

Approved Contractors Standards Policy



Scope:	All contractors and subcontractors engaged by Housing Solutions	Author:	Assistant Director of Finance & Procurement
Legislation:	Health and Safety at Work Act 1974 Data Protection Act 1988 Bribery Act 2010 Equality Act 2010 Modern Slavery Act 2015 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Approved by:	Executive Team
		Date of approval	May 2026
Related Policies:	Health and Safety Repairs and Maintenance Asbestos Management Electric Safety Gas Safety Water Hygiene & Legionella Fire Safety Equality, Diversity & Inclusion Anti-Fraud, Theft & Bribery Policy Data Protection Probity Policy	Date of next review:	May 2029

1. Policy Statement

- 1.1 Housing Solutions is committed to ensuring that all contractors and subcontractors working on its behalf deliver services that are safe, lawful, ethical and of a consistently high quality, with residents' safety, wellbeing and dignity at the centre of all activities.
- 1.2 This policy establishes the overarching framework for contractor standards and sets out Housing Solutions' expectations in relation to behaviour, quality, safety, safeguarding, data protection, probity and social responsibility. The detailed operational requirements that contractors must comply with are set out in Appendix 1 – Approved Contractor Standards, which forms an integral part of all contracts, purchase orders, framework agreements and sub-contracts.
- 1.3 These standards reflect;
 - Current statutory and regulatory requirements
 - Housing Solutions' Terms and Conditions

- Expectations arising from strengthened building safety and consumer regulation
- Recognised good practice within the social housing sector

1.4 Housing Solutions will take a proactive approach to assurance, including;

- Formal onboarding requirements prior to contract commencement
- Ongoing monitoring of competence, certification and compliance
- Periodic audit and validation of contractor records and performance

1.5 At onboarding, contractors must provide evidence of compliance, including (as applicable)

- Operative competence and training matrices
- Relevant qualifications and certifications
- Evidence of DBS checks (where required – verified and recorded by Housing Solutions in line with data protection requirements)
- Health and safety documentation (including insurance, RAMS capability and accreditations)

1.6 Failure to comply with this policy or Appendix 1 may result in contractual remedies, including suspension, removal from approved supplier lists, contract termination and, where appropriate, regulatory or legal reporting.

2. Scope

2.1 These Standards apply to all contractors, consultants, suppliers and subcontractors undertaking works or services on behalf of Housing Solutions.

2.2 Compliance with this policy does not remove or reduce any statutory duties placed on contractors under health and safety, building safety, employment, safeguarding or other legislation.

2.3 Contractors are responsible for ensuring that these Standards are communicated to, understood by, and complied with by all employees and subcontractors.

2.4 Failure to comply may result in suspension, removal from the approved supplier list, contract termination, and/or legal or regulatory reporting where appropriate.

3. Roles and Responsibilities

Role	Responsibility
Executive Team	Approval of policy and oversight
Assistant Director of Finance & Procurement	Policy ownership, review and assurance framework
Heads of Service	Ensuring operational compliance within services
Procurement Manager	Supplier assurance, monitoring and enforcement
Contractors	Full compliance with policy and legislation
Contract Managers	Day-to-day contract management, performance monitoring, compliance verification, and escalation of non-compliance

3.1 Housing Solutions will ensure that:

- Contract managers are appropriately trained in contract management and supplier oversight
- Clear processes are in place for monitoring, escalation and enforcement
- Roles and responsibilities are understood across services

4. Key Legislative and Regulatory Framework

4.1 This policy reflects, but is not limited to, the following legislation and regulatory frameworks:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Construction (Design and Management) Regulations 2015
- Building Safety Act 2022 and associated secondary legislation
- Fire Safety Act 2021 and Fire Safety (England) Regulations 2022
- Regulatory Reform (Fire Safety) Order 2005
- Social Housing (Regulation) Act 2023 (including Awaab's Law requirements)
- Equality Act 2010
- Modern Slavery Act 2015
- Bribery Act 2010
- UK GDPR and Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025)
- Procurement Act 2023 (in force February 2025)
- Control of Asbestos Regulations 2012
- RIDDOR 2013
- Awaab's law

5. Equality, Diversity & Inclusion

5.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality, Diversity & Inclusion Policy, and Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

6. Confidentiality

6.1 Under the Data Protection Act 2018, UK General Data Protection Regulation (UKGDPR), all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- sensitive organisational information.

6.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

7. Monitoring, Enforcement and Review

7.1 Housing Solutions will monitor contractor compliance through audits, inspections, performance reviews and contract management processes. Where non-compliance is identified, Housing Solutions will require corrective action and, where appropriate, apply contractual sanctions.

7.2 This policy and associated standards will be reviewed every three years, or sooner where required in response to legislative, regulatory or organisational change

Appendices

Appendix 1 – Approved contractors standards (Revised)

APPENDIX 1 – APPROVED CONTRACTOR STANDARDS (REVISED)

1. Code of Conduct and Behaviour

1.1. Contractors and sub-contractors represent Housing Solutions when working in our homes, estates, offices or communities. Contractors must at all times:

- Act professionally, courteously and respectfully toward residents, leaseholders, staff and members of the public.
- Be smart, clean and appropriately dressed for the work being undertaken.
- Demonstrate behaviours aligned to Housing Solutions' values: Ownership, Inclusion, Teamwork and Innovation.

1.2. Contractors must not engage in behaviour that may reasonably be considered:

- Rude, offensive, discriminatory or intimidating.
- Excessively noisy or disruptive (including inappropriate use of radios or mobile devices).
- Overly familiar, harassing, threatening or argumentative.
- Derogatory toward residents, colleagues, other contractors, or Housing Solutions.

1.3. Contractors must not:

- Work while under the influence of alcohol, illegal drugs, or prescribed medication that may impair safety or judgement.
- Smoke or vape in residents' homes, communal areas, balconies, or immediately outside properties.

2. Identification, Access and Resident Security

2.1. Contractors must carry and display photographic identification at all times, showing:

- Name and photograph of the operative.
- Employer company name and contact details

2.2. Where required, contractors must comply with Housing Solutions' password or verification arrangements and fully co-operate with resident identity checks.

2.3. Contractors must present a valid works order or authorisation letter when requested and encourage residents to verify appointments where needed.

2.4. DBS checks (basic, standard or enhanced) must be undertaken where specified by Housing Solutions, particularly where work involves access to vulnerable residents or sensitive environments.

2.5. Contractors must

- Confirm checks have been completed
- Provide evidence upon request

2.6. Housing Solutions will;

- Verify compliance
- Record confirmation in line with data protection requirements (DBS documents will not be retained unnecessarily)

3. Quality, Workmanship and Standards

3.1. All works must be completed:

- To the specification issued by Housing Solutions.
- In compliance with current Building Regulations, relevant British / European Standards, manufacturer instructions and recognised industry best practice.

3.2. Contractors must:

- Use competent, appropriately trained and supervised operatives.
- Provide completion evidence (including photographs, certifications and reports) in the format and systems required by Housing Solutions.

3.3. Contractors must:

- Maintain an up-to-date training and competency matrix for all operatives working on Housing Solutions contracts
- Ensure all operatives:
 - Hold relevant qualifications and certifications
 - Are competent for the tasks they undertake
- Provide evidence of competence and training records to Housing Solutions upon request
- Ensure all subcontractors meet the same standards
- Housing Solutions reserves the right to audit competency records at any time.

4. Appointments, Access and Resident Experience

4.1. Appointments must be:

- Attended within Housing Solutions' published repair priorities.
- Be made in advance, with residents kept informed of any changes or reasonable delays

4.2. Contractors must:

- Seek permission before entering a resident's home or garden.
- Not attend where only a minor (under 16) is present.
- Provide timely updates where access or completion is delayed.
- Give a minimum of 24 hours' notice for cancellations where practicable.

4.3. Contractors must take all reasonable steps to minimise nuisance, including dust, noise, loss of services or access restrictions, and clearly explain unavoidable disruption.

4.4. Missed appointments may result in financial deductions in line with Housing Solutions' contract terms.

5. Safeguarding and Vulnerable Residents

5.1. Contractors must:

- Be alert to safeguarding risks when accessing homes.
- Immediately report safeguarding concerns using Housing Solutions' agreed reporting routes.
- Follow any additional access or attendance measures agreed for vulnerable residents.

5.2. Housing Solutions will, where appropriate, share relevant risk information to support safe access while complying with data protection requirements.

6. Health, Safety and Environmental Management

6.1. Contractors are fully responsible for compliance with all applicable health and safety legislation, including but not limited to:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations
- CDM Regulations
- Working at Height Regulations
- Control of Substances Hazardous to Health (COSHH)
- Control of Asbestos Regulations
- RIDDOR

6.2. Contractors must:

- Complete suitable and sufficient risk assessments and method statements (RAMS).
- Provide RAMS and permits (e.g. hot works) in advance where required.
- Ensure appropriate PPE is worn, maintained and replaced.
- Ensure tools, plant and equipment are inspected, certified and used only by competent persons.

6.3. Accidents, near misses, dangerous occurrences and safeguarding incidents must be:

- Reported immediately to Housing Solutions.
- Reported to the HSE where required, with copies provided.

7. Asbestos and Hazardous Materials

7.1. Contractors must comply with Housing Solutions' asbestos management arrangements, including engagement with the appointed responsible person and review of asbestos information prior to works.

7.2. Works involving asbestos or hazardous substances must only be carried out by competent, appropriately licensed contractors and waste disposed of via approved routes.

8. Environmental Responsibility and Waste

8.1. Contractors must:

- Keep sites clean, safe and tidy.
- Remove waste daily where practicable.
- Segregate, recycle and dispose of waste through licensed carriers.
- Provide waste transfer documentation on request.

9. Equality, Diversity and Respect

9.1. Contractors must comply with the Equality Act 2010 and must not discriminate, harass or victimise against any person on protected grounds. This applies to all interactions with employees, residents, or service users, and other contractors, partners and stakeholders.

9.2. Contractor policies and behaviours must actively support inclusion, dignity and respect when delivering services and maintain professional boundaries at all times.

9.3. Unlawful discrimination or harassment by contractor staff will be treated as a serious breach of these standards. Housing Solutions operates a zero-tolerance approach to sexual harassment. Sexual harassment will not be tolerated in any form, including in person, online, in written communications, or during work-related social events.

9.4. Contractors are expected to take reasonable steps to prevent sexual harassment and discriminatory behaviour, including:

- ensuring their staff are aware of acceptable behaviour standards
- providing appropriate guidance or training where relevant
- addressing concerns promptly and effectively

Where required, contractors must be able to demonstrate that they have appropriate policies and controls in place.

9.5. Contractors must:

- report promptly any incidents, complaints or allegations of harassment, discrimination or inappropriate behaviour connected to the contract
- co-operate fully with any investigation carried out by the organisation
- provide access to relevant information or staff as reasonably required

Failure to report known or suspected concerns may itself be treated as a breach of these standards.

10. Data Protection, Confidentiality and Information Security

10.1 Contractors must comply with UK GDPR and the Data Protection Act 2018.

10.2 All personal, resident or commercially sensitive information must:

- Be processed lawfully and securely.
- Only be used for agreed contractual purposes.
- Be protected against unauthorised access or loss.

11. Modern Slavery, Ethical Standards and Probity

11.1 Contractors must comply with the Modern Slavery Act 2015 and take reasonable steps to ensure their supply chains are free from exploitation.

11.2 Contractors must:

- Take reasonable steps to ensure their workforce and supply chain are free from exploitation.
- Ensure all employees and subcontractors have the legal right to work in the UK.
- Maintain appropriate records to demonstrate compliance and provide evidence upon request.

12. Social Value and Community Impact

12.1 Contractors are expected to support Housing Solutions' social value objectives, including:

- Employment and skills opportunities.
- Local engagement.
- Environmental sustainability initiatives.

12.2 Social value commitments will be proportionate to contract value and monitored through contract management processes.

13. Compliance, Monitoring and Sanctions

13.1 Compliance with these standards forms part of all Housing Solutions contracts, purchase orders and sub-contracts.

13.2 Housing Solutions reserves the right to:

- Monitor compliance through audits, inspections and performance reviews.
- Require corrective action where standards are not met.
- Require submission of updated compliance documentation at defined intervals.
- Suspend or remove contractors from approved lists where serious or repeated breaches occur.
- Suspend works where there are immediate safety or safeguarding concerns.

This Appendix forms an integral part of Housing Solutions' Approved Contractor Standards Policy and must be complied with at all times.