

Tenant and Leaseholder Services

Contracts standard

Standard	Tenant and Leaseholder Services Contracts Standard
Department	Tenant and Leaseholder Services
Service	Repairs and Voids Capital Works Landlord Compliance
TDC Lead Officer	Name: Sally O'Sullivan Job title: Head of Tenant and Leaseholder Services Email: sally.osullivan@thanet.gov.uk
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1.0 Introduction

The Tenant and Leaseholder Services (TLS) contracts standard sets out the standard that we expect all our contractors and their subcontractors to uphold. This document should be read together with any appropriate policies referred to in the contract specification.

Our policies can be found here thanet.gov.uk/policies

2.0 Communication

2.1

There are various forms of communication that we will expect from the contractor. Not all forms will be appropriate for every contract.

The first letter will be sent by Thanet District Council to inform residents about the type of work that we are intending to do.

If the resident is a leaseholder that is subletting, the letter will go to the non-resident leaseholder. This will provide the information and request permission to communicate directly with the leaseholder's tenant, to arrange appointments.

The second letter comes from the contractor and should contain the following information:

- Introduction (e.g. working on behalf of Thanet District Council)
- Types of work they will carry out
- When the work will take place
- How long it will take
- If appropriate - an appointment for initial survey or for works

Thanet District Council corporate branding must be included and used correctly. (As outlined in the TDC corporate style guide.)

 [corporate-style-guide.pdf.pdf](#)

2.2

All written communication from the contractor will be reviewed by Thanet District Council before it is sent. The purpose of this will be to make sure that the letter:

- is personalised and addressed to the resident by name
- is written in plain English
- does not contain jargon
- uses Thanet District Council branding correctly

2.3

Methods of communication must include (but not limited to):

- telephone
- email
- text message
- letters
- face-to-face consultation
- Resident Liaison Officer (if applicable to contract)

3.0 Appointments in the home

3.1

Where possible our contractors should agree on an appointment time to carry out works (which is agreed with the resident as a convenient time).

- Morning appointments - between 8am and 1pm
- Afternoon appointments - between 1pm and 5pm
- Appointments that avoid the school run

3.2

Contractors should send an appointment reminder the day before. Also, when they are on their way, where possible.

3.3

If there are follow-up works, contractors should make an appointment with the resident before they leave the home.

4.0 Missed appointments

4.1 Contractors

- If a contractor is unable to start work or unable to keep the appointment, they will update the tenant as soon as they know they cannot keep the appointment or are running late.
- The contractor will arrange a new appointment directly with the resident within one working day of the missed appointment.
- The contractor must have the work rescheduled to be carried out within five working days - unless arranged at the convenience of the resident.
- The contractor must inform Thanet District Council of all missed appointments and when they have been rebooked.

4.2 Residents

- If the resident misses the appointment or does not give access, the contractor will leave a card to let the resident know they called and ask them to re-book the appointment.
- Evidence must be collected by the contractor on the no-access (i.e. a photograph of the card against the front door).
- The contractor must allow for three occasions where access is refused, or no one is at the property.
- The contractor must inform Thanet District Council when there have been three occasions where they have been unable to gain access, and provide evidence of their attendance.

5.0 Code of conduct

5.1

Our contractors and their subcontractors must work to a code of conduct. While working in our properties (in dwellings and communal areas) and in resident's homes they will:

- Follow health and safety legislation and codes of practice
- Wear the contractor's uniform
- Show their identification card on arrival and at request
- Explain what they are doing and why, in a way that is understood by the resident
- Treat residents and their homes with respect
- Leave homes and communal areas clean and tidy
- Leave homes and communal areas safe and secure
- Not smoke, vape or work under the influence of alcohol/drugs
- Not use bad language.
- Remove any leftover material and debris from inside and outside the property on completion of works
- Protect tenants possessions, fixtures, fittings at all times
- Behave in a proper and professional manner at all times
- Leave the home and contact the office at the earliest opportunity, if they encounter a problem with a resident
- Not trespass onto neighbouring property to complete works. (They must request permission from the adjoining owner or resident of that property)
- Must not excessively use mobile phones for personal reasons
- Not play music without resident's prior permission
- Not use the resident's equipment, e.g. kettle or microwave (unless offered)
- Operatives must not request to use a residents toilet if there are welfare facilities on site
- Not use the resident's toilet facilities unless agreed with the resident first. If a resident does not agree the operative must find suitable facilities elsewhere.

6.0 Compliance with the Equality Act 2010

6.1

Our Contractors must follow the terms of the council's Equality, Diversity and Inclusion Policy and procedures. They must make sure its employees and subcontractors do the same for the length of the contract.

A copy of the council's current Equality, Diversity and Inclusion policy can be viewed at: <https://www.thanet.gov.uk/info-pages/equality-and-diversity-policy-statement>

6.2

Our contractors and their subcontractors must make sure that all residents are treated with respect and on an equal basis.

It is against the law to discriminate against anyone due to their protected characteristics as defined by the Equality Act 2010:

- age
- gender reassignment
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race, including colour, nationality, ethnic or national origin
- religion or belief
- sex
- sexual orientation

6.3

We expect our contractors and their subcontractors to make allowances in the way that they carry out works for people with protected characteristics.

These could include but are not limited to:

- nursing mothers who need privacy
- religious beliefs that may prohibit someone from being alone with a non-family member
- considerations in how visually impaired tenants are informed about the work
- prayer times
- religious holidays

7.0 Safeguarding

7.1

Our Contractors must follow the terms of the council's Safeguarding Policy and procedures. They must make sure its employees and subcontractors do the same for the length of the contract. They must:

- Obtain basic Disclosure and Barring Service (DBS) certificates for each employee, including call centre staff and subcontractors. These should be provided upon request and reassessed every 3 years as a minimum.
- Ensure timely reporting of any safeguarding discrepancies, or concerns to the council's designated safeguarding officers.
- Raise awareness if they witness a safeguarding issue/incident.

7.2

If an operative believes there to be a safeguarding issue, they must:

- Report this to social services immediately using the following link kent.gov.uk/social-care-and-health/report-abuse
- Report the incident to Thanet District Council within one working day, providing the Social Services reference number for the referral they have made.

If there is an immediate risk of significant harm, they should dial 999

7.3

A copy of the council's current Safeguarding Policy may be viewed at: thanet.gov.uk/safeguarding-policy .

8.0 Awareness

8.1

We expect all of our contractors and their subcontractors to have training in equality and diversity issues, safeguarding, and cultural awareness.

9.0 Monitoring the standard

So that we can continually improve and monitor our service we will:

- Monitor the contract KPIs on a quarterly basis.

- Check with residents to make sure the work has been completed to a satisfactory standard using a survey. (The survey will be carried out by the contractor with questions provided by Tenant and Leaseholder Services.)
- Tenant and Leaseholder Service reserve the right to carry out surveys.
- Monitor complaints and require a written response from the contractor or their subcontractor where a complaint is raised about the works carried out.
- Request training records of contractors and subcontractors.