Levels Property Management Ltd
Suite 1, Old Park Works,
Baptist Avenue, Overdale,
Telford, TF4 2BN

Contractor Guidance Notes: On-Site Conduct

SITE CONDUCT AND WORK AUTHORISATION | UPDATED NOVEMBER 2026

These notes apply to all approved Contractors attending developments managed by Levels Property Management Ltd. They are intended to protect residents and property, promote safe working and minimise disruption. Failure to meet these standards may result in work being suspended or removal from the approved contractor list.

1. Introduction

Before attending site, read the relevant Work Order and any property-specific instructions. If anything is unclear, contact Levels before proceeding.

2. Authority to Work & Work Orders

- **Valid instruction required.** All chargeable works must be authorised by a written Work Order issued through MyLevels or by other express written authorisation from Levels. Contractors must not begin work without appropriate authority.
- **Work scope and limit.** Follow the scope, site details, access requirements and completion requirements shown on the Work Order. The stated works authorisation limit is the maximum amount authorised, including VAT where applicable.
- **Additional works.** If a fault or additional requirement would take the work outside the approved scope or limit, make the situation safe and seek written approval from Levels before proceeding with the additional chargeable work. Unauthorised additional works may not be paid for.
- **Communication route.** Work Orders and notifications will be emailed through MyLevels. No contractor portal access is required. Send all written correspondence, quotations, updates and completion information to info@levelspropertymanagement.co.uk, quoting the Work Order reference.

3. Insurance, Qualifications & Due Diligence

- **Insurance.** Maintain adequate and valid insurance, including Public Liability Insurance of at least £5 million, and any additional cover required for the work undertaken.
- **Qualifications.** Use only personnel with the training, qualifications and accreditation appropriate to the work, including relevant specialist registrations for fire safety, electrical or lift works where applicable.
- **Document renewals.** Levels records due diligence evidence in MyLevels and may send email reminders when documents need updating. Send renewed policies, certificates, accreditations and any other requested documentation to info@levelspropertymanagement.co.uk promptly. Responsibility for keeping documents current remains with the Contractor.

LEVELS

Levels Property Management Ltd
Suite 1, Old Park Works,
Baptist Avenue, Overdale,
Telford, TF4 2BN

4. On-Site Conduct & Working Hours

- **Professional behaviour.** Act courteously, respect shared spaces and private property, and minimise noise, obstruction and inconvenience. Do not suggest that you have authority to approve additional charges or works on behalf of Levels.
- **Permitted hours.** Non-emergency works should normally take place Monday to Friday, 9:00 am to 5:00 pm. Work on Saturdays or Sundays requires prior written consent. Emergency or out-of-hours work must be agreed with the relevant Property Manager where practicable.
- **Resident enquiries.** Be polite and helpful. Direct complaints, scope changes or wider estate queries to Levels rather than making commitments or giving information beyond the authorised works.
- **Access and security.** Follow key, fob, permit, parking, sign-in and access arrangements in the Work Order. Secure entrances and work areas and do not share access credentials or leave doors unsecured.

5. Health, Safety & Site Care

- **Compliance.** Follow all applicable health and safety law, including the Health and Safety at Work etc. Act 1974, and appropriate safe systems of work.
- **RAMS and controls.** Provide risk assessments and method statements when required or requested. Use appropriate isolation, signage, barriers, safeguarding and protective equipment.
- **Incident reporting.** Immediately notify Levels of accidents, hazards, damage, unsafe conditions or any situation affecting residents' safety. For urgent incidents, telephone 0330 520 1336 as appropriate and follow up by email.
- **Tidiness and waste.** Keep the work area safe and tidy. Remove and dispose of waste legally, leaving all affected areas clean. Do not use residents' bins.

6. Completion, Reporting & Invoicing

- **Completion evidence.** Send a brief completion report and any requested photographs, test results, certification or other evidence to info@levelspropertymanagement.co.uk, quoting the development and Work Order reference.
- **Outstanding issues.** Explain promptly if works are incomplete, follow-up attendance is required or a safety issue remains.
- **Invoice submission.** Email invoices to info@levelspropertymanagement.co.uk. Invoices must use the correct client name and billing details stated on the Work Order, identify the Work Order reference and accurately reflect the authorised works and amount.
- **Payment.** Invoices with missing references, incorrect client details or discrepancies may need correction before processing. Payment will be made under the applicable written terms.