

**Blaby District Council
Housing Services**

Repairs & Maintenance and Investment Teams

Considerate Contractors Charter

The Council's Considerate Contractors Charter is a local scheme for repairs and improvements contractors based upon the national Considerate Constructors Charter, which was set up by the Construction Industry Board (CIB) in 1995 and based upon localised Considerate Contractor Schemes that first began in London following the Latham Review

Like many other authorities, the introduction of a local scheme addresses issues for continuous smaller scale work in occupied dwellings and applies to all work carried out by our contractors rather than the site-specific individual schemes that are registered under the Considerate Constructors Charter.

Blaby District Council expects that all contractors for the Repairs & Maintenance and Investment Team will sign up to the scheme as a condition of contract.

Considerate Contractors Charter

This scheme is to encourage contractors to be more sensitive about the disruption they cause to residents and neighbours as a result of our repair and improvement schemes.

- Considerate** All activities are to be carried out with due consideration for residents, workers, pedestrians, visitors, neighbouring occupiers, businesses and highway users at times and in a manner that will minimise disturbance. Full and regular consultation with residents and neighbours regarding programming and site activities shall be maintained from pre-start to completion. Special attention is to be shown to the needs of those who have difficulties with sight, hearing or mobility, those in wheelchairs, or pushing prams and pushchairs.
- Tidy** Pride in the management, condition and appearance of the project or activity, and the surrounding environment is to be shown at all times, including the tidiness of temporary structures, materials and machinery. Surplus materials and rubbish, etc, shall not be allowed to accumulate on the site or spill over to the surrounding environment. Dust, etc, from construction operations shall be kept to a minimum.
- Safe** Projects, activities and vehicle movements are to be carried out with utmost care for safety of residents, adjacent neighbours passers-by and for workers. All plant and machinery items are to be maintained in safe working order and the safety of structures is to be checked frequently.
- Quiet** Noise from works, machinery, workers, vehicles and all other sources is to be kept to a minimum. For site specific projects and activities there are to be no works that are audible at the site boundary outside permitted hours of work. Ensure that only the quietest suitable plant and equipment is used. Ensure silencers are used as appropriate and maintained in accordance with the manufacturer's instructions.
- Respectful** Respectable and safe standards of dress, bearing the company name and appropriate to the weather conditions, shall be worn at all times. Lewd, derogatory or discriminatory behaviour and language shall not be tolerated under threat of severe disciplinary action. Operatives shall be instructed in dealing with the general public.
- Responsible** Ensure that employees, agents, sub-contractors, drivers and others working on or near the project or activity are aware of all aspects of this scheme and comply with it at all times.
- Accountable** Where appropriate, a contact board is to be clearly displayed by the project or activity giving names and telephone numbers of staff who can be contacted promptly and take immediate action in response to issues raised by residents, businesses, others.