

04.28 HOUSING & HOMELESSNESS CONTRACTORS AND TRADEPERSONS POLICY

SCOPE

All private contractors/tradespersons engaged by RQ to undertake any repairs/maintenance on behalf of the organisation including community housing properties, RQ offices and other RQ locations.

POLICY

RQ ensures that when engaging contractors/tradespersons the selection of contractors / tradesperson is fair, equitable and free from any conflict of interest, that only licensed and suitably qualified tradespeople with adequate insurance cover are engaged to carry out work and any purchases and work undertaken must be carried out in a professional and legal manner, using good quality, durable, low maintenance materials to cater for a high level of wear and tear.

PURPOSE

To provide clear guidelines to RQ staff on the process for engaging tradespersons/contractors who meet the requirements of the organisation.

DEFINITION/S

RQ	Roseberry Qld
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
ABN	Australian Business Number
Contractor/Tradesperson	Any company, agency, or individual contracted to provide goods, services or carry out works of any type for RQ.
RPM	Rental Property Management system

PROCEDURES

04.28.01 Employing New Contractors/Tradespeople

1. RQ staff will access tradespersons/contractors from a range of sources, including but not limited to:
 - Referrals from another agency / housing provider
 - The phone book or internet contacts
 - Word of mouth
 - Self-knowledge
 - Local Contractors who support RQ.
2. RQ staff will discuss the requirements of RQ and seek confirmation and commitment to the following factors:
 - a) Provision of quality and professional service,
 - b) Compliance with RQ Conflict of Interest requirements,
 - c) Ensure privacy and confidentiality of information relating to RQ Board of Directors RQ staff and tenants/clients,
 - d) Treating all people from RQ including Board of Directors, staff and tenants/clients with dignity and respect at all times,
 - e) No variances to job orders without approval from RQ Housing Services staff,
 - f) Address any issues or problems promptly and directly with the person responsible or follow RQ's complaints processes,

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- g) Goods or services must be delivered at the time, place and in a manner agreed to between parties.
- 3. The contractor/tradesperson will be provided copy of the Contractor/Consultant Acknowledgement Form that details RQ requirements including privacy and confidentiality and conflict of interest. They will be requested to read, sign and return to RQ. If selected, the contractor is provided a copy and a copy is maintained on file for future reference.

04.28.02 Selection of New Contractors/Tradespeople

- 1. RQ selects contractors/tradespeople in a transparent, fair and equitable manner.
- 2. When a new contractor or tradesperson is approached to work for RQ, the Housing Officer will provide to the contractor / tradesperson and discuss the following documentation requirements:
 - a) RQ Contractor Information form,
 - b) RQ Housing and Homelessness Service Acknowledgement of RQ Requirements of Service.
- 3. The RQ Contractor Information form gathers information (but not limited to) as follows:
 - a) Contractor Name and Description, including a contact name
 - b) Business Name, ABN and business contact details
 - c) Evidence of qualification, licences and insurance
 - d) Agreement to abide by the Acknowledgement of RQ Requirements of Service the above-mentioned factors
 - e) Service description including schedule of fees including emergency call out fee, after hour's fee, daily hourly rate, weekend rate and public holiday rate.
- 4. The RQ Housing and Homelessness Service Acknowledgement of RQ Requirements of Service is also to be completed and signed by the contractor/tradesperson. A copy of both documents is provided to the contractor/tradesperson and copies maintained by RQ Housing Services.
- 5. RQ Housing staff will then complete the RQ Housing and Homelessness Service Contractors Checklist prior to them commencing any work with the organisation.
- 6. RQ Housing and Homelessness Service staff peruse and assess the information provided in the RQ Contractor Information form and discuss with the RQ Housing and Homelessness Manager. A decision will be made to utilise the services of the contractor who agrees to the RQ Requirements of Service, provides the required information to RQ, who make themselves available when required and whose fee structures are affordable and provide the best value for money. This may not always be the contractor whose fees are the lowest.
- 7. The completed checklist is placed in the Contractors Register file after the information is inputted into RPM, forming an electronic version of the Register.
- 8. The RQ Housing and Homelessness Service Contractors Checklist will be reviewed on an annual basis and information checked with the contractor/tradesperson to ensure accuracy of records and relevant insurances and licences are up to date with no negative impact upon the organisation and its tenants.

04.28.03 Quotes

Quotes are required from contractors for specified work/job orders as per the requirements of RQ Policy 02.08 Financial Delegations Policy.

04.28.04 Contractors / Tradespersons Register

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1. This register is a file (hard copy and electronic) kept by the RQ Housing Officer's that contains a current list of preferred tradespersons/contractors for most likely contingencies.
2. RQ Housing Officers are responsible for the maintenance of the Register, including periodically checking contractor information, updating contact details and adding or removing information relating to the Register immediately after the changes have been made.
3. All and any maintenance repairs that involve an external contractor/tradesperson employed to complete the work must first need to be authorised by the RQ Housing and Homelessness Service Manager, or where necessary or outside of the Manager's financial delegation, by the RQ General Manager.

04.28.05 Conflict of Interest

1. RQ is committed to consistent transparent processes for dealing with Conflicts of Interest. Conflicts of interest may be actual, perceived or apparent, or potential.
2. RQ accepts that situations arise from time to time where, for various reasons, contractors/tradespersons may have particular interests, which conflict with those of this organisation.
3. At all times the principles of natural justice will be observed when considering and resolving any conflict of interest issue.
4. If the contractor/tradesperson or RQ Housing Services staff believe that there is a conflict of interest regarding the work with the organisation this is to be discussed immediately with the Housing and Homelessness Service Manager or the General Manager. A Declaration of Interest Form is to be completed and provided to the General Manager for tabling, discussion and a decision at Board of Directors meeting.
5. The discussion and the outcomes related to the declaration of interests are to be minuted in the Board of Directors minutes and recorded in the Conflict of Interest Register. Decisions are to be based on the same principles and processes listed in the Conflict of Interest Policy and Procedures.

04.28.06 Timeliness of Work

1. RQ will seek advice from the contractor/tradesperson when contacting them to organise a response to a repair request or maintenance work about the timeframe for the request to be actioned.
2. RQ Housing staff will advise the contractor/tradesperson of any specific timeframe required and check that it can be completed as per this request. Staff will advise the tenant of timeframes and will check in with the tenant to ensure that the work has been completed as per advice.
3. Follow up phone calls will be made to the contractor/tradesperson if the contracted work is not completed in the advised timeframe to seek reasons why it was unable to be completed. This information will be used when completing annual reviews of contractors/tradespersons used by RQ.

04.28.07 Use of Preferred Suppliers

RQ Housing and Homelessness Service makes every effort to utilise the service of those contractors and tradespersons who are preferred suppliers and have completed and provided the required paperwork.

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04.28.08 Use of Non Preferred Suppliers

1. RQ is acknowledges that when there is difficulty accessing contractors/tradespeople due to being located in a skill shortage area, RQ Housing and Homelessness Service staff will source other contractors/tradespeople using the methods listed at the start of this policy.
2. Staff will check that the contractor is licensed and insured by accessing information from promotional material including web sites or by verbally checking this information when contractor/tradesperson is initially approached to complete required maintenance or repair work.
3. Staff will formalise the required information and documentation if the decision is made to continue to use the services, as per the above procedures.

ACCOUNTABILITY

RQ Housing and Homelessness Service Staff
RQ Housing and Homelessness Service Manager
RQ General Manager

EVALUATION METHOD

Annual Tenant Satisfaction Surveys
Complaints review process
Feedback received after repair/maintenance work has been completed
Quarterly Asset Maintenance Meetings

LEGISLATIVE COMPLIANCE

RELATED DOCUMENTS

[01.15 Conflict of Interest Policy](#)
[02.13 Financial Management Policy](#)
[04.25 Housing and Homelessness Services Responsive Repairs and Maintenance Policy](#)
Contractor/Tradespersons Acknowledgement Form
Contractors/Tradespersons Checklist
Contractors/Tradespersons Register
RQ Declaration of Interest Form

DOCUMENT CONTROL

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November 2018	V2			
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09/02/2023	V4	Minor updates	General Manager	13/02/2023
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