



# BRITANNIA PROPERTY SERVICES

## INVESTMENT SALES : LETTINGS : MANAGEMENT & MAINTENANCE

Dear sir/madam:

### **RE: SUBCONTRACTOR TO BRITANNIA PROPERTY GROUP**

Firstly I would like to welcome you to becoming a subcontractor to our company. As a managing agent & Landlord to over a **1000 properties** requiring a programme of both preventative & cyclical maintenance, we hope to build a strong relationship with all contractors either directly employed by our company or subcontracted.

Having our own maintenance department & engineers, we also subcontract to over a 100 companies for the various works involved in property maintenance & development. I have enclosed our Contractor Code of Conduct for your information, however the basic procedure for each job is as follows:

1. You will be given a job sheet for each individual job, which will confirm access details. Depending on access arrangements, job sheets can be sent to you by fax or you may collect them from our University Office.
2. If access is required by you calling a tenant, then you are required to make direct arrangements by contacting them & arranging a mutually convenient appointment. Please always show your company ID card prior to entering premises.
3. If access is granted by the residing tenants to release keys, you will be required to collect keys & your job sheet from our University office.
4. All other jobs must be quoted individually, by giving a breakdown of material & labour prior to agreement.
5. Contractors Invoices must be submitted to our University office at the end of each month. Once invoices are received we will make arrangements to either release a cheque or transfer funds due, to your account details if preferred within 14 days.

I have enclosed a contractor information form which you must fully complete & return to our University office.

Kind regards

**MAINTENANCE MANAGEMENT**  
[www.britanniapropertyservices.com](http://www.britanniapropertyservices.com)

# BPS CONTRACTOR INFORMATION FORM

HEAD CONTACT NAME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT TELEPHONE NUMBERS:

WORK: \_\_\_\_\_

MOBILE: \_\_\_\_\_

FAX: \_\_\_\_\_

OTHER: \_\_\_\_\_

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ATTACH x2 FORMS OF COMPANY IDENTIFICATION: [ ]

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LIST ALL JOB TRADES & YOUR CHARGE GUIDLINE IF POSSIBLE (eg per hour rate or specific charge per job, or attach your own Job charge guideline) \_\_\_\_\_

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ATTACH PROOF OF CERTIFICATION FOR TRADE IF APPLICABLE:[ ] OR N/A[ ]  
(EG CORGI CERT. OR NICEIC CERT or associated trade qualifications)

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**BANK DETAILS (for payment of works carried out):**

BANK: \_\_\_\_\_

ACCOUNT NAME: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

SORT CODE: \_\_\_\_\_

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ATTACH x2 WORK REFERENCES: [ ]

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ATTACH LIABILITY INSURANCE: [ ]

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I have read & fully understand the BPS Code of conduct

HEAD CONTACT SIGNATURE: ..... DATE: .....

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**FOR BPS OFFICE USE:**

**APPROVED BY BPS REP: ..... DATE: .....**

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RETURN COMPLETED TO: BPS UNIVERSITY OFFICE, MAINTENANCE DEPARTMENT, 1<sup>st</sup> floor, 521 BRISTOL RD, BIRMINGHAM, B296AU  
OR FAX: 0121 472 5444

# **BPS: Maintenance Contractors Code of Conduct**

## **Purpose:-**

In these days of alleged racial and sexual harassment/discrimination it is vitally important that employees of and persons acting for **BRITANNIA PROPERTY SERVICES** (hereinafter referred to as **BPS**) are and appear to be, beyond reproach. Towards this end this procedure is in place.

To provide a code of conduct by which all our contractors and sub contractors must abide in their conduct of business with us and our tenants.

## **1. INTRODUCTION**

The following is a set of rules established by **BPS** with which all contractors and sub contractors must comply.

1.2 Failure to abide by this code of conduct in whole or in part may result in a contractor being deleted from the list of contractors that we call upon to undertake work on behalf of **BPS**.

## **2. CONTACT WITH TENANTS**

(Every reference to 'contractor' shall also be deemed to include sub-contractors or agents acting on behalf of contractors)

Contractors visiting any of our occupied premises shall be equipped to identify themselves to the tenant and be prepared to identify themselves on the occasion of each and every visit if required by the tenant to do so. In any event formal identification will always be provided on the occasion of the first visit.

On the occasion of the first visit for each purpose the contractor will clearly state that purpose for the benefit of the tenant.

Contractors will remain courteous at all times.

Under no circumstances will contractors enter into arguments with tenants. In the event of such a possible situation arising, the contractor will refer the tenant to the **BPS** staff.

In the event of any altercation or possible altercation, the contractor will report the matter to the **BPS** Office Manager as soon as possible. In the event of any serious situation the contractor may be asked to submit his/her report in writing.

Contractors will refrain from any aggressive behaviour by word or deed towards any tenant irrespective of any provocation.

Contractors will report to **BPS** Office Manager as a matter of course any impropriety suggested or implied by any tenant which might place the contractor in an invidious position either at the time or in the future or which might otherwise place the contractor or **BPS** in a compromising situation.

## **3. RESPONSIBILITIES TO THE BOARD OR MANAGEMENT OF BRITANNIA PROPERTY SERVICES**

3.1 Contractors will provide us with clear and concise details of any work carried out on behalf of **BPS** against any order for work issued by **BPS** to facilitate a medium against which orders placed and invoices submitted can be checked against each other. Furthermore contractors will comply with all reasonable requests to provide any information, which from time to time may be necessary, to quantify the business commitment between the contractors and the **BPS**.

3.2 Contractors will carry out all work commissioned by **BPS** in accordance with custom and best practice applicable to the particular trade in which the contractor is engaged and to account for actions taken in connection with any work undertaken.

3.3 Not to exceed or fail to carry out the work specified on our official order without the express approval or confirmation of the **BPS** management.

3.4 Contractors will have a duty to inform our Repairs and Maintenance Manager or other designated Responsible Officer of any significant amendments that they deem necessary to the original work specified, prior to any additional work being carried out. Similarly the contractor will also undertake to notify the Repairs and Maintenance Manager as soon as practically possible, where the work specified is deemed to be technically unnecessary, or where it is undesirable that the work be carried out on the grounds of safety or where the work commissioned might otherwise be detrimental to the fabric or condition of the property or where the work required varies significantly from that originally specified.

3.5 Each contractor must exercise a duty of care to safeguard both management and the **BPS** Board of Management, its tenants and its properties and conform in all respects with the provisions of Health and Safety Legislation.

**3.6 Each contractor shall be required to carry public liability insurance and be able to provide evidence of that cover when required to do so.**

#### **4. TIMESCALES OF WORKS**

**THE FOLLOWING TIMESCALES** are the maximum target time we advise our tenants they will have to wait for the repair(s) to be carried out. However a **BPS** agent will advise you of required time limits on each job: -

1. **Emergency** - attended to within 48 hours. Repair problems that are a danger to health or safety of the tenant or property.
2. **Urgent** - completed within 7 days. Repair problems that could potentially endanger the health and safety of the tenant or property.
3. **Routine** - completed within 28 days. Repair problems that have no direct danger to health or safety, but if left will cause other repair difficulties.
4. **Non essential** - completed within 90 days. Disrepair that will have no detrimental effect to property or the person.