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

Contractor Guidelines

FRAMEWORK FOR SUCCESSFUL COLLABORATION | UPDATED NOVEMBER 2026

These guidelines explain the standards expected of independent contractors, service providers, freelancers and consultants (collectively, "Contractors") engaged to work on behalf of Levels Property Management Ltd ("Levels") or the properties and client organisations it manages. They support safe, professional and accountable working relationships.

1. Introduction & Purpose

Contractors are expected to understand and follow these guidelines, any relevant site-specific instructions and the terms of the applicable agreement or Work Order. Where a specific instruction or legal requirement imposes a higher standard, that requirement takes precedence.

2. Onboarding, Approval & Due Diligence

Before undertaking work, Contractors must complete any onboarding and verification requirements requested by Levels. Depending on the services provided, this may include:

- **Company and contact details.** Current business information and the details of the person responsible for communications and document renewals.
- **Insurance.** Evidence of adequate and valid cover, including Public Liability Insurance of at least £5 million where required by our contractor standards, and any additional cover appropriate to the work.
- **Competence and accreditation.** Relevant qualifications, trade registrations, certifications, licences or professional memberships where applicable.
- **Safety information.** Relevant risk assessments, method statements and other supporting documents where requested.
- **Policies.** Review of applicable health and safety, data protection and site-specific requirements.

Levels maintains due diligence records in MyLevels, its internal management platform. Contractors do not need a MyLevels login or contractor portal. MyLevels may issue email reminders when documents are due to expire or require updating. Contractors remain responsible for monitoring their own expiry dates and sending valid replacement documents promptly to info@levelspropertymanagement.co.uk, whether or not a reminder has been received.

An expired or missing document may prevent further work from being instructed until the required evidence has been received and reviewed.

3. Professional Conduct & Communication

- **Professionalism.** Conduct all dealings with residents, clients, staff and other parties courteously and respectfully, without harassment or discrimination.

- **Written communication.** Send quotations, progress updates, reports, supporting documents, invoices and other written correspondence to info@levelspropertymanagement.co.uk. Include the building name and relevant Work Order reference when available.
- **MyLevels notifications.** Work Orders, instructions and due diligence reminders may be issued by email from MyLevels. Contractors are not expected to log in to a portal; responses and documents should be sent to the email address above.
- **Timely updates.** Acknowledge instructions promptly and notify Levels as soon as any difficulty, delay, change in scope or resident-access issue becomes apparent.
- **Urgent matters.** For an immediate safety incident or urgent on-site issue, contact Levels by telephone on 0330 520 1336 as appropriate, and follow up in writing by email.

4. Work Orders, Scope & Authorisation

Levels issues Work Orders through MyLevels on behalf of the relevant management company, freeholder or other instructing client. The Work Order identifies the instructing party, the property, the agreed scope, required completion date (where specified), any conditions and the authorised expenditure.

- **Authority to proceed.** Do not start chargeable works without a valid written Work Order or other express written authorisation from Levels. A resident request or informal conversation does not by itself constitute an instruction.
- **Authorisation limit.** The amount stated as the works authorisation limit is the maximum authorised expenditure, inclusive of VAT where applicable. Do not exceed it or undertake additional chargeable works without prior written approval from Levels.
- **Change control.** If additional work is needed, stop the affected work where safe to do so, explain the reason, scope and cost, and obtain written approval before proceeding.
- **Work Order reference.** Quote the Work Order reference (for example, W-...) on correspondence, completion evidence and invoices.

5. Health, Safety & Environmental Responsibilities

- Comply with all applicable UK health and safety legislation, site rules and instructions, and use competent personnel, appropriate equipment and safe systems of work.
- Provide risk assessments and method statements where required or requested, and keep applicable documents available for inspection while undertaking the works.
- Report accidents, near misses, hazards, damage and safety-critical concerns immediately to Levels and take appropriate immediate action to make the area safe.
- Protect residents, visitors and other contractors; manage access, noise, dust, waste and disruption responsibly.
- Remove waste lawfully and leave work areas clean and safe. Do not use residents' waste facilities without written permission.

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6. Data Protection & Confidentiality

Contractors must comply with applicable data protection law, including the UK GDPR and Data Protection Act 2018, in relation to any personal information handled while carrying out works.

- Use personal information only for the authorised purpose, share it only where necessary and keep it secure.
- Do not disclose confidential client, resident or company information without appropriate permission.
- Securely store, transfer, return or dispose of information and documents, and report any suspected data loss or security incident promptly to Levels.

Confidentiality obligations continue after the work or contractor relationship ends.

7. Delivery, Completion & Supporting Evidence

- Complete the agreed works to the required professional standard, within the instructed scope and any agreed timeframe.
- Notify Levels promptly when completion is delayed or access is unavailable, and explain what action is needed.
- Provide completion reports, before-and-after photographs, test records, compliance certificates, inspection sheets or other evidence where requested in the Work Order or appropriate to the work.
- Send all written completion information to info@levelspropertymanagement.co.uk, identifying the development and Work Order reference.

8. Invoicing & Payment

Invoices must be emailed to info@levelspropertymanagement.co.uk and must follow the specific invoicing instructions on the Work Order. The debtor or invoiced entity may be the relevant management company, freeholder or other client organisation, care of Levels; it should not automatically be assumed to be Levels Property Management Ltd.

Each invoice should contain:

- Contractor business name, address, contact details and bank details; invoice number and invoice date.
- The correct invoiced client name and address, as set out in the Work Order.
- The Work Order reference, property or site, description of works and date(s) carried out.
- The amount charged, VAT information where applicable, and any supporting evidence requested.

Charges must correspond to the authorised works and agreed expenditure limit. Incomplete or incorrectly addressed invoices may be returned for correction and payment may be delayed. Payment terms are those set out in the relevant written agreement or Work Order.

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9. Legal & Regulatory Compliance

Contractors are responsible for the legal, tax and regulatory obligations applicable to their business arrangements. This includes suitable registration and tax compliance, lawful employment practices, appropriate licences, insurance, qualifications and adherence to relevant industry standards. Employment status and off-payroll working rules, including IR35 where relevant, must be considered according to the actual engagement.

10. Intellectual Property & Work Product

Unless otherwise stated in the relevant contractor agreement, documents, designs, reports, code and other work product created specifically for Levels will be the intellectual property of Levels. Contractors must not reuse or distribute confidential client or Levels material without prior written consent.

11. Ending the Contractor Relationship

Any termination will be governed by the relevant agreement and applicable law. On request, the Contractor must return property, keys, access devices, records and other materials belonging to Levels or its clients, and securely handle or delete confidential information as instructed and legally permitted.

12. Acknowledgement

By accepting an instruction or entering into a contractor agreement with Levels or one of its managed clients, the Contractor acknowledges these guidelines and agrees to follow the applicable requirements, alongside any specific written terms of engagement.