

CONTRACTOR RESIDENT LIAISON OFFICER

CLIENT REQUIREMENTS

1. The Contractor shall nominate at least one competent and suitably experienced, authorised person to take responsibility for liaison with residents. The role will mainly involve:
 - 1.1. Checking relevant registers before contacting or visiting employer's residents to ensure the correct form of communication is required – e.g. Large print, an alternative language, telephone/email, or a translator.
 - 1.2. Work in advance of the programme with all relevant Stakeholders to address all potential/actual access issues as well as arrange clear access to the property.
 - 1.3. Resident Profiling
 - 1.3.1. Identifying vulnerable residents
 - 1.3.2. Create individual action plans for residents with identified needs in line with employer policies
 - 1.3.3. Highlight any resident where they would potentially require decants
 - 1.3.4. Continue to be vigilant on identifying any subsequently vulnerable residents
 - 1.4. Contractor's initial introduction letters
 - 1.5. Issuing Resident Information Packs
 - 1.6. Arranging access for photographic schedule of condition
 - 1.7. Arranging contractor access to houses/flats by works access notification letters to residents prior to individual works start in line with the Employer's access policy i.e.:
 - 1.7.1. 2 Weeks notification letter
 - 1.7.2. 1 week notification letter
 - 1.7.3. 48-hour notification letter
 - 1.7.4. Calling card
 - 1.7.5. Door knocking as necessary
2. If resident does not respond to full notification procedure, they shall request the Building Managers / Employer to make the necessary arrangements for access in accordance with the Employers no access escalation policy.
3. Informing residents of when access will be required to their property for schedules of condition, etc. (as per the procedure detailed above) and keeping them informed of progress.
4. The Contractor's RLO will be required to liaise and write as appropriate to adjoining properties informing them of the works progress, etc. The format of this letter will be agreed with the Employer, however the notification process should be as detailed above (i.e. 2 weeks, 1 week etc.).
5. The Contractor is deemed to have allowed for notification letters and requirements within his programme including 10 days' notice period to residents.
6. Working with vulnerable resident where an individual action plans show assistance or signposting is required for example packing, carrying or lifting and/or any special arrangements, ensuring regular communication, and policies relating to handling of individuals personal effects.

7. Whilst carrying out visits or attending localised parts of the project or visiting properties with pets it is important to note and report suspicions of aggressive, dangerous dogs, exotic pets, poor condition, or concerns as soon as practicable to the employer.
8. Ensure the disruption is kept to a minimum for residents, whilst coordinating with residents, communicate well with all stakeholders, comply with agreed service standards.
9. Designing and maintaining the Contractor's Complaint Procedure (to be agreed at the pre-contract meeting). Including ways to pre-empt potential complaints.
10. Liaising with the Employer's resident liaison officer regarding the project, the agreed format of which will be used during site meetings to update the Employer.
11. Designing and agreeing a format for a "cleaning tick sheet" and ensuring that it is completed on a weekly basis.
12. Writing and issuing correspondence, in an agreed format, to residents.
13. Production of a bi-monthly project update newsletter for residents within the block which is to be approved by the Employer prior to each issue.
14. The Contractor's liaison officer shall be available during the hours of 8am to 5pm and some out of hours times if necessary to allow for evening meetings.
15. Attend Site/Project Team meetings, including presenting customer issues, report on claims, complaints, compliments, sensitive, cultural and confidential matters which may arise during the course of the work.
16. Assist in the clarification of any enquiries relating to disputed choice/finish/design choices
17. Lead on dispute resolution, managing and resolving expressions of dissatisfaction and complaints including those covering quality/progress of works issues
18. The Contractor is to provide site accommodation in a manner, which provides access for resident queries but does not allow resident access into the main site compound area (this should include ramps, etc. if necessary). The location and method of segregation is to be agreed with the Contract Administrator.
19. Be vigilant and report as soon as practicable to the employer any discrepancies or suspicions or activities of anti-social behaviour or potential tenancy fraud.
20. To work with the employer's social value officer to identify and engage with residents to improve estates and ensure the inclusion of community wealth building is at the heart of the project.
21. To organise a range of resident engagement events in line with employer's policies and procedures including health and safety of outdoor or indoor events, to meet with the contractor's team and provide a variety of meaningful resident involvement. To include resident selection of choice/finish/design at the earliest opportunities and be visible on the estates.
22. On completion of the project, ensure that all outstanding resident matters have been addressed, that all Residents are aware of the defects process within the defect's liability period, arrange access provided by residents for defects inspection, make post contract / works visits as required.
23. The Contractor should allow for one designated full-time person to undertake the RLO function. The Employer will not accept the RLO role and Site Manager/Foreman role being undertaken by the same person. Two separate persons will be required for this function.

RLO Job Description

The primary function of the Contractor RLO is to provide information and support for Residents whose homes are affected by major works, reporting to/supporting the Capital Investment Team Project Manager in all resident liaison matters relating to the delivery of the project. The RLO provides a vital link between residents and the client organisation acting on their behalf.

The post holder will undertake the following specific duties:

- Offer information, advice and assistance to tenants and leaseholders whilst major works are being carried out to their homes.
- Liaise with and set the standard for engaging with residents.
- Take an active role in developing, agreeing and managing the residents' consultation plan for individual projects.
- Agree the client resident's information packs, in consultation with the client and format and content of updates to residents, including newsletters using a variety of media outlets.
- Identify and assist with the temporary or permanent re-housing of residents, assist where necessary.
- Liaise with stakeholders to secure satisfactory outcome where there are difficulties in gaining access to dwellings or where there are other disputes with residents.
- Participate in the development of projects, as a project team member.
- Highlight to Managers of any issues which may affect the project to mitigate or pre-empt complaints.
- Arrange and attend resident meetings, presentations, and exhibitions for residents. This will require working outside normal working hours and at evenings and at various locations throughout the borough.
- Establish and maintain a customer feedback/complaints procedure for the project.
- Ensure information on vulnerable residents or those posing a risk is identified and communicated in line with policy.
- Ensure proactive approach to identify vulnerable residents within programmes, and where appropriate ensure adequate provision made for their needs long term.
- Devise and maintain systems for reporting defects arising during the work or in defects period.
- Undertake resident satisfaction surveys following the completion of capital projects, including a full analysis of the results
- Review regularly the procedures for consulting and communicating with residents and suggest improvements.