

Contractor Guidance Notes: On-Site Conduct

1. Introduction

These guidance notes are for all approved contractors undertaking works at developments managed by Levels Property Management Ltd. Adherence to these guidelines is essential to ensure a safe, professional, and efficient working environment, whilst minimising disruption to residents. Failure to comply may result in removal from our approved contractor list.

2. Authority to Work & Purchase Orders

- **Valid Purchase Order Required:** All works must be authorised by a valid Purchase Order (PO) issued through our Fixflo platform. Contractors must not, under any circumstances, commence work without a PO.
- **Do Not Exceed PO Limit:** The value stated on the Purchase Order is the maximum authorised expenditure for the specified job. If you anticipate that the cost will exceed this limit, you must cease work and seek written consent from Levels Property Management *before* proceeding further. Unauthorised additional works will not be paid for.

3. Insurance & Qualifications

- **Relevant Insurance:** Contractors must hold valid and adequate insurance, including but not limited to Public Liability Insurance (£5 million minimum). A copy of your current insurance certificate must be provided to Levels Property Management and updated upon renewal.
- **Evidence of Qualifications:** Where works require specialised skills (e.g., fire, electrical, lift engineering), contractors must provide evidence of current, relevant qualifications and accreditations. You must ensure that only suitably qualified individuals perform these tasks.

 0330 520 1336

 info@levelspropertymanagement.co.uk

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4. On-Site Conduct & Working Hours

- **Professionalism:** A high standard of professional and courteous conduct is expected at all times. Remember that you are representing Levels Property Management.
- **Appropriate Working Hours:** To minimise disruption to residents, all works should be conducted during the following hours unless emergency access is required and has been agreed with the Property Manager:
 - **Monday to Friday:** 9:00 AM – 5:00 PM
 - **Saturday & Sunday:** No work permitted without prior written consent.
- **Resident Communication:** Please keep communication with residents polite and professional. Direct any queries or complaints from residents regarding the works or other estate matters to the designated Property Manager at Levels Property Management.


5. Health & Safety

- **Compliance:** All contractors must comply with current UK Health & Safety legislation, including the Health and Safety at Work etc. Act 1974.
- **Risk Assessments & Method Statements (RAMS):** RAMS must be provided upon request and should always be available for inspection on site for any works that require them.
- **Site Tidiness:** Work areas must be kept clean, tidy, and free from hazards. All waste materials must be removed from the site upon completion of the works and disposed of legally. Do not use residents' bins.

6. Invoicing & Payment

- **Accurate Invoicing:** All invoices must be submitted directly through the Fixflo platform.
- **Invoice Content:** Invoices must be accurate and directly correspond to the works and value detailed in the authorised Purchase Order. Any discrepancies will lead to delays in payment.

Thank you for your cooperation. We look forward to a successful working relationship.

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