

POLICY & PROCEDURE FOR WORKING IN OCCUPIED PREMISES

PURPOSE

The purpose of this procedure is to ensure that maintenance and other building and engineering works are carried out in all domestic and commercial premises in a way that does not create risks for service users, staff, visitors or contractors.

SCOPE

This procedure covers all residential and commercial properties.

POLICY

All maintenance and other building works in occupied premises must, where possible, be planned, carried out and supervised in such a way that no risks are created for either the occupants of the building or to the JDJ Ltd work force. Reactive and emergency maintenance and repairs clearly cannot be pre-planned but every effort must be taken to ensure they are carried out safely.

PROCEDURE

This procedure is arranged in the following sections:-

1. MAJOR DEVELOPMENT WORK
2. MINOR BUILDING WORKS
1. MAJOR DEVELOPMENT WORK

1.1 Major development work includes new buildings, extensions and extensive refurbishment. In this case the entire site/building, or a part of it, defined by a temporary screen or fence, is handed over to JDJ LTD for the duration of the contract. This area becomes the responsibility of JDJ LTD and is generally out of bounds to all but JDJ LTD 's work force. The clients staff may only enter the area, say to view the progress of work, with the permission of, and by prior arrangement with JDJ LTD . Such visits are normally arranged by the project architect/surveyor and staff must observe all the relevant regulations, eg. reporting to the site office on arrival, wearing a hard-hat and any other protective clothing deemed necessary by JDJ LTD who are responsible for the health and safety of all personnel on site.

1.2 Under no circumstances must the client's staff pay unofficial, unsupervised visits to (areas of) buildings which have been handed over to JDJ LTD . For the period of the contract, the buildings are the responsibility of JDJ LTD and the member of staff may not be covered against accidents or public liability.

1.3 Similarly, where only part of a site/building has been handed over to JDJ LTD , our workforce has no right of entry to the area retained for the clients use, except by prior agreement.

1.4 As part of the briefing process for major schemes, the client and or project co-ordinator will be asked to consult our project manager and health and safety representative to ensure that any necessary safety precautions, eg to protect residents or staff who wander, are built into the works contract. Additionally, before the work starts, we will request that the client will arrange a pre-contract meeting, and subsequent site meetings between all interested parties will be held to agree and monitor the practical arrangements to be followed whilst the work is in progress, health and safety issues being paramount.

1.5 A risk assessment will be carried out on all proposed works and a health and safety plan prepared by the planning supervisor and/or architect and implemented by JDJ LTD where required under the Construction (Design and Management) Regulations 1994 and in other cases where it is considered appropriate given the nature and degree of risk.

1.6 The clients responsibilities are to ensure that residents, service users, staff and visitors do not interfere with JDJ LTD 's legitimate activities, and drawing to JDJ LTD 's attention, preferably through the client, any hazard which arises as a result of JDJ LTD 's operations.

1.7 If any hazard which cannot easily be eliminated becomes apparent, or there are other imminent or obvious dangers, the client should evacuate the affected area until the hazard is removed or made safe. The client should not act outside their area of responsibility to deal with any hazard but should draw the matter to JDJ LTD 's attention. Where the client considers that work is being carried out in an unsafe manner or is putting the health and safety of residents, service users, staff, or others at risk they are authorised to instruct JDJ LTD to stop work.

1.8 The architect/project co-ordinator must be immediately informed of any such incident and the matter should be recorded as detailed in Procedure 19/97 "Hazard Reports".

1.9 Unforeseeable circumstances may make it necessary to change detailed arrangements when the work is under way. This will always be done in consultation with the client and the health and safety implications of any changes must, in particular, be taken into account.

1.10 In particular, the client must be given adequate notice of any disruption to services to enable them to make appropriate alternative arrangements.

2. MINOR BUILDING WORKS

2.1 In the case of minor building works it is often not possible to totally separate the JDJ LTD activities from those of the building's normal occupiers. The initial site meetings and continuing liaison arrangements are therefore most important in ensuring that safe working practices are established and maintained. Before writing the specification for such works the surveyor/engineer will visit the premises, explain the scope, nature and implications of the proposed works to the client and health and safety representative, and agree on any necessary safety precautions to be included in the contract.

2.2 Minor repair works are often carried out at short notice and may be ordered by the clients staff if the estimated cost comes within their delegated powers. Any risks associated with carrying out the works should be assessed and consequent safety precautions highlighted when the order is placed and when JDJ LTD arrives to carry out the work.

2.3 Every JDJ LTD Employee who enters occupied premises to carry out works must report to the client (or their representative) when the scope, nature and estimated duration of the works will be confirmed, and the implications of carrying them out for both the building occupiers and the JDJ LTD workforce assessed, and any necessary safety precautions agreed and implemented.

2.4 In any case where this is not done, the client is authorised to instruct the JDJ LTD to cease operations. They should then immediately notify JDJ LTD's project manager of the action they have taken and the circumstances surrounding it.

2.5 Sometimes, for minor repair and maintenance work, no written contract exists until after the event, but common law requires the works to be executed in a safe and timely manner.

2.6 The Electricity, Gas and Water Authorities have the right to enter premises without notice to carry out emergency work on their own installations.

2.7 Finally, it must also be emphasised that all employees, as well as employers, have a general duty under the Health and Safety at Work Act 1974 to have regard to their own and others health and safety. Ensuring that building works are carried out in a safe manner and with the minimum of risk is a matter for all concerned.

CODE OF PRACTICE FOR EMPLOYEES AND SUB CONTRACTORS WORKING IN OCCUPIED AND EMPTY DWELLINGS

Each of the properties is someone's home or office, and as such it is important that all employees and sub contractors working in these buildings appreciate the high standards expected of them with regards to courtesy and respect.

This code of conduct has been developed for the benefit of residents & occupiers so the following are therefore considered to be the **minimum** standards to be expected.

- Whilst in a resident's home or office every reasonable effort, taking account of the nature of the work, must be made to maintain a clean and tidy environment. At all times the health, safety and welfare of the residents or occupiers and their household or office is of paramount importance.
- All members of our workforce should be made aware of the invasion of the residents or occupiers privacy that the work involves, not just in individual dwellings or offices but also the surrounding area. They should do their utmost to reduce possible nuisance and inconveniences.
- Every effort should be made to make a prior appointment when out of hours work is necessary.
- All employees' personal presentation and behaviour will be of paramount importance and each person must provide readily visible means of personal identification.
- Smoking in and around dwellings or offices is prohibited.
- The playing of music is prohibited in and around homes or offices, including in parked vehicles. Noise pollution should be kept to a minimum.
- Tradespersons must not use the residents or offices equipment or services, (i.e. gas, electricity and water etc) without prior consent, and arrangements should be made for charging power tools, before attending the property.
- We must provide protection for residents or offices fittings and furniture by using clean dust sheets and ensure that dust shoe covers are used when entering residents homes or offices.
- We should endeavor to leave all mains services, including space heating, fully useable at the end of each working day.
- Any tools or equipment are not to be left in any dwelling or office and all waste items/material, must be removed by the end of the working day and the working area left in a clean and tidy condition.

- The vehicles of anyone working or delivering to the site must not be parked on grass verges or gardens. Nor are they to be parked adjacent to the site in such a way as to cause obstruction or inconvenience for local residents or offices.
- Any holes or openings in external walls should be blocked up at the end of the working day to ensure the property is wind, watertight and secure.
- The taking of meal-breaks by our workforce in occupied dwellings is not allowed unless the resident or occupier extends an invitation.
- All employees should respect each resident's specific needs and requirements. and our Equality & Diversity policy should be adhered to at all times.
- We should ensure that they communicate with residents to keep them updated of progress/delays with any items of work.

IF IN DOUBT ASK!