notify the office, do not discuss it with the tenant.

Tenant availability

Calling our tenants prior to your visit is essential to assist you with co-ordinating your own schedule and to ensure the best possible

service is delivered to our tenants. It is a requirement of every work-order that the customer be contacted in advance – **there are no exceptions.**

For non urgent jobs, the tenants should be contacted no less than 2 days before and given an estimated time of the visit. If this time changes then



the tenants should be given a courtesy call to arrange another suitable time. For urgent call outs the tenants should be rung straight away and advised of a likely visit time with a minimum of an hours notice being given.

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 if you can not complete your work order within the required time frame.

Insurances

Are your insurances up-to-date? It is your responsibility to forward renewed certificate of currencies to ensure your records are correct. It is a courtesy that we send you reminders but the onus is totally yours. If you know that you are experiencing delays from the insurance company, just let us know and we will make a note.

If you would like prompt payment of invoices please ensure certificates of currency for insurances are sited and received. Payment receipts will not be accepted.

Invoicing

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

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 may not be aware, but we are regulated to complete vacant works within 14-28 days, that may include obtaining quotes. To ensure we meet our KPI, contractors should attempt to keep their appointed times and dates. Often, there will be more than one trade involved and if there is a delay it can snowball.

Please advise at your earliest when you can not keep your schedule. We understand that other appointments may take longer or you may need to attend to an emergency, but please advise us ASAP so we may advise others.

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

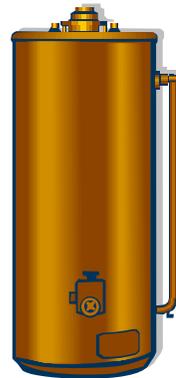
Parking

We have received numerous complaints lately from tenants/neighbours concerning contractors parking in driveways or obstructing common access. It is a condition of your contract that ... *"Permission must be obtained from the tenant before parking or placing any vehicle, site office, storage container or other facility in the grounds of their home, or on any verge. Do not obstruct any driveway, footpath crossing, road, pathways or any other access in the grounds of apartments or neighbourhood precincts"*.

Hot Water Systems

ATTENTION ALL PLUMBERS!

If you install a Rheem HWS (including Vulcan or other Rheem Australia product equivalent) please do not install a remanufactured TPR valve. The use of these valves will void warranty for all claims relating to failure of the internal cylinder and/or heat exchanger. See Rheem for further clarification.



When installing a new TPR valve please ensure the temperatures are recorded on the system and are lagged accordingly. This is in accordance with HNSW Asset

Standards and Australian Plumbing Standards.

It is expected that there will be no extra charge to return to record temperatures as it is considered part of your installation cost.

Please also ensure that tenants are home to check water flow and temperature of hot water within the property.

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.

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

If you are the cleaner, gardener or doing maintenance at a property, it is your responsibility to remove all your building and gardening 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 are made aware of this requirement.

Asbestos

Are you asbestos trained? Do you have the right qualifications and licences to remove asbestos? Lets us know.



The majority of our housing stock is 30+ years old, so you would need to assume that asbestos might be present in some shape or form.

Pacific Link Housing is currently establishing an asbestos register that will assist us all with compliance to the WHS Act in relation to asbestos management.

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.

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

The editor
Assets