

**Title:** Works Communication to Tenants and Residents

**Information/Discussion Report – Information**

**Recommendations:** The DMC is asked to note the report and provide comment.

**Report Summary:** This report sets out how information on planned works is shared with appropriate staff, tenants and residents. The report also outline the responsibility of contractors/sub-contractors for identification when attending an appointment and how this process was being monitored by the Council.

**1. Communication in advance of works taking place**

- 1.1 Any works being undertaken by the Property Management team should be communicated to residents in advance of the works taking place.
- 1.2 If a contractor is acting on behalf of Camden Council then an introductory letter will be sent to the resident informing them that xx firm will undertaking works.

**2. Identification of personnel on site**

- 1.1 All Camden staff and contractors should wear ID when on site.

**3. Contractors working on behalf of Camden**

- 3.1 Contractors should get in touch with residents in advance of works taking place.
- 3.2 They should explain what they have been asked to do (description of works), when and why.
- 3.3 They should also provide a relevant contact name at Camden Council and at their own firm in case resident would like to get in touch to discuss the works.

#### **4.1 Unannounced site visits**

- 4.1 In some cases contractors or Camden staff may visit properties unannounced e.g. to undertake checks in the communal areas.
- 4.2 On these occasions it may not necessitate a letter being sent in advance but the member of staff undertaking the visit will always be able to present an ID card to confirm who they work for.

#### **5. Resident concern**

- 5.1 If a resident is concerned about the presence of an individual on site who cannot provide identification, explain the reason for their presence on site and provide a named Camden Officer who the resident can talk to about the matter then the resident should remain vigilant.
- 5.2 They should not allow the individual into their homes and if they are concerned about the individual's presence on site they should contact the police. If unsure then resident should call 0207 974 4444.

**Report Ends**