



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.



COMPLIANCE 100

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



PRINCIPLE CONSTRUCTION

Principle Construction & Maintenance ltd, our approved contractor for damp and mould repairs, will visit your home to address any issues identified during a damp and mould survey.



SURESERVE COMPLIANCE WATER

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

Contractors



FOSTER PROPERTY MAINTENANCE

Supplement our in house repairs team for general day to day and larger repair works.



RAPID RESPONSE

Supplement our in house repairs team for general day to day and larger repair works.

Rapid Response provide roofing repairs across both districts.



METRO ROD

Metrorod are drainage specialists undertaking unblocking, repairs and investigation works.



HOUGHTON RENEWABLES

Houghton renewables Ltd have been appointed to carry out our solar repairs and monitoring needs, they have extensive experience to deliver an excellent electrical solar provision in our homes and communities.



CRYSTAL CLEAR WINDOW WORKS

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

Contractors



DUCTCLEAN (UK) LTD

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



EUROPEAN ASBESTOS REMOVALS

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



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.



RIDGE AND PARTNERS LLP

Fire Risk Assessment and Fire Door Inspection. Conducting fire risk assessments in applicable blocks and fire door inspections to communal fire doors and relevant flat front entrance doors.

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	نەگەر دەخواست نام بەلگەداناسیە و ھەر بگەر دریت یان بیو پستیت وە شەواز یکی دەستگەیەشتن ھەیە وەک چاپی گەورە یان نووسینی تائیدنیان braille، تکایە پەیوەندی بکە بە 0300 123 4000، و بیاردهی 3 ھەلیلۆزىزە.
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 wewnętrzny 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 selecione a opção 3.
Pashto	که چېږي ددغه سند ټیاره ګواری یا پې لوې چاپ یا بریل پې ته اړتیا ولري، مهربانې وکړي 0300 4000 ته زنگ ووھي او 3 اېشن یا غوراواي ونای.
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.

