

*Making Bilton Towers an agreeable and safe environment:
for those who live here
and for those who work here*

Access and type of work

- All contractors and their employees must log-in at Reception, daily, and log-out when leaving the premises other than for a short break. On arrival, contractors must report to the porter with details of the staff who will be engaged on the work, and particulars of the location of the work.
- No contractor vehicles are allowed to park in front of the building: loading and unloading of vehicles must take place in the courtyard behind the building
- Requirements for parking spaces for contractors' vehicles in the courtyard should be discussed in advance with the building's Security Manager (head porter); the availability of parking spaces is very limited and therefore spaces cannot be guaranteed.
- All deliveries of materials must be made at the Tradesmen's entrance (under the canopy leading to the NCP car park).
- Heavy materials should be brought into the building using the ramp located by the stairs of the Tradesmen's entrance, to avoid any damage to the stone steps.
- Prior to carrying materials or equipment in the lifts, contractors need to ensure that protective cover provided by the porters is in place in the lifts to avoid any damage to the walls or doors of the lift cars.
- Contractors must log out and return their badge to the porter upon leaving the premises, as well as keys that may have been lent to them by the porters.
- The landlords have authorised the porters to instruct a contractor to suspend work immediately if that contractor does not comply with any of the terms of this Code of Conduct. This right will be exercised in relation to excessive noise, or work outside authorised hours.
- The contractor should be aware that altering or removing any walls within a flat, structural or otherwise, requires PRIOR WRITTEN consent from the Managing Agents. The same applies to any significant plumbing alterations. If such work is proposed, the contractor must satisfy himself that the appropriate consent has been obtained.
- Contractors must demonstrate that they have adequate third-party liability insurance cover.

Consideration and care

- All work susceptible of causing the slightest nuisance to other residents must imperatively be carried out during normal working hours, i.e. 8:30am to 5:30pm Monday to Friday. This does not apply to Emergencies.
- Bilton Towers is a non-smoking environment. Smoking is prohibited in all common areas. Contractors may not smoke when inside their client's flat or on the flat's balcony, unless explicitly authorised to do so by the resident of the apartment. Smoking on a construction site represents a fire hazard, and contractors remain responsible in the event of any incident related to their smoking. If smoking in the resident's premises has been allowed, butts must be disposed of in a safe and orderly manner, and never thrown out of a window or over a balcony.
- All power tools must be adequately suppressed so as not to interfere with TV or radio reception.

- To save carpets in common parts from dirt and wear and tear, contractors are required to place dust sheets outside the flat's front door.
- Contractors are required to avoid any damage or abrasion to stonework and walls in the common areas, and place protective covers if necessary to avoid any scratches or other similar damage.
- No advertising boards may be placed anywhere in the building's premises.

Personal conduct

- Contractors are requested to be polite to residents and staff, avoid the use of bad language and always behave in a proper and professional way, demonstrating respect for the property and its residents.
- Contractors are reminded that the residents of Bilton Towers originate from a wide variety of cultures, and are therefore kindly requested to avoid making any comments or gestures that could be considered discriminatory, offensive or distasteful.
- Radios or any other equipment for musical purposes, as well as conversations, must be kept at a low level that is not audible from other apartments.
- Any damage caused by the contractor or his employees, whether inside the flat in which work is being carried out or elsewhere, must without delay be reported to the porter.

Safety

- Contractors must work safely and comply with their health and safety policy statement and, if required, a copy of this must be produced to the Managing Agents prior to commencement of the work.
- Contractors must keep safe all materials and equipment used on site and take care to avoid causing danger to other staff, residents or their visitors, or causing an obstruction or danger while works are in progress.
- Supplies, tooling, materials and construction waste may not be deposited on the balconies where they are visible from street level or neighbouring apartments, nor on the lift landing or in the fire exits and stairwells which must remain free of obstruction at all times.
- Upon leaving the premises, contractors need to carefully check for any equipment, materials, supplies or waste that may represent a fire or other hazard in their absence, also ensuring that no water leaks may occur.
- Contractors must leave the site by 5:30pm and under no circumstances stay in the flat overnight.

Evacuation of rubble and waste

- The removal of all rubble and rubbish relevant to the works is the responsibility of the Contractor: these may not be added to the normal domestic waste collected by the building's cleaner.
- The Security Manager (head porter) needs to be given 24 hours notice of any skips arriving.
- Skips must be delivered and removed on the same day.