



watsons

# Approved Contractors

Quality Partnerships for Every Project



Regulated by

**RICS**<sup>®</sup>

# Approved Contractors

Every contractor working with Watsons is accredited to our approved contractor list to ensure a quality service is consistently delivered to our clients, whether working in our blocks, with our landlord portfolio, on our estates, alongside our clients or with our landlords or developers. This ensures that all liabilities to our clients and residents are fully mitigated.

## Local Tradespeople

Where possible and recognising the need for competitive quotes, we like to use local trades. This gives a greater degree of accountability and contributes towards the local economy in building community links.

We are always keen to hear from professional contractors that would like to collaborate with us. We approve our contractors via our own accreditation scheme, to provide complete peace of mind that a quality service will be delivered alongside compliance with RICS best practice and relevant statutory requirements.

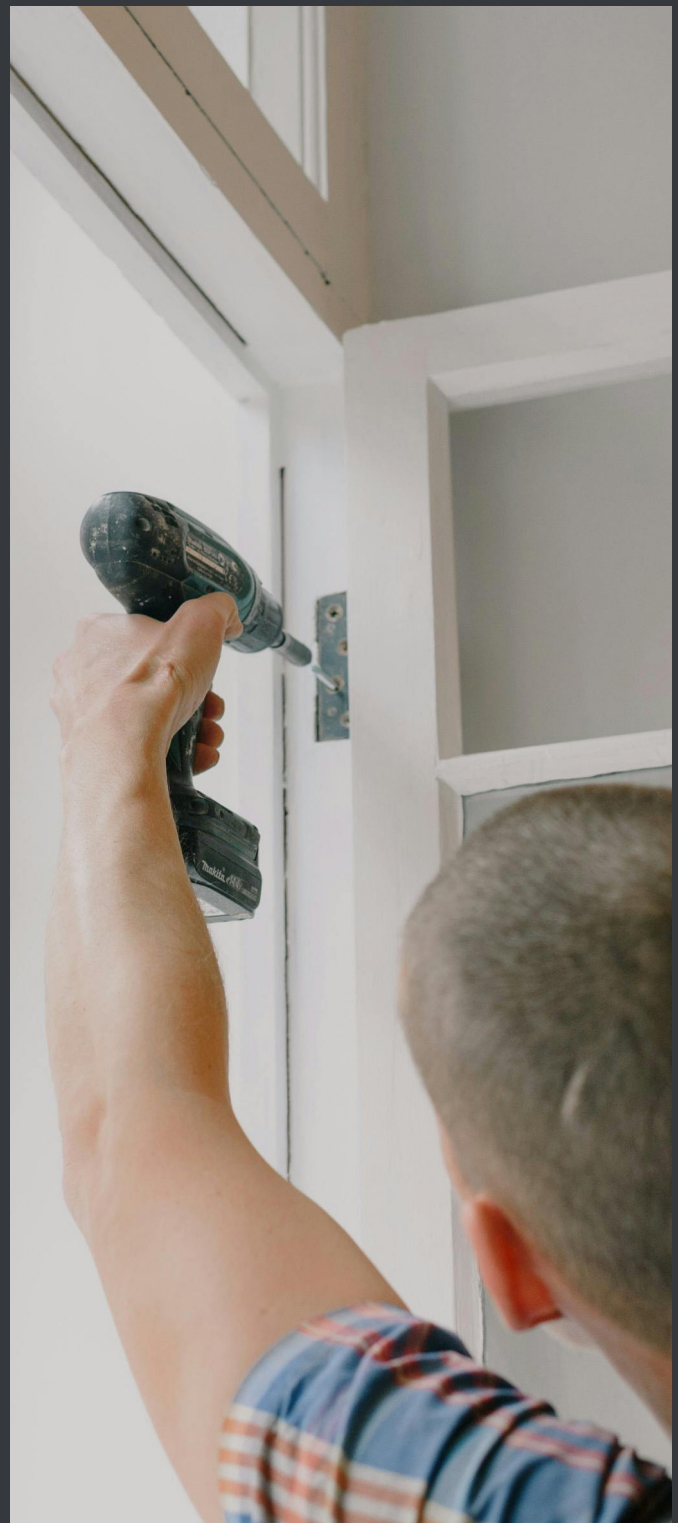
## Accreditation Requirements

To become accredited to Watsons approved list, we will work with tradespeople to meet with our accreditation requirements. To apply to become part of our approved contractor list, please email us directly and request an application form.

The approved contractor list will provide contractors who have:

- Passed vetting against certain key criteria.
- Identified types of work that they can undertake.
- Identified the geographic areas in which they will undertake work.
- Identified the value of contracts which they consider they may be capable of undertaking.
- Established customer testimonials on quality of work achieved.

The approved contractor list does not offer any guarantee of work to contractors. Contractors will only be offered contracts after having provided successful quotations or tenders in competition with at least one other contractor.



## Vetting Contractors

As part of vetting procedure for checking contractors, Watsons will undertake checks which include the following:

### Checking Identity

A copy of a contractor's certificate of incorporation as a company will be obtained and checked against Companies House. For sole traders, Watsons will ask to see personal ID such as a passport or driving licence. These must be original and not photocopies.

### Financial Position

A copy of the contractor's accounts or a bank reference will be obtained. A contractor's VAT status will also be checked.

### Insurance

Copies of the contractor's current insurance policies will be checked. As a minimum Watsons will need to see evidence of public liability and employer's liability if the contractor has staff. A check will also be undertaken to ensure that the insurance held by the contractor is suitable for the work to be carried out.

## Independent References

A contractor must provide two satisfactory references that are relevant to the work to be undertaken.

### Competency

Checks will be undertaken to satisfy a contractor's competency. This will depend upon the work to be done and the skills and experience required.

### General Data Protection Regulations (GDPR)

GDPR places direct obligations on processors, stipulates the contractual provisions that must be included in data processing agreements and sets out the conditions for sub-processing. A data breach within Watsons supply chain could be detrimental to the organisation, both from a financial and reputational perspective.

We therefore carry out due diligence of our contractors and monitor their GDPR compliance, to ensure that any data they receive through legitimate interest is managed effectively.



# Management of Contractors

Watsons will create a works brief that clearly sets out the nature of the services or work required to be performed and/or the goods supplied. From time to time, Watsons may call on contractors to assist if a more robust specification is required.

Watsons will use a number of methods to identify and select the contractor that represents best value for money. In most cases, contractors will be asked to submit a quote or proposal which Watsons will assess for suitability. In addition to confirming responses, Watsons encourages contractors to submit alternative quotes or proposals that may result in delivery of more efficient outcomes.

**Contractors who are selected to perform activities for Watsons should expect the following engagement:**

- Contractors are required to maintain insurance policies that appropriately cover the scope and period of the services they are performing and provide valid evidence of all relevant insurance policies before starting work for Watsons.
- In cases where a contractor is unable to provide evidence that the required insurance policies are in place, they may not be permitted to start (or continue, in the case where policies have expired) the works.
- Contractors should ensure that any variations to services being performed (or goods being supplied) are agreed in writing with Watsons before commencing the relevant tasks.
- Contractors are required to ensure that adequate supervisory arrangements are in place for the works being performed, which includes the nomination of team leaders, supervisors and the clarification of their roles and responsibilities.
- Contractors are required to ensure that their workers conduct a documented assessment of risk for all tasks they undertake. Contractors are also required to ensure their works comply with all applicable Safe Work Method Statements.
- Contractors are required to ensure that all equipment they provide is fit for purpose and compliant and used by persons who are trained and competent in its use.
- All equipment is to be maintained, tested according to manufacturer's guidelines, standards and approved Codes of Practice.

Contractors are required to ensure that their workers report all incidents immediately. Incidents include but are not limited to:

- Injury to workers.
- Damage to plant or property.
- Near miss events (including dangerous incidents, unsafe behaviours, any unsafe plant and equipment and all other hazards that present a risk).
- Quality (product or service) issues and not non-conformances.

Once a contractor has finished performing the required work/services or supplying the required goods, they will be expected to engage in a number of activities to complete their engagement with Watsons. These may include delivering any final reports, regarding such work or providing any required warranties and/or test date.

## Modern Slavery & Human Trafficking

It is Watsons' policy to conduct all of its business in an honest, transparent and ethical manner. Watsons is committed to driving out acts of Modern Slavery and Human Trafficking within its business and that from within its supply chains, including contractors and suppliers. This includes ensuring effective systems and controls are in place to minimise the risk of modern slavery and human trafficking taking place in our business operations or supply chains.

Watsons takes a zero-tolerance approach to modern slavery and human trafficking within its organisation and its supply chains and is committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

As part of Watsons due diligence processes, the supplier and contractor approval process will incorporate a review of the controls undertaken by the supplier and/or contractor. Watsons will not support or deal with any business knowingly involved in modern slavery or human trafficking.

# Contractor Requirements

A mandatory requirement is that all contractors who are engaged have and maintain sound credentials. When contractors are engaged to perform works, Watsons can have confidence.

## Contractors are required to:

Understand activities to be undertaken for Watsons and request all applicable documents e.g. policies and protocols) relevant to such work

Provide a copy of their Health & Safety Policy Statement and any procedures relevant to their work.

Provide a copy of their written Health & safety Policy (for those contractors who employ more than five employees)

Provide an example of a safety method or risk assessment for the work and their accident reporting procedures.

Provide details of their selection procedure if they sub-contract any work.

Provide details of any enforcement notices they have been issued with by the HSE.





## Insurance, Accreditations & Licences

- A contractor must have in place Public Liability Insurance to a minimum amount of £5 million for each occurrence.
- A contractor must have in place current Employer's Liability Insurance in a minimum amount for each occurrence which complies with statutory requirements.
- Where a contractor provides electrical services, the contractor and/or its operatives (as required by law) must hold a suitable accreditation from ECA, NAPIT, NICEIC or another electrical accreditation provider who may be deemed to offer equal or equivalent accreditation.
- Where a contractor provides gas services, the contractor and/or its staff (as required by law) must hold a suitable accreditation from Gas Safe or other gas accreditation providers – who may be deemed to offer equal or equivalent accreditation.
- Where a contractor provides oil services, the contractor and/or its staff (as required by law) must hold a suitable accreditation from OFTEC or other oil accreditation providers.
- Where a contractor provides asbestos removal services, the contractor must hold suitable licences from the Health & Safety Executive.
- Where a contractor provides demolition services, it should be made known whether the contractor holds suitable accreditation from the National Federation of Demolition Contractors or other demolition accreditation providers, but this accreditation is not a mandatory requirement.

### All Contractors must:

Have a trading history of at least one year which can be demonstrated via a set of accounts (audited or approved by an accountant). The contractor must be solvent.

Verification that they can comply with legal requirements concerning equality and diversity.

Wear appropriate identification on their person.

Maintain the highest levels of confidentiality regarding any personal information that is supplied to them. This includes any other information they acquire whilst undertaking work on behalf of Watsons.

Wear clothing, including standard issue uniforms (where provided) which are clean and tidy, and where necessary, to wear the required safety clothing.(this includes their agents)

Be responsible for providing their employees with personal protection equipment as may be required for the work activity being undertaken.

Cover shoes when entering customer homes.





## Use of Apprentices

There is no requirement for contractors to employ apprentices. Nevertheless, Watsons recognises the significant value apprentices bring and actively encourages contractors, wherever practical, to consider offering apprenticeship opportunities.

Apprentices or Trainees should not undertake work unless accompanied or supervised by an experienced or qualified operative.



# Contractor Conduct with Watsons Clients

- Contractors working on our behalf are expected to work in a polite and courteous manner to a standard acceptable to us and our clients. If we have requested an appointment for a repair, then contractors should visit within a reasonable timeframe and hour of day, except in emergencies.
- Appointments should not be missed as they generate a high number of complaints. If a broken arrangement is unavoidable, please make sure that early contact is made to explain the reason for failing to undertake the work and make a new arrangement to attend the site.
- Park legally and leave access for residents. Please request access information in advance of the visit if special arrangements need to be made.
- Be aware that many residents are elderly or disabled and may take some time to answer doors if you need to speak with a resident. Please ring the bell or knock clearly and allow plenty of time for it to be answered.
- Ask permission to enter a property or garden. Do not enter if an adult isn't present. Contractors must carry and show ID at all times. Don't forget to wipe feet before entering.
- Any remarks or innuendos made to Watsons customers on the basis of race, gender, disability, age, religious belief or sexual orientation will not be tolerated. This will result in the person being removed from site immediately and the company will be contacted directly by us.
- Contractors should avoid smoking in properties, being rude, using bad language or causing arguments. Don't create excessive noise or use radios.
- Ask permission before using toilets, hand-washing facilities, phones or electricity supplies.
- Furniture and floor coverings should be protected by clean dust sheets as necessary. Breakable and valuable items should be moved to a safe place. If an accidental breakage has occurred please contact Watsons. Please don't leave us to discover what's happened afterwards.
- If during the course of works the property is in an unsafe condition, ensure adequate warning is given. Pay particular attention to young children or disabled/elderly people living in the property. Safe access should be maintained at all times.
- Equipment and materials should not be left in dangerous or inconvenient positions.
- Ladders left overnight should be left securely by covering with a scaffold board and tied or chained together. Contractors are expected to use their own tools and ensure they are safely stored whilst not being used.
- It may not be possible to complete the work on the same day. If so, ensure the property is safe, secure and habitable. Tools and materials should not be left.
- Sometimes when on site the job is different than expected. It may be more sensible to replace than repair certain items.
- Contracts often state how much can be done in this situation. If nothing is stated or you are unsure please contact Watsons to discuss your concerns.
- Residents may ask for additional works to be done whilst the contractor is at the property. Please use common sense when handling these requests and refer back to Watsons if there are costs involved.
- Before leaving the property the contractor should ensure they are satisfied with the quality of work as this will be inspected by Watsons. Tidy up and remove all rubbish from site and ensure the property is secure.
- Always reconnect any electricity, gas and water supplies before leaving. The quality of work should always be high, irrespective of the general state of the property.



# Payment Processes

The contractor will also be required to submit invoices to Watsons in connection with that work. Unless otherwise requested, all invoices should be sent:

## By email to:

invoices@watsons-property.co.uk

## By post to:

Client Finance  
Watsons Property Group Limited  
18 Meridian Way, Norwich, Norfolk, NR7 0TA

## Invoicing

### The invoice must:

- be addressed to the Client or Property Name c/o Watsons Block & Estate Management.
- include a job reference.
- contain a clear description of the works undertaken.
- include the date or period of works.
- state the full property address at which the contract work was carried out.
- include an invoice date and unique invoice number or identifier.

The Client or Property name and job reference can be obtained from your contact at Watsons who instructed or authorised the work. These procedures will ensure our payment processes are actioned as quickly as possible.

Invoices must be submitted within 30 days of delivery of service, and payment will be within 30 days of invoice. This allows us to confirm the works have been actioned and authorise payment from our clients' account in a timely manner.

## Referral Scheme

Watsons Contractor Referral Scheme has been designed to incentivise contractors to support the introduction of new business to Watsons.

Just as we would recommend you to our contacts as a preferred supplier, we would value you as an ambassador for Watsons in recommending us to your business contacts.

Where a contractor has introduced a new client to Watsons and this referral proves to be successful then the contractor has an opportunity to be awarded a **10% referral fee** - The work referred may also be subject to discussion and supported as a joint initiative.

Having been established since 1890, Watsons takes pride in selecting contractors who are experienced, reliable and trustworthy for our clients. We look forward to working with you.

<Company Name>  
<Company Address1>  
<Company Address2>  
<Company Address3>

<Company Email / Telephone>      VAT Number < insert number here >

**INVOICE**

Invoice Number: <insert number>  
Invoice Date: <insert date>  
Due Date: <insert date>

<insert site name>  
c/o Watsons Property Group Limited  
Block & Estate Management  
18 Meridian Way  
Norwich  
NR7 0TA

Our Ref: <insert contractor ref (if any)>  
Your Ref: <insert Watsons Works Order No.>  
SC Code: <insert Watsons code provided>

DESCRIPTION OF WORKS	TOTAL
1. <insert detail listing all elements completed>	
2. <insert detail listing all elements completed>	
3. <insert detail listing all elements completed>	
4. <insert detail listing all elements completed>	

Note: <insert additional notes or warranty period details>

Sub-Total:	£0.00
VAT (20%):	£0.00
Total:	£0.00

**THANK YOU FOR YOUR BUSINESS.**

Checks: Not accepted.

BACKS PAYMENT DETAILS:  
<INSERT BANK NAME>  
Sort Code: <INSERT SORT CODE>  
Acc. No: <INSERT ACCOUNT NUMBER>

Payment terms: 30 days from receipt of invoice.

An example invoice is shown on the following page and details all information that must be included.

<Company Name>  
 <Company Address1>  
 <Company Address2>  
 <Company Address3>

<Company Email / Telephone>      VAT Number < insert number here >

**INVOICE**

<insert site name>

c/o Watsons Property Group Limited  
 Block & Estate Management  
 18 Meridian Way  
 Norwich  
 NR7 0TA

Invoice Number: <insert number>  
 Invoice Date: <insert date>  
 Due Date: <insert date>

Our Ref: <insert contractor ref (if any)>  
 Your Ref: <insert Watsons Works Order No.>

SC Code: <insert Watsons code provided>

DESCRIPTION OF WORKS	TOTAL
1. <insert detail listing all elements completed>	
2. <insert detail listing all elements completed>	
3. <insert detail listing all elements completed>	
4. <insert detail listing all elements completed>	
Note: <insert additional notes or warranty period details>	
	Sub-Total: £0.00
	VAT (20%): £0.00
	<b>Total: £0.00</b>

**THANK YOU FOR YOUR BUSINESS.**

Cheques: Not accepted.

BACS PAYMENT DETAILS:

<INSERT BANK NAME>

Sort Code: <INSERT SORT CODE>

Acc. No: <INSERT ACCOUNT NUMBER>

Payment terms: 30 days from receipt of invoice.

# Suspension or Removal of Contractors

If at any time whilst working, the contractor or sub-contractor fails to comply with any of the requirements set out in this document, and provided Watsons are of the opinion that any persons are exposed to risk to their health and safety, Watsons may direct the contractor to remove such risk and the contractor shall comply with any such reasonable directions given.

A system of written warnings will be used by Watsons in identifying serious or persistent performance issues.

Watsons reserve the right to remove contractors temporarily or permanently at their discretion.

Contractors may be removed for the following reasons:

- Serious or significant health and safety incidents.
- Serious or significant complaints about the contractor's work or service.
- Falling into breach of contract in relation to any contract held.
- Persistent ongoing breaches.
- Non-compliance with mandatory or statutory requirements.

Any contractor who is removed will receive notification of this in writing and will be informed why they have been removed and whether the removal is temporary or permanent.

In the case of a temporary removal, the contractor may be invited by Watsons to submit written evidence so that they can address the concerns raised.

If contractors wish to appeal against the decision being suspended or removed, either temporarily or permanently, they may appeal in writing to the Head of People & Operations setting out their case. The decision of the Head of People & Operations in respect of the appeal will be final.

All such dealings with Watsons are confidential and it is expected that both parties retain each other's confidentiality in acting professionally with all external parties.





## CONTACT DETAILS & USEFUL INFORMATION

### All Services - 0333 220 1234

We have a dedicated team who are available on Monday - Thursday from 9am to 5.30pm and Friday from 9am - 5pm.

**Block & Estate Management Team**  
01603 226500  
management@watsons-property.co.uk

**Client Finance**  
01603 226512  
finance@watsons-property.co.uk

### Out of Hours

Outside these hours, we have a 24/7 out of hours team available to deal with any emergencies, to give our clients peace of mind throughout the night.

**Out of Hours Emergency (Paid Service)**  
01603 574031

### Company Details

- Watsons Property Group Limited, trading as Watsons. Registered in England.
- Company No: 12362918
- VAT Registered No. 304 700 708
- Registered Head Office: 18 Meridian Way, Norwich, Norfolk, NR7 0TA
- Regulated by RICS - Royal Institution of Chartered Surveyors: Firm No. 874643



The firm and our employees are members of professional and regulatory bodies. These include the Royal Institution of Chartered Surveyors (RICS), the Association of Residential Letting Agents (ARLA), and The Property Institute (TPI). We are also ISO 9001 certified. This is a globally recognised standard for quality management. It helps organisations of all sizes and sectors to improve their performance.





0333 220 1234  
[www.watsons-property.co.uk](http://www.watsons-property.co.uk)