

# Care and Repair

Information for contractors



May 2011

## What you can expect from Care & Repair

- The opportunity to work with a professional organisation
- Our qualified Technical Officers will provide drawings and specifications where required and will liaise with contractors through to completion of works on site
- Our Caseworkers will liaise with Local Authorities and Clients on your behalf to help speed up payments
- Our Administration staff can deal with general enquiries and will arrange appointments, with the Team Leader for you to discuss any problems you may encounter
- We will respond promptly to all communications with us
- Your services are also recommended to clients who are not eligible for Care & Repair services.

## What Care & Repair expect from you

- To be polite and courteous to clients at all times
- Care & Repair Identity Cards should be produced when visiting clients. Identity Cards, can be obtained by telephoning your local Care & Repair office
- Notify clients of your intention to call by making an appointment within office hours unless the client requests otherwise
- Discuss all extra works with Care & Repair to ensure the client has the means to pay

- Work on site is expected to be finished to a high standard by the agreed completion date
- The clients property should be left in a clean and tidy state
- Public liability insurance is required at all times
- Copies of relevant professional certificates must provided.

## **Reasons for removal from the Approved List of Contractors**

- At the request of the Contractor/Consultant
- Standards are below those Care & Repair find acceptable
- Failure to return three tenders without explanation
- Failure to meet start dates without reasonable explanation and adequate warning on three occasions
- Where financial instability is likely to cause a problem
- At the discretion of Care & Repair Management.

**Communication is the key - if you find that you cannot submit a tender or your workload is likely to set back start dates - please keep us informed and we in turn can notify the clients of the situation.**

**In return we will endeavour to keep you informed of any changes that are likely to affect you.**

# Useful Points to Remember

- Neither the client, Care & Repair, or the Local Authority are obliged to accept the lowest or any tender submitted
- Care & Repair have to wait for approval of prices from the client and/or the Local Authority - this may cause a delay between tendering and being asked for a start date, we will try to keep you advised on delays
- On completion all invoices and certificates where required, should be made out in the clients name BUT sent to Care & Repair unless otherwise instructed

**Care & Repair are always keen to welcome new contractors to their recommended list.**

**If you would like to offer your services to another of our Care & Repair schemes, or if you know another tradesmen who may be interested in joining our approved list, please contact a member of the Care & Repair team.**

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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