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Trades Worker Handbook

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POLICY

We rely on our Trades network. You're part of our team.

We are proud that we help provide 30,000 Kiwi families with safer, warmer, better maintained homes. That's 30,000 great reasons to come to work — every day.

This is a guide to help new Trades workers learn all about working with Spencers.

Murray Stevenson
Chief Executive Officer



This handbook is for our
Trades workers

It tells you how things work
at Spencers,
what's important to us,
what's expected of you
and what you can do if things
aren't right.

Our Values . . .



It is important to us that you, as our Trades and as part of our team, understand and work in harmony with our company values.

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Some of the content within sections of this Handbook relates to either Kāinga Ora, or to Tāmaki Housing only. Where that is the case, you will see a heading bar like these:

Kāinga Ora

Tāmaki Housing

Spencers

1 About Us

Spencer Henshaw Limited (Spencers) provides a full range of property repair, maintenance and upgrade services to government and commercial clients. Spencers maintains around one-third of Kāinga Ora's 65,300 homes, and all of Tāmaki's 2,500 homes. A total of 30,000 families' homes. That's a portfolio of one-third of the country's social housing stock.

Our work is governed by maintenance contracts with our clients. This Contractor Handbook, and our Trades Handbook, are written with those contracts in mind.

We help provide safer, warmer, better maintained homes for over 30,000 Kiwi families



That's 30,000 fantastic reasons to come to work every day!

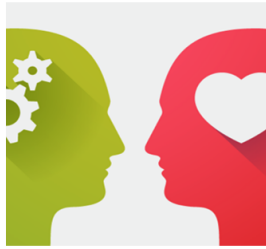
Our Employees number around 225 people. They include quality assurance and health and safety advisors, field-based scopers and supervisors, administration, finance, IT and trades teams. We deliver work safely, on time, to budget, and to the quality standards our clients and customers expect.

Our Clients are **Kāinga Ora - Homes and Communities** (Kāinga Ora), a Government provider of social housing across New Zealand, and **Tāmaki Regeneration Limited** (Tāmaki Housing) that operates in East Auckland. We have Te Mahi Ngātahi maintenance contracts for four Kāinga Ora regions, and one maintenance contract with Tāmaki Housing.

Our Customers are our clients' tenants – the people who live in Kāinga Ora and Tāmaki Housing homes.

Our Trades are our contractor companies and their teams. We rely on you to carry out all of our maintenance and upgrade work. We rely on you to work in line with our safety requirements and our clients' work quality standards, using our systems and processes.

All of us, employees, contractors and trades workers, represent our clients when we're out and about in the community. We all take that responsibility seriously by remembering our actions, attitudes and behaviour reflect on our own organisations and on theirs.



When we are out and about in the community, speaking on the phone to tenants, or putting notes into Te Mana, we are representing our clients.

We all take that responsibility seriously by remembering that our actions, attitudes and behaviour reflect on our own organisation and on theirs.

We communicate promptly and sort out things that could affect our work.

Our clients' reputations and brands are as important to us as our own.

Our Clients

2 Kāinga Ora – Homes and Communities

Kāinga Ora – Homes and Communities (Kāinga Ora) is the government agency responsible for providing rental housing to those most in need. Kāinga Ora is our biggest client.



Te Mahi Ngātahi – Working Together

Kāinga Ora’s maintenance contracts are called Te Mahi Ngātahi. Through Te Mahi Ngātahi Kāinga Ora intends that its Customers live well with dignity and stability in connected communities, recognising that critical to living well is the ability for Customers to have homes that are safe, warm, dry and healthy.



For all of us that means:

Tenants knowing we see them as our customers

Fitting our services around our customers rather than our customers fitting around us

Responding quickly and working with customers to get things sorted

Acting with urgency to put things right

Learning when things don’t go according to plan

Kāinga Ora’s maintenance contracts reflect their goal of becoming a **world-class public housing landlord** and delivering a **world-class maintenance service**
That’s where we come in

Kāinga Ora’s maintenance contracts
– **Te Mahi Ngātahi** –
mean Spencers, Trades and Kāinga Ora
Working Together

3 Tāmaki Housing

The Tāmaki redevelopment area contains Panmure, Point England and Glen Innes. It is leading an urban regeneration programme achieving social transformation, economic development, place-making and housing resources.

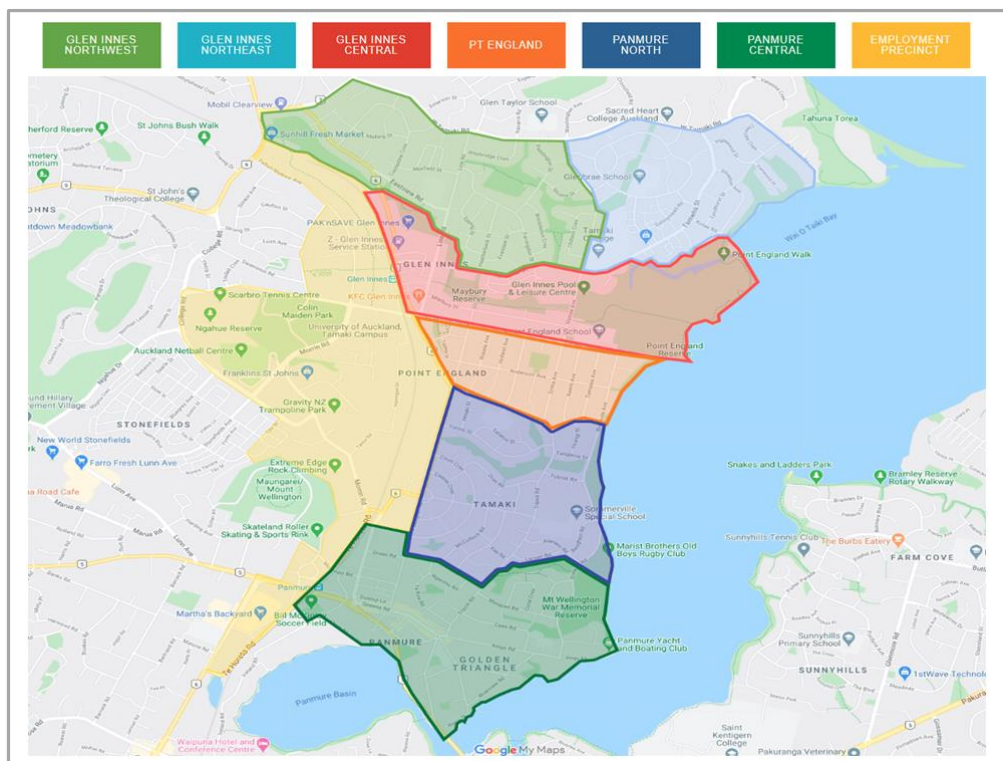
Tāmaki's properties number approximately 2,600, which brings Spencers' total national social housing portfolio to one-third of the country's stock. A total of 30,000 families' homes.



Maintenance is the largest touch-point with Tāmaki Housing's tenants.

We understand the importance of community. We walk alongside Tāmaki Housing to deliver awesome results.

When we are out and about in the community, when we speak on the phone to customers, and when we put notes into Te Mana, we represent our clients.



4 Our Customers

Tenants are our Customers

To meet the diverse needs of our Customers we will be flexible and provide a personal maintenance service that adapts to individual customer circumstances.

Interactions

All interaction with tenants – our customers – should be appropriate to the situation. If you fail to interact appropriately with tenants it could result in an investigation and possibly termination of your contract with Spencers. If one of your employees interacts disrespectfully or inappropriately they may no longer be allowed to work on our clients' sites.

Please refer to the Codes of Conduct that apply in customers' homes – in Appendix 1.

Like other service industries we will respect our customers' views when we measure our performance and success.

Tenants are our Customers. Their needs and preferences are part of our daily planning.



As part of the maintenance team and as a Tradesperson, you are the face of our clients when you're working in customers' homes.

- **Use the customer's preferred method of communication**
- **Offer choices of appointment days and times**
- **Send appointment reminders**
- **Let them know how long the job will take**
- **Keep them informed of progress**
- **Let them know when the job is finished**
- **Ask for their feedback**
- **Recognise sensitive situations and act accordingly**
- **Tidy up**

These general rules apply when you deal with anyone who lives in the property where you are working. And their neighbours, friends, whānau or visitors.

The following are fine when talking to customers:

- Discussing a pet that should be restrained.
- Discussing the job to be done.
- Discussing other work the tenant wishes to have done that you could do while you are on site. (This can help avoid multiple visits.)
- Behaving in a friendly way without getting into any of the things on the next list:

The following are NOT appropriate:

- Discussing the tenants' relationship status.
 - Don't ask if the tenant is married or has a partner.
 - Don't discuss your personal life or domestic situation.
- Making comments or compliments to the tenant on their personal appearance, how they are dressed, or how tidy (or not) their home is.
- Inviting tenants to have a social drink of alcohol, partake of illicit drugs, attend parties, or any other social events, and accepting any such invitation from a tenant.

If you ever feel that a tenant is being particularly difficult or you think they are harassing you, make an excuse to leave the property and make a point of reporting the situation to Spencers' job Supervisor or Health and Safety team.

Personal relationships with tenants are not allowed under any circumstances. If you do not follow these rules you can put yourself at risk. That can result in no longer being able to work for Spencers.



At all properties:

- × Do not bring anyone who does not have a Spencers ID card
- × Do not bring animals
- × Do not park vehicles or storage bins on the property

In customers' homes:

Be respectful

Keep the noise down

- × Do not eat your lunch in the house
- × Do not use the power, gas or water without permission
- × Do not use the toilet, bathroom or kitchen
- × Do not work if there are unsupervised children, under 14 years old



Access and Appointments

Appointments should be made for every visit to a tenant's property unless it is a URG job.

An adult or a person chosen by the tenant should be at home when you carry out any work.

If there is a dog at the property, politely ask for it to be locked away. If you don't feel safe, leave the site straight away and contact Spencers health and safety team, or the job Supervisor.

- If the tenant has a mobile number you can use the **Schedule Appointment** button.
- If the tenant doesn't have a mobile number, please call them to make the appointment.
- Then enter a new note, "Tenant Appointment"

Make a good impression:

- Introduce yourself
- Show your ID card
- Keep yourself tidy
- Offer to use boot covers when entering the customer's home

No bad language

No smoking

No animals

Examples:

1 When you make an appointment with a customer	<i>Kia Ora My name is I am calling on behalf of Spencers and (Kāinga Ora or Tāmaki Housing) to schedule your maintenance job for . . . (explain the job)</i>
2 Confirm the appointments the day before	<i>Kia Ora My name is I am calling on behalf of Spencers and (Kāinga Ora or Tāmaki Housing) to confirm our appointment for your maintenance job tomorrow.</i>
3 Remind the customer 30 minutes before the appointment	<i>Kia Ora My name is This is a reminder that I'll be at your home in 30 minutes to take care of your maintenance job.</i>
4 When you arrive at the home	<i>Kia Ora My name is . . . Here's my security ID card. I am here on behalf of Spencers and (Kāinga Ora or Tāmaki Housing) for our scheduled appointment for your maintenance job.</i>
Explain – for example:	<i>This is going to take about an hour to get done. I'm going to be used power tools so I'll need to use your electricity. Is that OK? It could get a bit noise and dusty but I'll do my best to keep the noise down and I will clean up by I go.</i>
5 When the job's finished	<i>OK, we're all done for today. The issue is fixed and I have tidied up. Would you like to see what I've done? Are you happy with that? Thank you.</i>
If more work is needed – for example:	<i>I've done what I can for today and sorted the immediate problem. Another Trade is needed next, so I will arrange for that to get done. Someone will be in touch to make another appointment with you.</i>

Concerns

Kāinga Ora

If you see any safety risks or if you have welfare concerns about a customer, please contact Kāinga Ora's **Customer Support Centre 0800 801 601**

5 Specified Materials / Procurement Items

Our clients negotiate purchase prices and arrangements for every piece of hardware and all materials that are installed or utilised on their properties, with specific suppliers.

- *Use only the specified procurement items and specified materials. (If you have to use a non-specific procurement item you will have to provide proof of purchase.)*
- *We will let you know if there is a problem with getting procurement items.*

Kāinga Ora	
Product	Supplier
Building supplies	Placemakers
Carpet and underlay	Godfrey Hirst
Curtains – window coverings	Harvey Furnishings
Electrical supplies	J A Russell Ltd
Extractor fans	Hometech
Heat pumps	Fisher and Paykel
Paint	Resene Paints
Plumbing supplies	Plumbing World
Roof steel	Steel and Tube
Solid fuel heaters	W H Harris
Stoves and Range hoods	Electrolux NZ
Vinyl flooring	Polyflor NZ

Tāmaki Housing	
Product	Supplier
Building supplies	Carters
Carpets	Godfrey Hirst
Curtains and installation	Harvey Furnishings
Electric stove parts and electrical supplies	Ideal Electrical
Gas heating products	Plumbing World
Hardware supplies	Carters
Heat pumps	Swittch
Paint and wallpaper	Dulux
Plumbing supplies	Plumbing World
Roofing supplies and installation	Edwards & Hardy
Solid fuel heaters	WH Harris
Stoves	Electrolux Home Products
Ventilation products	Home Tech
Vinyl flooring	James Halstead Vinyl Supplies Polyflor

Working Together

6 Induction & ID Cards

Induction

Our Induction Process Involves:

- **Watching the induction presentation**
- **Filling in your Induction Form**
- **Reading the H & S Induction Manual**
- **Receiving your ID card**

ID Card

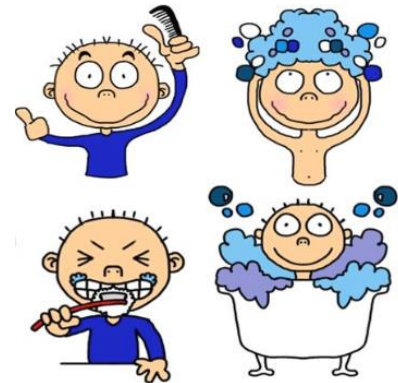
- You **must** have attended our induction and have an ID card **before** starting work with us
- You **must** carry your ID Card at all times on site
No ID card = No work
- Notify the Spencers Safety Team if you lose your ID card
- Repeated loss may result your not continuing Spencers work.
- Spencers will replace your ID Card each year.
- You must return to your ID card if you leave your employer



7 Behaviour and Conduct

Personal Hygiene

You must follow conventional personal hygiene, cleanliness and grooming standards.



Codes of Conduct

Please refer to the Codes of Conduct that apply in customers' homes – Appendix 1

Ethics and Behaviour

High standards of business and personal ethics are essential and will ensure the continued good reputation of the company and our clients. We all work with integrity and honesty and no compromise is acceptable. If we receive a complaint about your conduct, we will investigate it.



We are all individuals with different skills and abilities and as part of a team we show consideration and respect to each other, and we help each other out.

We treat others with fairness, courtesy, respect and dignity.

We value our cultural differences.

We do NOT pretend we don't see people doing the wrong things.

We deal with disputes in a supportive, respectful and discrete fashion.

We follow correct work procedures and do our jobs to the best of our abilities.



Bullying and Harassment

Bullying and harassment are considered serious misconduct. Allegations of bullying or harassment will be investigated.

Harassment or Bullying by a Customer

If you or one of your team members is harassed, sexually or racially harassed, or bullied by a customer, Spencers employee or other external contact, please complete an Incident Report and give it to one of Spencers' supervisors or managers as set out in the next section. (You may communicate by phone or face-to-face if you prefer.)

Spencers will investigate the complaint.

- If satisfied the complaint is legitimate, Spencers will take practicable steps to prevent harassment recurring.
- Practicable steps could include:
 - Communicating with the customer or Spencers employee, setting clear expectations, and explaining the consequences if the behaviour is repeated.
 - If the harassment or bullying continues the appropriate processes will be followed.

If you observe an incident

- Remove yourself from the situation if you feel in danger.
- Contact the Spencers job Supervisor or the Regional Manager immediately.
- Complete an Incident Report about what happened and give that to the Spencers job Supervisor, Team Manager or Regional Manager. (Exactly what happened, including date and time, and registrations of any vehicles present.)

If you are informed of an incident by someone else

- If they need help, give them any help you can.
 - Ask them to follow the steps set out above.
 - Ask for their name and phone number, and for as much information as possible.
 - Contact your Spencers job Supervisor or Regional Manager immediately to report what you have been told.
 - Please also complete an Incident Report about what you were told and what you thought or felt about the situation, and give that to the Spencers job Supervisor, Team Manager or Regional Manager. The more information we have the easier the investigation will be.
-

Complaints

Reporting

If you become aware of inappropriate behaviour or misconduct by one of our employees or another contractor or their employee, please complete an Accident or Incident Form.

When you need to report an accident or incident you can download the form from our internet portal. Or you can call a member of our health and safety team or administration team, and they will email it to you.

Complaints about Contractors

Where an allegation of misconduct is made by or against one of our contractors it is our duty to investigate it. We will investigate allegations of:

- Actions or threats of abuse, harassment, bullying, violence, or any other situation where an individual is harmed
- Breaches of our Service Level Agreement
- Fraudulent behaviour

Fraud

Kāinga Ora

If you think there is anything illegal going on at a Kāinga Ora property, please report it. You can report anonymously by calling **Kāinga Ora's Fraud and Integrity Line 0800 463676**.

8 Conflicts of Interest

A conflict of interest can occur when a person's personal interest could be different to the interest of the organisation they work for. Conflicts of interest may lead them to actions, activities or relationships that undermine or disadvantage the organisation.

A conflict of interest could be financial involvement, shareholding or personal relationships. It means that meeting a responsibility or doing the right thing for a personal interest, could involve making a decision that could adversely affect, or work against, the organisation they work for.

Here are some examples:

- *Employees' using their position with the company to their personal advantage*
- *Employees engaging in activities that will bring profit to a competitor*
- *Employees owning shares in a competitor's business*
- *Employees using company connections for their own private purposes*
- *Employees using company equipment to support an external business*
- *Employees acting in ways that may compromise the company's legality (e.g. bribes)*

Conflicts of interest commonly occur in business and we want to avoid them affecting people's judgement and actions. By declaring conflicts of interest to all concerned parties we can ensure people are not put into inappropriate or difficult situations.

We need you to let us know about any possible conflicts of interest you have, when you complete your Induction Form. If a new conflict of interest occurs later, please advise your employer, or let our trades department team know. (You can email trades@spencersnz.co.nz or call us). Failure to declare a conflict of interest could cause problems later on.

Business or Personal Interests

Please declare any shareholding or financial investments, or any personal relationships that could possibly cause you a conflict of interest. These could be as follows:

- A business or personal interest in any business of any kind which may conflict with or be in competition with Spencers.
- A business or personal interest in a business or sole trade that is contracted to Spencers.
- A personal relationship with anyone who works for any of our clients (Kāinga Ora or Tāmaki Housing).

Personal Work for Spencers People

To protect you and your company from unfair treatment or influence, we require Spencers employees to let us know if they ask you to carry out work for them personally, or if they make an arrangement with you to carry out work for their friends or family. Our employees know that we expect them to pay you properly – at your normal commercial rates – for the work.

So if any Spencers employee asks you to carry out trades work for them independently, or asks you to carry out trades work for their friends or for people in their family, we expect you to charge them your normal commercial rates, without discount, for that work.

If you feel you are being requested to do work cheaply or at discounted rates, or 'mates rates', by Spencers staff members, please talk to your Regional Manager, our Trades Relationship Manager, HR and Trades Manager, or Operations Director.

Tenants of Kāinga Ora or Tāmaki Housing Properties

A trades worker who is a Kāinga Ora or Tāmaki Housing tenant must make sure that they are not involved in work at the property where they live, and must not influence any work being done at that property.

A trades worker who is related to, or is friends with a tenant, must not influence any work at the property where their whānau, family or friends live.

9 Environment

The way we work will not compromise, contaminate or damage the environment

Your Induction Presentation and the Health and Safety Induction Manual contains relevant sections:

- Environmental Plans and Procedures
- Environmental Risk Identification and Controls
- Recycling and Waste Disposal
- Spill Response Procedures

Please make sure you follow this training.



10 Media

Do not make any statement to the media, or answer any questions asked by any media contact in relation to the work you do for Spencers or our clients.

Only people who have been explicitly authorised by our clients may make statements or give interviews to any news media regarding their properties, tenants or work carried out.

11 Privacy

Spencers will not disclose your personal information to any third party except as is required to carry out the company's business or to abide by New Zealand laws. We will always comply with the Privacy Act.

The Work

12 Health and Safety

Our goal is safety and sustainability for our teams and our trades workforce.

Our Health and Safety team works to keep our teams, trades and customers safe. To achieve the company's compliance with health, safety and environmental legislation, industry standards and codes of conduct, they actively promote a culture of excellence and zero tolerance to workplace accidents. They investigate reports of health and safety breaches.

Health and Safety Induction Manual

You will receive a Spencers Health and Safety Induction Manual at induction time. Please make sure you read this and keep it handy at every work site at all times.



Compliance

- Accidents, injuries, environmental incidents and health and safety issues must be reported to the health and safety team.



- Breaking health or safety rules is taken seriously.

- *Keep your work site safe*
- *Have a first aid kit, fire extinguisher and spill kit on site*
- *Ensure your power leads and tools are tagged*
- *Sign the VSC job register where applicable*
- *Use the required personal protective equipment (PPE)*
- *Report accidents and other safety or environmental incidents to Spencers*
- *Have ID cards on site*
- *Use drop sheets where required*



*We keep our
Customers safe too*

Our Health and Safety and Operations teams keep an eye on compliance.



safe365
INTELLIGENT HEALTH & SAFETY

Getting the Work Done: SITE INSPECTIONS

Our Health and Safety Advisors and our Supervisors keep a close eye on safety and carry out site inspection audits when they visit work sites.

- Safe work site
- ID cards, first aid kits, PPE
- Power tools tagged
- Scaffold safety
- Drop sheets used
- Environmental risk controls
- Recycling and waste disposal



Safety Signs

Spencers will provide safety signs to keep tenants and other trades people safe by alerting them to risks and hazards.

You must use the signs during all interior or exterior work at tenanted properties:

- Maintenance or refurbishment
- Yard maintenance
- Demolition
- High risk work



Swimming Pools

If you see a swimming pool at a client's property, please report it to a Spencers Supervisor or Regional Manager as soon as possible. Pools are a drowning risk!

CRIP Warnings

Our job management system provides warnings if there has been a problem at a property.

Customer Risk Identification Profile, or CRIP warnings inform you if you should not attend that property alone.

Check the Warning in the Job Portal

If you see a CRIP warning and are not sure about what to do, contact our health and safety team, the job Supervisor, or the Operations Team Leader.

Depending on the risk your instructions may be:

- All work on hold
- Spencers staff or client Tenancy Manager (TM) must escort the contractor
- Two contractors must attend
- Phone the tenant before attending
- The tenant will vacate the property for the duration of the work

Site Awareness

CRIP warnings are really helpful – but they will not take care of unpredictable risks.

Always be aware of what is going on around you and leave the property if you feel unsafe.

Personal Safety

Arriving at the property:

- Observe the property and surroundings
- Park your vehicle so that you can leave the property without reversing, if you need to
- Before leaving your vehicle check for hazards:
 - Check for dogs
 - Check for signs of substance abuse, parties, needles, alcohol, drugs, weapons
- Lock your vehicle

**At all times:
If in doubt, get out**

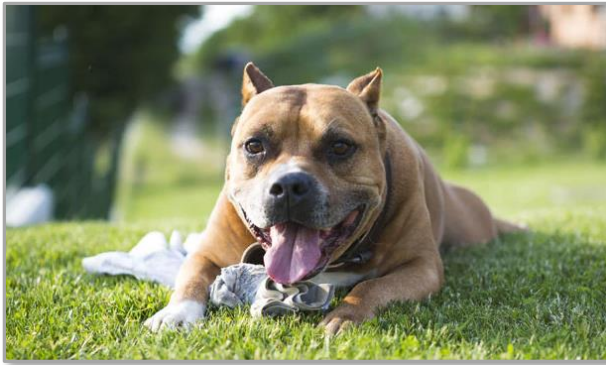
Complete an incident form if you felt you were unsafe

Working at vacant properties:

- Look around outside before going in.
- When inspecting multi-storied houses go to the upper floors first to ensure there are no unauthorised people present.
- Make a mental note of exit points

Working in tenanted properties:

- Make a mental note of exit points.
- Be mindful of where people are around you – tenants, their children, and visitors.
- Remember the tenant might be having a bad day – it might be best to defer the visit for another time.



Report every dog incident to our Safety Team so they can make sure others know about the dog.

Alcohol & Drugs

Under no circumstances may you or your team work while under the influence of alcohol or drugs

Illegal Drugs or Substances

In our work context “under the influence” and “impaired” mean having alcohol or drugs in your system that are above legal limits, including driving limits.

Alcohol and Drugs

No illegal drugs or substances may be brought onto any Spencers workplace.

Employees and subcontractors must report to work in a condition that allows them to perform their duties safely and properly.

Under no circumstances may anyone come to work under the influence of alcohol or drugs.

Anyone providing illicit drugs or substances to tenants, Spencers employees or subcontractors will not continue to work with us



13 Work Categories

The timeframes shown relate to Key Performance Indicators (KPIs). You are responsible for your KPI timeframes.

Kāinga Ora

Each Kāinga Ora category of work contains sub-categories.

Each sub-category has KPI timeframes.

If a KPI timeframe is not met, Spencers can be penalised.

Notes referred to in these Category and Timeframe tables are shown on the page following.

CATEGORY: RESPONSIVE MAINTENANCE Note 1		TIMEFRAME					
Sub-category and description		Response	Scoping	Completion	Invoicing	MFF Response	CAR Closeout
URG Note 2	Urgent H & S - Make safe	4 hours		12 hours	Within 2 days of completion	24 hours	Usually 5 days
URS Note 3	Urgent Responsive - Make safe	24 hours		48 hours			
GNL Note 4	General	10 working days		10 working days			
RSC Note 5	Responsive Scope	As per ECD	72 hours	As per ECD Definitely within 30 working days	Within 2 days of completion	24 hours	Usually 15 days
VSC Note 6	Vacant Scope	As per flowchart		As per flowchart	Within 2 days of completion	24 hours	Usually 15 days

CATEGORY: PLANNED MAINTENANCE Note 7		TIMEFRAME		
Programme		Scoping	Invoicing	CAR Closeout
Examples: Exterior Paint Warm & Dry Healthy Homes Gas Conversion Roofing Rheumatic Fever Prev.		Each programme has specific requirements	Each programme has specific requirements	Usually 15 days

CATEGORY: ROUTINE MAINTENANCE Note 8	TIMEFRAME		
Sub-category and description	Scoping	Invoicing	CAR Closeout
Vacant Property Lawn Moving Note 9	Each piece of Routine Maintenance is scoped at the outset of the work, and a contract is established between Spencers, the Client and the Contractor.	Invoicing is automatic according to the contract.	Usually 15 days
Communal Maintenance Note 10			
Preventive Maintenance Note 11			
Routine Other Note 12			

CATEGORY: SPECIAL PROGRAMME Note 13	TIMEFRAME		
	Response Scoping	Completion Invoicing	CAR Closeout
	These vary depending on the requirements of each Special Programme		

NOTE 1

RESPONSIVE MAINTENANCE is repair and maintenance work to meet the requirements of the Residential Tenancy Act (RTA), to protect a property, or to reinstate an essential amenity. It excludes capital or structural works that would qualify as a Special Programme or Planned Maintenance.

NOTE 2

URG is Reactive Maintenance to protect from imminent danger of any other adverse effect the health and safety of any person, or to comply with any HSE legislation.

Includes:

- Means of cooking
- Hot water, cold water, gas, electricity supply
- Gas leaks
- Correction of faults with toilets, showers, baths and hand basins
- Correct faults with blocked drains from kitchen, bathroom or laundry
- Security of exterior doors, locks, window catches or stays.
- Electrical and fire safety
- Smoke detectors

NOTE 3

URS is Responsive Maintenance to be responded to urgently to protect the property or restore tenant amenity, but not required to protect from imminent danger or to comply with HSW legislation.

Includes:

- Repair cooking appliances
- Correct rainwater leaks into building
- Minor water supply pipe leaks
- Smoke detectors where 2 or more are still functioning
- Repairs to trip hazards like flooring or pathways
- Repair clothesline
- Healthy home regulations

NOTE 4

GNL is Responsive Maintenance that does not fall within other sub-categories of Responsive Maintenance. GNL jobs are usually issued by Kāinga Ora following notification by a tenant. GNLs are carried out to protect the Customer and the Property or to meet the requirements of the RTA.

Includes:

- Broken bathroom mirror
- Internal doors not closing properly
- Damage to wall linings
- Tree pruning
- One-off rubbish removal
- One-off heat pump repairs
- One-off chimney sweeping or repairs

NOTE 5

RSC is any Responsive Maintenance that arises from:

- Request to attend a property to scope Reactive Maintenance
- Follow-on Reactive Maintenance arising from a Work Order or URG or URS.

May include minor fire or chemical damage where specialist trades are not required and is not capital or structural work.

NOTE 6

VSC is Responsive Maintenance or refurbishment to a property that is not tenanted, and must be brought up to Kāinga Ora's required standard so it can be re-tenanted.

NOTE 7

PLANNED MAINTENANCE comprises longer packages of repair and maintenance work undertaken on a planned basis. It is non-routine maintenance that can be planned. Large quantities of Responsive Maintenance required to rectify defects or to be completed as a proactive measure to increase the sustainability of properties, may be carried out as Planned Maintenance.

NOTE 8

ROUTINE MAINTENANCE is repair and maintenance work that is done on a routine basis, usually a set number of times per year, and which is not capital or structural work that would qualify for a planned programme. We monitor work completion, safety and quality.

NOTE 9

Vacant Property Lawn Mowing is Routine Maintenance work that would normally be undertaken by a Customer but because the property is vacant, it is done by a Contractor.

NOTE 10

Communal Maintenance is Routine Maintenance that is repair and maintenance work to communal areas of a property and which are not the responsibility of the Tenant/Customer.

NOTE 11

Preventive Maintenance is Routine Maintenance that is repairs and maintenance work to proactively prevent failure and to increase operation efficiency.

Includes:

- Servicing heating appliances
- Moss proofing roofs

NOTE 12

Routine Other is Routine Maintenance that is routine or periodic maintenance activity.

NOTE 13

SPECIAL PROGRAMMES include any work that is not Responsive, Planned or Routine maintenance. It includes specific programmes of work and often packages of Properties to be covered in a single Special Programme.

For Example:

- Exterior Paint
- Gas Conversion
- Rheumatic Fever Prevention
- Roof Replacement

Responsive Job Dollar Approval Limits

- **Responsive jobs** **URG, URS, GNL and HLP V6**
 - Kāinga Ora approval is required for jobs costing over \$1,200 including GST
- **HLP properties** **HLP 1 - 5**
 - Kāinga Ora approval is required

Kāinga Ora approval is required for jobs over \$1,200 including GST

Tāmaki Housing

Each Category of Tāmaki Housing maintenance work contains several classes.
Each class has a KPI timeframe. If a KPI timeframe is not met, Spencers can be penalised.

Notes referred to in these Category and Timeframe tables are shown on the page following.

CATEGORY: REACTIVE MAINTENANCE Note 1		TIMEFRAME	
Class		Response Made safe after receipt of job	Completion After receipt of job
URG Note 2	Urgent Health and Safety	On site and made safe within 4 hours of notice of the works required	Within 24 hours of notice of the work required
URS Note 3	Urgent Reactive	On site and made safe by the next business day	Within 2 business days of notice of the work required
GNL Note 4	General Reactive	Tenant contacted and planned visit time confirmed with them within 3 business days of receipt of the maintenance request	Within 10 business days of notice of the work required
RSC Note 5	Reactive Scoped & Supervised Work	Contractor has visited the property and provided a scope to THLAP within 5 working days of receipt of the maintenance request	Dependent on size of scoped work

CATEGORY: PLANNED MAINTENANCE Note 6		TIMEFRAME	
Class			
PSM Note 7	Prescriptive Scheduled Maintenance		
PVM Note 8	Preventive Maintenance		
PCM Note 9	Planned Condition-based Maintenance		

NOTE 1

REACTIVE MAINTENANCE is repair and maintenance work to resolve a property issue, add a missing component, replace an obsolete component, restore amenity to operational standard, or provide good customer service.

NOTE 2

URG is Reactive Maintenance to protect from imminent danger of any other adverse effect the health and safety of any person, or to comply with any HSE legislation.

Includes:

- Means of cooking
- Hot water, cold water, gas, electricity supply
- Gas leaks
- Toilets, showers, baths and hand basins
- Blocked drains – kitchen, bathroom or laundry
- Security of exterior doors, locks, window catches
- Electrical and fire safety
- Smoke detectors

NOTE 3

URS is Reactive Maintenance to be responded to urgently to protect the property or restore tenant amenity, but not required to protect from imminent danger.

Includes:

- Repair cooking appliances
- Correct rainwater leaks into building
- Minor water supply pipe leaks
- Smoke detectors
- Repairs to flooring or pathways
- Repair clothesline
- Healthy home regulations

NOTE 4

GNL is Reactive Maintenance that is not URG or URS.

Includes:

- Broken bathroom mirror
- Internal doors not closing properly
- Damage to wall linings
- Tree pruning
- One-off rubbish removal, heat pump repairs or chimney sweeping or repairs

NOTE 5

RSC is Reactive Maintenance that arises from:

- Request to attend a property to scope Reactive Maintenance
- Follow-on Reactive Maintenance arising from a Work Order or URG or URS.

May include minor fire or chemical damage where specialist trades are not required and is not capital or structural work.

NOTE 6

PLANNED MAINTENANCE is longer term repairs and maintenance that are not capital or structural works that could qualify as Special Programmes. We monitor work completion, safety and quality.

NOTE 7

PSM is Planned Maintenance that is frequency or schedule-based where the number of likely instances, cost and general scope are known.

Includes:

- Exterior paint
- Voids
- Fire damage
- Decontamination
- Tenanted upgrades
- Roof replacement
- Hot water cylinder replacement

NOTE 8

PVM is Planned Maintenance that prevents asset failure. Regular maintenance to maintain or improve condition or extend life or service, or keep a warranty valid.

Includes:

- Routine maintenance
- New-build maintenance or servicing, including for warranties
- Building warrant of fitness management and maintenance

NOTE 9

PCM is Planned Maintenance that is repairs or maintenance to improve condition, performance or compliance measures.

Includes:

Maintenance based on a level of service, including

- Repair or replacement to improve the condition or useful life of the asset,
- meet TRL Properties service level, performance or compliance measures.

Getting your Jobs

Jobs will be issued to you via the contractors' internet portal.

- You will access your job information and manage your jobs via our internet portal and mobile app.
- You will see all the job information – address, nature of the work to be done, the codes, locations, measurements and timeframes.
- During the course of your work you can add codes for work done, request variations, and close off jobs for invoicing and payment.
- You can view all new and outstanding jobs, update the status of jobs to note 'no access', 'awaiting parts', 'appointment made' etc.
- When the job is complete its status will update to 'ready for payment'.
- Once completed and signed off by the Supervisor the job will be processed through Te Mana to the client, and back to our accounting system for payment to you.

Economical Repair versus Replacement

Repair is always the first option because it is usually more cost effective.

- Please note that if a repair, in your opinion, is uneconomical and the better option is to replace, then please advise us of this.
- If the replacement cost is less than \$1,200 then please proceed with the replacement and note your reasons for doing so on the job notes.

If you think replacement is best but it will cost more than \$1,200, you must seek approval before proceeding.

Additional Work Requested While on Site

Being our clients' eyes and ears includes:

- Taking care of customers' requests for additional work while on site
- Noticing additional maintenance work that would sensibly be included in the job

**The customer might ask for the additional work
OR you could spot the extra work and check with the tenant.
You don't need approval. Just add the extra work to the job using the app.
Attach before and after photos.**

Work Delivery Expectations

Please remember that you are responsible for ensuring you and your team complete their work in accordance with the following requirements:

1. Check dates of each piece of planned work on the flowchart provided, and advise our office immediately if the programme does not suit.
2. If, for any reason, when you arrive at a property and find you cannot carry out the job, tell the tenant, let the Spencers Supervisor know, and put a note on the job via the app or the portal.
3. Ensure only authorised workers are on work sites, and that they strictly follow safety training rules.

4. Provide realistic expected completion dates, and advise Spencers early if they cannot be met.
5. Notify Spencers of any follow-on work required, or work that is left incomplete for any reason.
6. Load each job's relevant documentation via the portal or the mobile app.
7. Get approval for any variation to a work order before carrying out that work.
8. Complete work with minimal inconvenience to other trades. If your actions result in unnecessary costs being incurred by other contractors, Spencers may have to recover the other contractors' unnecessary costs from you.
9. Participate in management system audits, inspections, investigations and meetings as required.

Kāinga Ora

Customer Consent

As part of the scoping process Spencers will obtain the tenant's written agreement, via the Customer Consent form (M-323), to the work being carried out. The form is attached to the job in Te Mana, and you can view it. This applies to:

- **RSC work** that is expected to take more than a couple of days, and
- **Special Programmes jobs**

Responsive Job Dollar Approval Limits

- **Responsive jobs** **URG, URS, GNL and HLP**
 - Kāinga Ora approval is required for jobs costing over \$1,200 including GST
- **HLP properties** **HLP 1 - 5**
 - Kāinga Ora approval is required

Kāinga Ora approval is required for jobs over \$1,200 including GST

You may carry out additional work that is not on the work order, if:

- It's an **easy fix** and can be done quickly and safely
- The work meets **normal standards** and specs
- It's your trade and **you have the tools** and materials you need
- Doing the extra work fits in with the customer, and **doesn't affect other scheduled jobs.**

If the work is an Urgent H & S job that requires a different trade, please phone Kāinga Ora's CHUR line free on: 0800 888 455

You may carry out additional work that is not on the work order, if:

- It's an **easy fix** and can be done quickly and safely
- The value is less than \$300
- The work meets **normal standards** and specs
- It's your trade and **you have the tools** and materials you need
- Doing the extra work fits in with the customer, and **doesn't affect other scheduled jobs.**

If the work is an Urgent H & S job that requires a different trade, please phone Tamaki Housing 0800 521 555



14 Measurements

*Methods of Measurement must be adhered to
This applies to Kāinga Ora and Tāmaki jobs.*

You will find this document on the Portal – Information & Resources/Kāinga Ora

Method of Measurement M-216

For the 2022/23 financial year only

Effective from 1 July 2022
Version 15

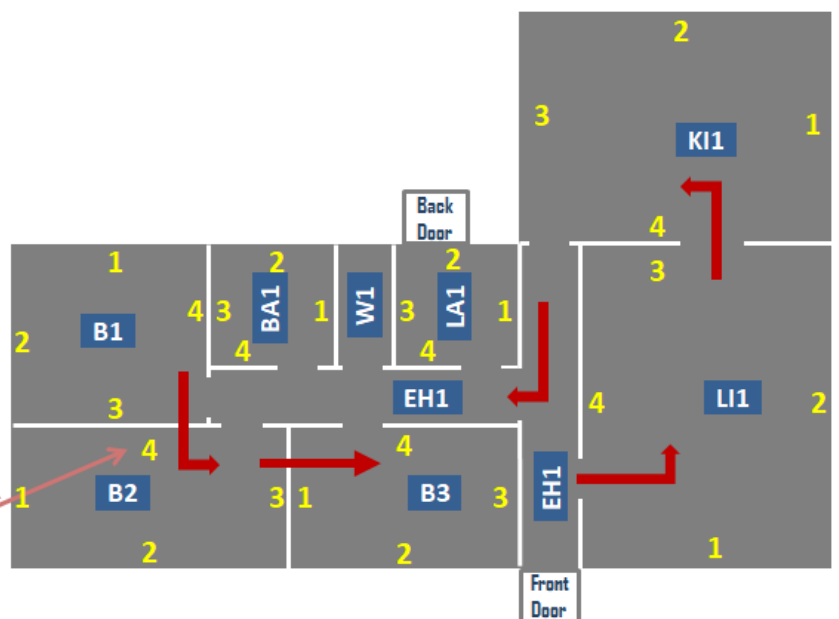
Location Codes

*Please make sure you understand and explain this to your team:
Location codes are crucial. They affect audit scores and our reputations.*

Location Codes House Interior

Location codes start at the front door, then move anti-clockwise through the house

Code walls anti-clockwise.
Wall 1 is on your right.
Then 2 and 3.
Wall 4 is the wall with the door where you came in.

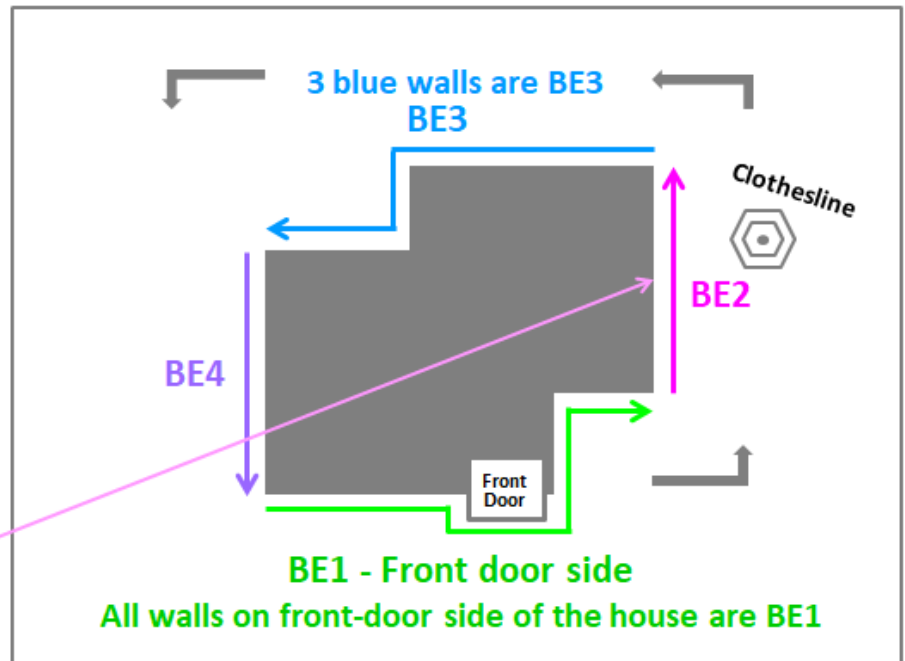


Location Codes Building Exterior

Outside of the building.

- Codes are relative to the front door.
- BE1 is the front door side of the house.
- Move anti-clockwise around the outside of the house to BE2, BE3 and BE4

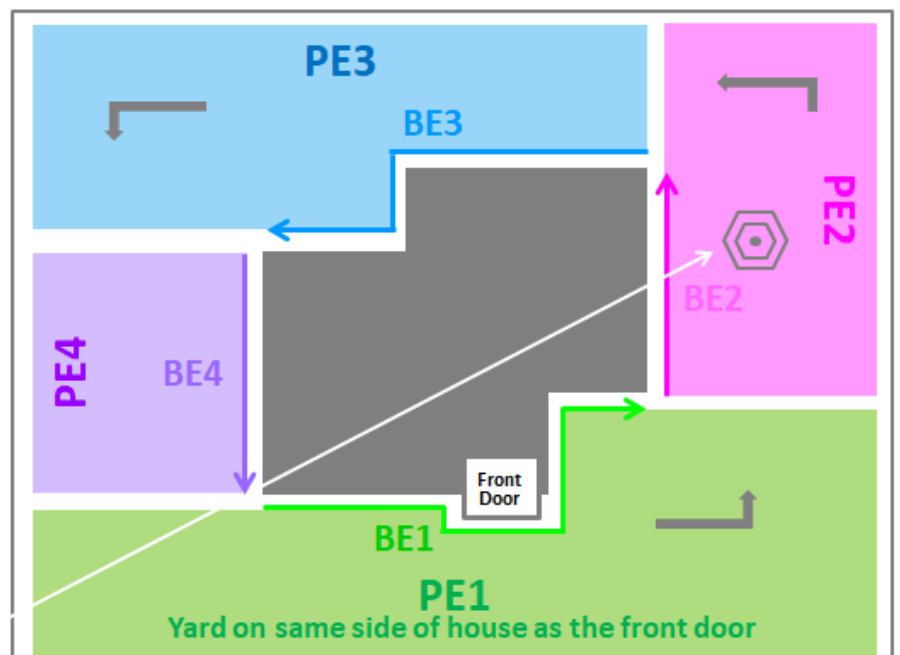
Location code to replace downpipe or repair weatherboard on same side as clothesline: BE2

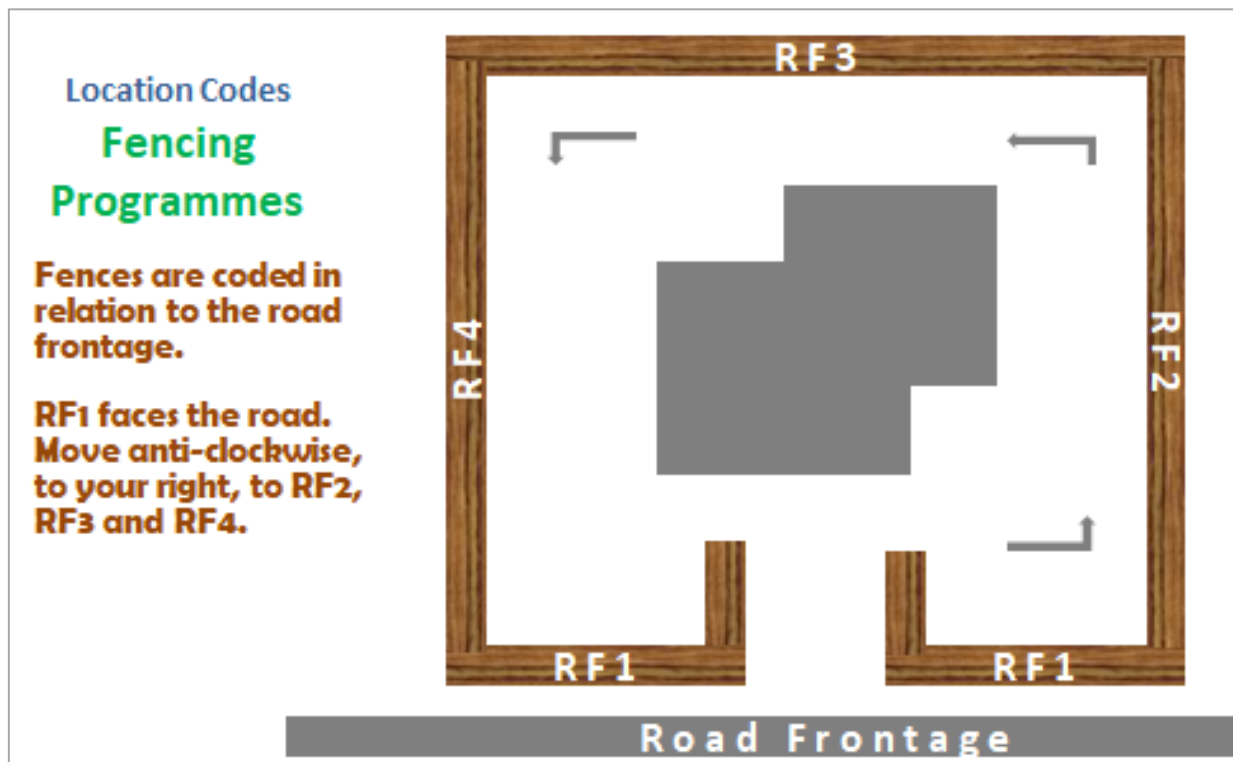


Location Codes Grounds/Yard

- The grounds or yard between the house and the boundary.
- Codes are relative to the front door.
- PE1 is the front door side of the house.
- Move anti-clockwise around the outside of the building to PE2, PE3 and PE4

Location code to repair or replace clothesline: PE2





15 Photos of Jobs

Photos should be clear and show only the job requested on the job card.

Photos have really the job management process run smoothly and with fewer queries.

URG URS GNL

Please take photos and attach them to the job on the app or on the portal

- **before you do the job**
- **after the job is finished**

Sometimes you'll need to take photos during the work too – such as inside wall work.

Let the customer know why you're taking photos.

Our scopers take photos to help our clients see what is needed. That helps with the approval process.

The photos you take provide a record of the work you've done. That's handy for you and for us.

They also show our clients and the audit teams, that the work has been properly completed.

That's all URG, URS and GNL jobs.



Before



After

16 Terms We Use

Like all businesses and industries, we use a lot of terms and language that are specific to us. If you don't know what someone is talking about when they use these, please ask.

ACM	Asbestos Containing Material
APPT	Appointment made
BFP	Boundary Fencing Programme – A Kāinga Ora fencing programme
CAR	Corrective Action Request
CC	Customer Complaint
CHR	Conviction History Report
CGH	Community Group House
DNI	Do not invoice
DSP	Driveway Safety Programme – A Kāinga Ora fencing programme
ECD	Expected completion date
EPS	Exterior Paint Programme
FOW	Follow on Work – Additional work required on job, possibly another trade
GNL	Job category: General Work Order
Henderson/New Lynn	Kāinga Ora region managed by our HNL team for Henderson, New Lynn and North Shore
H & S	Health and safety
HLP	Housing Leased, Private Owner (Kāinga Ora manages on behalf of owner)
Hutt Valley	Kāinga Ora's Region managed by our Wellington HV team
HSE	Health, safety and environment
ICT	Information and communications technology
ID Card	Spencers' client-specific Identification Card issued during induction
Kāinga Ora	Kāinga Ora – Homes and Communities
KA	All responses and completion exemption Type of Kāinga Ora job line exemption
KC	Completion exemption – Type of Kāinga Ora job line exemption
KPI	Key performance indicator - Performance standards of our contracts
LBP	Licensed Building Practitioner
LC	Left Card
LPO	Housing Leased – Private Owner (Kāinga Ora manages on behalf of owner)
MEWP	Mobile Elevated Work Platform
MoJ	Ministry of Justice
Mt Roskill/Ellerslie	Kāinga Ora region managed by our MRE central Auckland team
NHSS	National Home Safety Service Programme

NOH	No-one Home
Non-proc	Non-procurement item (no client code covers this item)
Non-Std	Non-standard
Northland	Kāinga Ora region managed by our Whangārei team
NTF	Notice to Fix – issued by Kāinga Ora when work is not to required standard
On Hold	Job status is ‘on hold’ – No work allowed
PCL	Paint Containing Lead
PM	Planned Maintenance
Portal	Spencers’ internet portal through which contractors access their jobs
PP	Planned Programmes
QA	Quality Assurance
RFPP	Kāinga Ora’s Rheumatic Fever Prevention Programme
ROI	Record of Inspection
RSC	Responsive Scope – Job category relating to tenanted properties
RM	Job category: Routine Maintenance
S & F	Supply and fit
Spencers	The trading name of Spencer Henshaw Limited
SOR	Schedule of Rates
Tenanted	Client’s property with tenants living in it
THA	Tāmaki Housing Association
TM	Tenancy Manager
Tnt	Tenant
URG	Job category: Urgent Job – make safe Timeframe KPIs apply
URS	Job category: Urgent Responsive Work Order – make safe Timeframe KPIs apply.
Vacancy	Client’s property without tenants living in it – See Void and VSC
Variation or VO	Change made to a work order
VOC	Volatile Organic Compound
Void	Client’s property with no tenants living in it - See VSC
VSC	Void Scope – Job category relating to vacant properties
WIP	Work in progress
WO	Work Order

18 Futile Calls

Usually, if a tenant has agreed to a time and date for a maintenance job to be done, they are at home and happy for you to do the work. Sometimes though, the tenant is not at home or you cannot do the job for another reason – perhaps the tenant will not allow you into the property, or there is a dog loose.

Kāinga Ora

Futile fee will be considered in the following instance:

- Kāinga Ora has made arrangements with the relevant Customer for the Contractor to have access to a Property at a particular time to perform Services and/or the Work under a **URG** Work Order; and
- entry to the relevant Property cannot be gained at that time by the contractor, the Contractor must immediately advise Spencers and then the contractors may be entitled to payment of one Futile Call Charge.

Where the Contractor is unable to perform the Services and/or Work due to failure by the Customer to provide access or otherwise perform its obligations under the Agreed Access Arrangements, only in extenuating circumstances, and at Kāinga Ora's discretion, will the Contractor be entitled to payment of one Futile Call Charge. In this event

- you must leave one of our calling cards; and
- you must make another visit within the timeframe of the job
- you must advise Spencers
- you would need to provide proof of arrangements including date and time when appointment was made,
- evidence of attendance and
- details of why job couldn't be done.

If the tenant is at home when you make the second visit and you carry out the work you will be paid the futile call charge mentioned above, and you will be paid for the work.

If the tenant is not at home or does not allow you access when you make the second visit, you must leave one of our calling cards; and advise the Spencers administration team who request a FOW job from Kāinga Ora.

Tāmaki Housing

If a time has been arranged with a tenant for you to carry out their job, and they are not at home when you arrive at the property (and you make reasonable efforts to contact the tenant for at least 5 minutes) or they do not allow you access to the property, and you are unable to carry out the work, you will be entitled to a futile call charge.

Once the futile call charge has been confirmed, the job must remain open and you must continue to attempt to get access to the property to do the work unless Tāmaki Housing confirms that you do not need to complete the job, or Spencers advises you that Tāmaki Housing has confirmed you do not need to complete the job.

19 Work Quality

Clients' expectations may be different to what you are used to or what you would normally do. You will need to be aware of the client's work expectations and train your employees so that they understand them too.

Quality is everyone's responsibility **First time fix – Every time**

Quality Team

- Carries out audits while work is in progress, and after work is completed.
When work has to be rectified, they also audit re-work jobs.
- Sends out Customer Service Satisfaction surveys
- Receives Maintenance Feedback Forms

Our Trades Quality Training Library of Training Manuals, Guides and Videos support our Trades Quality Training sessions.

These resources and training sessions ensure work is completed the way Kāinga Ora wants it to be done, and to the standard their standards and specs.



Quality Auditing

Jobs are audited to ensure our workmanship is at the right standard, that correct procurement items and materials are used, and that measurements and coding are correct.

Corrective Action Requests (CARs)

Quality failures are sent to contractors through the job portal. They are required to:

- Review and respond to the each CAR within the specified timeframe
- Take all reasonable steps to resolve the CAR, which may include:
 - Returning to site to complete the work
 - Returning to site to rectify poor or non-compliant workmanship
 - Returning to site to replace a non-procurement item

Quality Standards

If your work does appear to meet the required standard you will receive a CAR with one of the following comments:

- Client Standards Not Met – The work does not meet defined specification or standard.
- Not Complete – One or more aspects of the job has not been completed. A 'Return and Rectify' – return to the job and do the work correctly – would be required.
- Proc Items Not Used – The work is to standard but a non-procurement product or incorrect specified material has been used.

Tenant complaints, feedback and compliments are also part of our Quality Assurance feedback process.

Accuracy

Spencers must only charge clients for work that has actually been done. It is not okay to overcharge, by intent or by mistake. So we all have to make sure all invoices are correct. Here are some tips:

- Day works Incorrectly Used – Day works should not be charged when an SOR code applies, or if day works has not been validated.
- Double Charge – This means a job or code has been charged more than once in error.
- Method of Measurement Incorrect – The measurement for the completed work is wrong or the SOR code is incorrect.
- Work Not Done – Work has been charged for but it has not been done.

20 Resources

All of the following are available on the portal:

Spencers

- Health and Safety Induction Manual
- Trades Worker Handbook
- Trade Notifications
- Trades Quality Training Manuals, Guides, Videos and Training sessions
- Portal and App Training Guides and Videos
- Code Book – Schedule of Rates
- Health and Safety Training Guides and Training sessions

Kāinga Ora Homes and Communities

Kāinga Ora resources include:

- Procurement Schedules M-217
- Product Images and Specifications

Tāmaki Housing

Tāmaki Resources include:

- Procurement Schedules
- Product Images and Specifications

21 Training

Most of what we learn about our work happens during our day-to-day work:

- Standard operating processes and procedures
- Quality of communications and relationships
- Clients' quality standards and contract terms
- Accurate coding and adherence to specifications
- Efficiency and time management
- Best practices, tricks and tips
- Health, safety and compliance

Responsibilities

- Attend the training provided by Spencers Quality and Health and Safety teams, and make sure your team does too.
- Make the most of the Spencers training resources, methods and events available.
- Talk about training at team meetings.
- Give feedback about training so that it can be improved if necessary – and so we know if we're doing the right things and doing them well.

Trade Quality Training

All new Trades are required to attend a training session. Our Trades Quality Training Library is made up of manuals for all Trades Quality Training modules.



Trades Quality Training Manuals and Guides Available on the Portal

Appendix 1

Codes of Conduct

Kāinga Ora

Sections 2, 3, 4

People and Homes
Maintenance and Upgrades

2. General obligations for all properties

The obligations under this section apply to all works and services engaged by Kāinga Ora or carried out on Kāinga Ora land.

2.1 Treat public with courtesy and respect

Kāinga Ora expects site visitors and the public to be treated with courtesy and respect at all times. Full consideration must be given to the health, welfare, safety, security and convenience of site visitors, customers and members of the public that might be affected by the works.

2.2 Language and dress

Ensure that you and any individuals under your control or direction maintain a reasonable standard of dress and a neat and tidy personal appearance when visiting or working at a Kāinga Ora property. In particular, footwear must be cleaned of mud, paint and other damaging matter before entering any property.

Do not use bad language or allow bad language to be used on site.

2.3 Identification cards

An official and current identification (ID) card identifying the contractor as Kāinga Ora maintenance partner approved must be available whenever working on site.

Temporary ID cards can be issued to those personnel undertaking short term work for Kāinga Ora and are equivalent to an official ID card.

ID cards must be presented upon entering a property to customers and to any Kāinga Ora employee on request.

2.4 Animals

Animals must not be brought on site.

2.5 Children and unauthorised persons

Children and any other unauthorised persons must not be brought on site.

2.6 Noise limitations

Noise that might affect residents in the vicinity of the site should be minimised.

Any specific noise limitation request is to be taken into consideration when planning and carrying out work.

Noise limitation set by consents and the *Resource Management Act 1991* shall also be captured during the planning phase.

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01 July 2020

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2.7 No smoking

Smoking by contractors is prohibited inside and outside all occupied properties and inside unoccupied properties.

2.8 Security

You should leave the site and/or property in a secure state when unattended. When carrying out the services or works, take all reasonable security precautions against theft, breakage or damage of all goods, property and equipment.

2.9 Parking

Vehicles should not be parked on any verge, or obstruct any driveway, crossing or roadway. Damaging grass by driving vehicles on soft ground should be avoided.

You must adhere strictly to any requirement of a local authority regarding the use of roadways, verges or pathways, including any requirement or instruction to pay for footpath crossings or repair damage.

Be aware of the possible presence of children when manoeuvring vehicles on or around the site. Ensure children are safe before moving, and especially reversing, any vehicle.

2.10 Lifts

You must comply at all times with any notice or instruction displayed in any lift on the site. If you are using a lift that is not a goods lift for anything other than carrying passengers, you must use appropriate lift protection equipment.

2.11 Contractor communications with customers

You must not comment on matters personal to any customers (such as their conduct, appearance, ethnic origin or standard of housekeeping) with members of the public, media or customers.

It is expected you will only discuss matters relating to the contract, Kāinga Ora policy or Kāinga Ora operational procedures to explain process, management of risks or work methodology.

It is expected you will introduce yourself and explain what works you are at the property to undertake.

2.12 Notification and emergencies

If there is any immediate danger to life or property, which you cannot properly deal with, you must summons the appropriate emergency service.

You must report any matters of concern or an emergency situation to the Kāinga Ora representative under the contract.

2.13 Compliance with contract documents

In addition to the specific issues identified in this code, you must carry out all activities in accordance with the contract, any applicable licences or consents, all applicable laws, regulations and by-laws, the requirements of any authority, and with due regard to the rights and expectations of Kāinga Ora, its customers and the public.

Where Kāinga Ora has not provided codes, guidelines or policies in relation to undertaking activities or managing risks on site, then current applicable codes, guidelines, standards and policies published by WorkSafe New Zealand, the Ministry of Health, the Ministry of Business, Innovation and Employment, the Environmental Protection Authority and New Zealand Standards or similar organisations will apply.

If in doubt as to the application of any particular code, guideline or policy to a specific activity or risk, you should clarify the applicability with the Kāinga Ora representative under the contract.

3. Occupied property

3.1 Application

In addition to the general obligations in this code, this section outlines your obligations to Kāinga Ora customers when performing services or undertaking works on occupied property owned or leased by Kāinga Ora.

Customers include those people who have signed tenancy agreements with Kāinga Ora in relation to a rental property and any other person who is lawfully occupying a Kāinga Ora property.

3.2 Hours of work

Work may only be carried out on site between 8am and 5pm Monday to Friday. Work on weekends or public holidays or after hours is only permitted with the express prior approval of the customer along with the Kāinga Ora representative and must comply with local authority requirements and restrictions relating to construction work (including but not limited to noise restrictions).

This time restriction does not apply for urgent health and safety or urgent responsive maintenance work as instructed by Kāinga Ora, or if otherwise agreed by the customer in writing.

3.3 Treat our customers with courtesy and respect

Kāinga Ora's tenants are its customers and Kāinga Ora is committed to providing a consistent and quality service to all its customers. We expect that as a contractor you will treat our customers as if they are your customers.

Customers and their visitors are to be treated with courtesy and respect at all times. Full consideration must be given to their health, welfare, safety, security and convenience. Disruptions to customers are to be minimised.

3.4 Notice to customers

You must ensure that a Kāinga Ora representative provides the customer with a minimum of two days' notice of the intention to carry out any services or work on any occupied property or adjacent common property which will be impacted by works, except where:

- the work is urgent health and safety work or urgent responsive maintenance
- the work is not urgent responsive maintenance but the customer has communicated their work request to the Kāinga Ora Representative who has then instructed you and a time has been agreed between you and the customer for you to access the property that is within the two day notice period.

You should ensure that the appointment with the customer is kept on the day and time as notified. If physical work is not to start immediately, agree with the customer during the visit of the day and time when it will start.

Where you are informing the customer about when work will be undertaken and completed, ensure any commitment made to the customer is realistic. This communication shall be captured on the *Customer and contractor agreement (M-323)* form, the requirements for distribution and record retention are outlined at the bottom of the M-323 form.

3.5 Use of customer services and facilities

You must obtain prior, documented agreement from the customer before using their power, gas, or water. If you know you will need to use the customers' power, gas or water, you must include the information in the notice to the Kāinga Ora representative. You are expected to have your own mobile phones and therefore use of the customers' phones should not be required.

You must have permission from the customer to use facilities such as toilets, wash basins, stoves, and hot water. You must not consume food in the home.

3.6 Access during customer absence

You must leave a calling card with your name, company name, contact number, time and reason for calling if the customer is not home when you arrive.

You must obtain prior written permission via a Kāinga Ora representative to work in the customer's home during their absence and arrange access during this time. You must only enter the property where the customer is absent once you have the required permission of a Kāinga Ora representative.

While at a property where the customer is absent, you must not invite or allow any individual to access the rental property other than those directly required to perform work under the contract.

3.7 Customer belongings

Take all reasonable precautions against theft, breakage or damage of all goods, property, equipment, furniture and chattels belonging to the customer.

You must protect furniture, fittings and other chattels (including flooring) from dirt and damage (for example dust and paint) with the use of suitable, clean coverings while work is being carried out. Never utilise customer's furniture as a means of access or for working at height.

You must immediately report any damage to customers' belongings to a Kāinga Ora representative. If requested to do so, you must remedy any such damage (either by repair or replacement) to the satisfaction of a Kāinga Ora representative as soon as reasonably possible.

3.8 Shifting customer belongings

You may only shift furniture, fittings and chattels where it is necessary in order to do the work or protect the furniture, fittings and chattels. Where the customer is present, you must advise the customer before you shift any item. Customers may choose to offer assistance.

Where the customer will not be present, you should make best endeavours to advise the customer if furniture fittings and chattels will need to be moved.

Any furniture, fittings or other chattels that are shifted must be returned to their original location as soon as practicable after the work is complete.

3.9 Facilities available to customer

When essential services need to be interrupted to carry out work, you must consult with the customer and ensure satisfactory alternative arrangements are made with them before starting the work. If you cannot reach agreement on alternative arrangements, you must refer the matter to a Kāinga Ora representative for resolution.

Unless otherwise agreed, bathrooms, toilets, kitchens, laundries, bedrooms and essential services (power, water, gas and phone) are to be left in a useable state before you leave the site at the end of each working day.

3.10 Site controls

Where possible, dismantle your work area and otherwise leave the site in a safe and tidy state when you leave the site at the end of each working day.

Waste must be securely and safely contained while it remains on site and where practical removed from site at the end of each day.

When the work is complete (or earlier where it is feasible to do so), you must not leave any material containing hazardous substances (for example asbestos, paint and treated or painted timber) on site even if requested to do so by a customer.

You must remove all rubbish and site waste from the site and leave the site in a clean and tidy condition.

3.11 Animals

Customers are responsible for ensuring their animals are tied up and securely contained so that the animal does not endanger you or interfere with your work. All dogs must be secured regardless of the perceived threat.

Do not enter the property if you feel endangered by an animal on site and/or the animal is not secured. Instead, you should leave and advise a Kāinga Ora representative as soon as possible of the presence of the animal at the property.

3.12 Noise limitations

Take care to minimise noise that might affect customers. You must not use a radio without permission of the customer.

Any specific noise limitation request from a customer is to be taken into consideration when planning and carrying out work. If agreement cannot be reached, you must refer the matter to a Kāinga Ora representative for resolution.

3.13 Storage

You must obtain permission from the customer before placing any site office, storage container, rubbish skip, portaloos or other facility on the grounds of the property.

3.14 Parking

You must obtain permission from the customer before parking any vehicle on the grounds of their rental property. Where permission cannot be obtained you must park in the street or nearest public parking area.

3.15 Additional work

Before carrying out an additional work, the contractor must establish that:

- the work meets the required Kāinga Ora standards
- the work can be completed by the same trade type
- the trade has the available/sufficient materials on site to undertake the work
- the customers' availability is not impacted
- the next customers' job is not going to be impacted
- the work is minor in nature.

However, if the additional work is required to protect customers or the public from danger or health and safety impacts or is to comply with health and safety in the workplace legislation, exception can be made.

Where works cannot be completed as part of the current work undertaken on site, Kāinga Ora expects the contractor or delegate to inform Kāinga Ora and manage follow on works expectations with the customer.

3.16 Anti-social behaviour

Kāinga Ora customers whose behaviour poses a threat to personal safety are risk rated. This information will be provided by the Kāinga Ora representative as nominated under your contract and should be incorporated as part of the risk controls under that contract.

You will need to liaise with Kāinga Ora to obtain the details of any customers in any of the above categories.

This information is highly confidential and you must maintain strict control on the distribution and storage of this information at all times, in line with the confidentiality requirements of your contract.

3.17 Customer activities

Report any matters of concern relating to customer activities to the appropriate Kāinga Ora representative. Matters of concern would include:

- illegal activity
- any activity that may result in injury to a person or to property.

3.18 Disputes with customers

If a dispute or any other problem arises with a customer and an amicable resolution cannot be reached, do not argue, but immediately withdraw from the site.

If such a situation occurs, you should immediately notify your contract representative who must then immediately notify a Kāinga Ora representative, who will assist with a resolution.

4. Unoccupied property

4.1 Application

In addition to the general obligations in this code, this section outlines your obligations when performing services or undertaking work on an unoccupied property, which may be owned by Kāinga Ora and you are engaged to carry out works or services on its property.

4.2 Hours of work

Work may only be carried out on site in accordance with local authority bylaws and specific consent requirements.

4.3 Access to void properties

While at the unoccupied property, you must not invite or allow any individual to access the property other than those directly required to perform work under the contract. Kāinga Ora may engage with the contractor during the final stages of void works to allow access to prospective customers to view the property. Access to property will only be granted when construction works are complete and risk from onsite activities is considered low.

4.4 Site dismantling, cleaning and rubbish removal

You must:

- dismantle or secure (where dismantling is not practical) your work area and leave the site in a safe and tidy state when you leave the site at the end of each working day
- manage rubbish, site waste and dispose off-site correctly to ensure the site is safe and well maintained
- not leave any material containing hazardous substances (for example asbestos, paint and treated or painted timber) on site
- notify the customer when the work has been finished.

4.5 Damage or loss

You should immediately advise a Kāinga Ora Representative of any damage or loss that occurs while carrying out services or contract works at a Kāinga Ora site. If the damage or loss is due to illegal activity it is expected the relevant authority will be contacted e.g. police in case of theft.

Contractors Code of Conduct



Contractors that visit any of our properties to undertake work on behalf of Tāmaki Housing are asked to recognise and respect that they are entering the tenant's home.

This means always:

- Respecting the Tenant, their rights in their home and their culture.
- Complying with confidentiality requirements.
- Behaving in a proper and professional manner at all times.
- Complying with Health and Safety legislation and relevant codes of practice.

When arriving:

- Introduce yourself to the Tenant and show photo identification.
- Explain the nature and purpose of the job.
- Ask before using the Tenant's services or facilities including electricity for power tools, or parking in the driveway.

While doing the work:

- Minimise disruption and mess to the Tenant's home (e.g. clean footwear or cover shoes).
- Take care of the Tenant's property and possessions and protect these from dust, paint and damage.
- Store and manage all materials and equipment used on site safely to avoid danger to occupants and visitors (including considering children and others who may be vulnerable).

When leaving:

- Tell the tenant that you are leaving (whenever possible).
- Ensure the tenant knows what has been done or what is going to be done next before leaving the home.
- Keep the Tenant's home secure at all times.
- Reconnect and test services such as water and electricity at the end of each working day as required.
- Clear any rubbish from the inside of the property at the end of each working day that is a result of any work undertaken.
- Remove any rubbish from the garden and other areas outside the property that has come from the work done.

Our vision: Tāmaki is an awesome place to live

TPM-351 FEB20



Version Control

Spencers may change this handbook from time to time. When a new version is released, we will advise our contractor companies via email with a link to the new version, and ask that they advise their employees.

Date	Version	Change	Author
25 May 2020	1.0	Handbook created	L McGregor
14 May 2021	1.1	Updates	L McGregor
7 July 2022	2.0	Privacy Job dollar limits Conflicts of interest Tāmaki Regeneration logo	L McGregor
9 Nov 2022	2.1	Wording amendments (contract and contractor changed to contract and contractor)	L McGregor
19 Apr 2023	2.2	Changed MD to CE	L McGregor

Update Process

- ◆ Update the version number in the file name (see instructions below)
- ◆ Update the Version Number and Version on the first page
- ◆ Update the Footer details
- ◆ Save a pdf version of the document into the live directory

The version number should be increased as follows:

Minor change

Version number is to increase by 0.1
e.g. V1.0 will change to V1.1

Major Change

Version number is to increase by 1.0
e.g. V1.0 will change to V2.0