



EXTERNAL CONTRACTOR GUIDANCE AND LOGOS



Letting contractors into your home

As part of your tenancy agreement, you are required to allow our contractors access to your home to perform essential safety checks, repairs, and maintenance. This ensures that the property remains safe, functional, and well-maintained.

Arranging visits to your home

Our contractors will contact you to arrange a convenient date and time to visit your property and complete any necessary work. Please ensure that you only allow entry to individuals with a pre-arranged appointment.

Our contractors will carry identification, and we strongly advise you to check this upon their arrival. If you have any concerns, please ask them to wait outside while you call us on 0300 123 4000. We will be happy to provide assistance and help to verify their identity.

Remember, your safety is our priority. Thank you for your cooperation.

Below is a selection of contractors that we use and an example of their logo.

Contractors



PFL ELECTRICAL

Electrical contractor who carries out Electrical Inspection Condition Reports (EICRs) and general electrical work, to ensure that residential electrical systems are safe.



SURESERVE COMPLIANCE

Gas contractor who carries out landlord Gas Safety Reports (LGSRs) and is responsible for the safe installation, maintenance, and repair of gas systems in residential properties.



ZAP CARBON - HEALTHY HOMES

Damp and mould consultant surveyors, who attend properties to determine the root cause of damp and mould.



Lifts • Escalators • Cradles

JACKSON LIFTS

Maintenance and servicing of lifts. Conducting routine inspections to check the condition of various lift components, to ensure they operate safely, efficiently, and reliably.



H2O NATIONWIDE

Water hygiene sampling and testing, along with legionella control, for the prevention of waterborne diseases, ensuring the safety of building occupants.

Contractors



DDS INTERNATIONAL

Carry out fire risk assessments to identify potential fire hazards and recommend safety measures based on their findings.



ASPECT

Asbestos removal contractor who is responsible for safely removing asbestos-containing materials from buildings using specialised techniques.



ARMSTRONG YORK

Conduct different types of asbestos surveys, such as management, refurbishment, and demolition surveys, to locate and assess the condition of asbestos-containing materials.



CRYSTAL CLEAR WINDOW WORKS

restoring failed Double Glazed Units (DGU's) using unique solutions, products and restoration techniques.

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| English | If you would like this document translated or require an accessible format such as large print or braille, please call 0300 123 4000, and select option 3. |
| Kurdish | ئەگەر دەستوورێت نەم بەلگەنامەییە وەر یەگێڕ در ئێت یان پێویستیت بە شێوازێکی دەستگەمێشتن هەیە وەك چاڤی گەمۆرە یان نووسینی نابینایان braille، تەكایە پەیوەندی بکە بە 0300 123 4000، و بزار دەی 3 هەڵبژێرە. |
| Polish | Jeśli chcesz, aby ten dokument został przetłumaczony lub potrzebujesz innego dostępnego formatu, takiego jak duży druk lub alfabet Braille'a, zadzwoń pod numer: 0300 123 4000 i wybierz wewnętrzný 3. |
| Portuguese | Caso pretenda esta informação traduzida, ou em formato acessível como impressão grande ou braille, por favor ligue para o número 0300 123 4000 e seleccione a opção 3. |
| Pashto | که چیرې ددغه سند ژباړه غواړئ یا یې لوی چاپ یا بریل بې ته اړتیا ولری، مهرباني وکړئ 0300 123 4000 ته زنگ ووهئ او 3 اېشن یا غوراوی وټاکئ. |
| Romanian | Dacă doriți ca acest document să fie tradus sau dacă aveți nevoie de un format accesibil, cum ar fi caractere mari de tipar sau Braille, vă rugăm să apelați 0300 123 4000 și să selectați opțiunea 3. |

