



CONTRACTOR NEWSLETTER

March 2016

Latest News

What a busy year 2015 was for all. Whether you took some well-earned rest or soldiered through the Christmas break, we hope you are ready for some exciting new challenges that 2016 may bring.

January 2016 saw the release of the long awaited Social Housing Policy by the Housing Minister, Brad Hazzard. What this means to Pacific Link Housing (and inadvertently contractors) is an opportunity to grow our management of social and affordable housing assets.

The policy expects that the next 10 years will see more collaborative approaches between government and non-government organisations, with the view to achieving positive outcomes for social housing tenants.

If you would like to read more, visit the FACS website:

<http://www.facs.nsw.gov.au/reforms/social-housing/future-directions>

It will certainly be exciting times ahead.

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FAIR TRADING ALERT: Public Warning – Luke Vincent Rigby Trading Unregistered as Decorative Perfection Concreting



25 January 2016 NSW Fair Trading issued a warning to consumers about dealing with this unregistered and unlicensed person.

For further information, builders should refer to the Fair Trading website:

<https://www.finance.nsw.gov.au/about-us/media-releases/public-warning-luke-vincent-rigby-trading-unregistered-decorative-perfection>

WORKCOVER ALERT: Work Safe in the heat urges SafeWork



SafeWork NSW issued a media release on 21/1/16 about working with high temperatures. SafeWork urges all businesses to ensure workers stay hydrated and have access to plenty of plain

drinking water. Further steps to managing heat can be found at the following website:

<https://www.workcover.nsw.gov.au/news/media-release/work-safe-in-the-heat-urges-safework>

WHS – PLH Policy

The safety of contractors, and tenants, is always a high priority on any PLH agenda and we expect that contractors have a similar regard to safety and wellbeing of their employees, sub-contractors and our tenants.

PLH constantly reviews the WHS Policy and the latest is attached for your perusal.



Workplace Health
& Safety Policy Statement

WHS – Security Alert

It is not often that we impose security alerts and enforce 2-person visits at our properties. However due to a recent incident at a PLH managed complex, it has highlighted the need to address the safety protocol if any contractor/employee or sub-contractor feels they are in danger. PLH will support any tradesperson if they pack up tools and left the site immediately. PLH would expect that when you have approached a safe area to call our office immediately and notify us of the incident and/or notify Police if a serious incident.

PLH would like to stress emphatically that we regard the safety of all tradespersons seriously. We do not issue these security alerts lightly and expect that tradespersons adhere to our warning until advised further.

WHS – Pest Alert

At times, properties are returned to us heavily infested with cockroaches and fleas. PLH will arrange treatment ASAP but may take more than one treatment to control. As our duty of care to your wellbeing, PLH will advise contractors if this is the case. However if contractors have an allergy condition towards these pests it is still their responsibility to make their own risk assessment.

Employees and Sub-contractors

Further to directives in our last newsletters and the recent Fair Trading Alert, should you engage the services of a sub-contractor, please ensure that they are registered and licensed for the appropriate trade that they are engaged to undertake.

Sub-contractors

In the last few issues, PLH has reminded contractors regarding the conduct and work by sub-contractors.

Any invoice for work valued over \$500 should include the sub-contractor statement.

The attachment has been included.



subcontractors_statement_5483.pdf

Invoicing

Our Accounts Department has advised that there are some contractors who are either not completing work or are failing to invoice within a reasonable time period. Cash flow is important to all businesses, including ours. It would be greatly appreciated if invoices could be submitted more promptly.

Section 5.18 of our contract states that:

On completion of all work, contractors are required to submit valid tax invoices for services rendered. Tax invoices should comply with Australian Taxation Office standards

While PLH may suspend issuing any further works until the issue has been resolved, this should not be seen as a reflection of your quality of work or services. Your services are still important to us and while not everyone likes doing paperwork, it is unfortunately a task that needs to be done.

Swimming Pools

As the warm weather continues this means swimming pools are still likely to be up and full of water. While out on site if you notice a swimming pool that is unfenced, regardless of the size, could you please notify our office immediately.

Quality Control/WHS inspections

The contractor is responsible for quality control and ensuring ALL work has been completed, as requested. PLH will inspect works at any time and may arrive unannounced. Joint inspections can also be arranged. PLH will further inspect at the handover of completed

major works to ensure works have been completed satisfactorily.

Recently, the level of quality control has fallen. To avoid call backs or delays in payment processing, please ensure that all work specified on work orders has been completed, 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.

PLH will also conduct random WHS inspections to ensure that work is being carried out in accordance to WHS legislation and your safe work method statements.

On-site cleaning

It is our expectation and a requirement that all trades clean up after themselves. Under no circumstances is rubbish – green or material – to be dumped in the tenant’s bins. It is your responsibility to remove all your building and green waste from site.

This applies to vacant and tenanted properties.

Contractor Performance

The results from July to December 2015 are below.

Contractor performance between 1/7/2015 to 31/12/2015	Number
contractors used	81
average completion days*	+2
number of work orders	1402

*The average days refers to the difference between required completion date and actual completion date. In this instance, contractors averaged 2 days over required time.

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.

Face plates to lock boxes should also be correctly secured.

Please ensure all sub-contractors are aware.

Autumn/Winter Lawn Maintenance

ATTENTION ALL GARDENERS!

Due to this ongoing warm weather, it is still too early to consider moving to your Autumn/Winter schedule. But this is a reminder to all our gardeners that as it starts to cool down it will be the time to start thinking about your autumn/winter lawn maintenance program.



Follow up visits

If any follow up visit is required, DO NOT discuss with the tenant. Please advise the office or note on your invoice. We will inform whomever is responsible for the payment.

Tenant installations

One of the advantages of being a PLH contractor is that you get to know our properties and our tenants, in some instances better than us. Therefore before you repair anything you know to be a tenant installation please notify the office for further instruction. As a general rule, any repairs and maintenance associated with a tenant installation is the tenant's responsibility.

Just a reminder...

The following are just reminders from previous issues:

- PLH account is available at Tradelink and Eagles. Please ensure you provide the work order number we have given you as the reference number. If you are having

any troubles with supply please advise our office.

- Don't forget to keep issuing our Contractor Survey cards. Do you need any more?
- "While you were out" cards should be used if a tenant is not at home. Do you need any more?
- Any repairs, in your opinion that you believe has been the result of tenant damage (not just wear and tear) please note it on your invoice.
- Itemise your invoices.
- Do not discuss any other contractor's workmanship. If a previous repair has failed please discuss with PLH.

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

The editor
Assets

Workplace Health and Safety Policy Statement

Commitment

Pacific Link Housing Limited (PLH) is a leading community housing provider managing properties in the Central Coast and Lower Hunter regions from our Gosford office. We provide tenancy management and support services, housing maintenance services and develop and construct new housing supply.

This Policy states the commitment of PLH to the health and safety of all people who work in or visit our office or live in or work at our housing. This Policy applies to employees, volunteers and visitors to our workplaces as well as tenants, household members and contractors.

Objective

Our overall aim is to provide a safe working environment with the expectation that no person shall come to any harm at our workplaces. We will monitor and measure our safety performance against this objective and seek to continuously improve our systems and procedures.

Values

The following values form the basis of achieving our aim:

- People are our most valuable asset and we are all committed to ensuring the health and safety of everyone in the workplace.
- Everyone has a responsibility for safety: their own and that of others.
- Injuries, both physical and psychological, can be prevented and an incident-free working environment is actively pursued.
- Communication and consultation are central to working together for a safer workplace.

Strategies

The strategies to implement this Policy include:

1. Strategic planning processes led by our Board to achieve our WHS objectives.
2. The implementation, maintenance and review of PLH's WHS Management System.
3. The implementation and maintenance of PLH's Risk Management Framework.
4. Documentation and communication of WHS responsibilities for all employees.
5. Ensuring foreseeable hazards are identified, assessed and controlled.
6. Provision of appropriate WHS training and dissemination of WHS information to all employees and contractors.
7. Consulting with our Board, employees and contractors about decisions that may affect WHS.
8. Provision of adequate human and financial resources to ensure effective implementation of the WHS Management System.
9. Publication of this Policy at the PLH office reception, on our intranet and website.

Compliance

PLH will comply with the NSW Work Health and Safety Act 2011, WHS Regulation 2011 and other relevant legislation. It is important to realise that failure to follow Safe Work Procedures, bypassing a risk control measure or interfering with another person's efforts to work safely may lead to prosecution under the WHS Act and will also be dealt with under the PLH Code of Conduct.



Keith Gavin, CEO
November 2015