



CONTRACTORS STANDARDS

What is this fact sheet about?

This fact sheet gives information about how we expect our Contractors to act when they are in your home. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

Questions & Answers

Q What should I expect from Contractors doing work in my home.

A You should expect them to;

- Keep appointments they have made with you.
- Be able to identify themselves.
- Explain what they are intending to do and how long it may take.
- Maintain a safe environment for you and them.
- Take care of your belongings.
- Not smoke.
- Not use offensive language
- Cause minimum disturbance to you and others (within the practicalities of the work being done)
- Remove all waste material.
- Keep you informed if they need to go for parts etc.
- Try to complete the work in one visit.
- Tidy up when they leave.
- Tell you when the work has been completed.

Q The Contractor won't come at a time that suits me. Why?

A Like all Contractors they work from 8am~5pm Monday to Friday. They will charge a lot extra outside these times and the Co-operative cannot afford this, without increasing rents.

Q The Contractor won't do the work I have asked them to do. Why not?

A The Contractor will do the work they have been instructed to do by the Co-operative. If you think additional or different work is required you should contact the Co-operative.

Q The Contractor has asked me to move my belongings, should they not do this?

A We expect you to have the area cleared to allow the Contractor to get access to carry out the repair. You should remove any of your belongings that may get damaged during the work. If you are physically unable to do this, the contractor will help you.

- Q The Contractor has damaged my decoration. Who is responsible for fixing this?
- A Generally you are. The Contractor will take care to try to prevent damage. But if it is unavoidable, you are responsible for fixing it. This includes floor coverings such as Vinyl and Laminate.
- Q I am unhappy with the Contractor, how do I complain?
- A You should contact the Co-operative, either by using the Repair Notification Form that was sent to you, or directly by phone (01224628400) or email info@tenantsfirst.com The matter will initially be dealt with by the Property Management Department. But if you are still unhappy with the outcome you can make a Formal Complaint using the same contact methods.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.