



VHA Policy Document

Contractors Approval Policy and Procedure

Reviewed: May 2024

Next Review Due: May 2027

APPROVED CONTRACTORS

The Policy

The Association is committed to providing an excellent standard of service in all it does. Much of that service is required to be undertaken by agents acting on behalf of the Association, and it is therefore necessary to ensure that such agents can and do reach the standards set.

The Association will normally only accept goods and services from a contractor, supplier, or consultant who has fulfilled the following criteria to qualify as approved for that purpose:

1. Evidence of experience in the trades offered;
2. Relevant professional/trade qualifications and membership of recognised trade bodies;
3. Appropriate and current insurance certificates;
4. Suitable references;
5. Health & Safety, Equality & Diversity, and training policies appropriate to the business;
6. Acceptance of the Association's terms and conditions; and
7. Acceptance of the Association's Code of Conduct for Contractors

An Approved Contractors Register is maintained, and the performance of each approved contractor whose services have been used in the previous twelve months is assessed annually. The main criteria for assessment are:

1. Speed of response
2. Demeanour and attitude
3. Quality of workmanship
4. Value for money
5. Resident satisfaction level

The Procedure

1. A potential contractor or consultant may apply to join the Register by completing and returning a standard application form Appendix A.
2. Upon its return, the information on the form will be assessed for suitability.
3. Subject to satisfactory assessment, the contractor/consultant will be sent a copy of the Association's Code of Conduct for Contractors, upon acceptance of which, the application will be recommended to the board for approval.
4. If board approval is given, a new supplier set form Appendix B will be completed and sent to the Finance Department to be checked and set up on OMNI.
5. Officers have authority to use the services of any contractor, in line with financial and delegated authority limits.
6. For contracts that exceed Government Procurement limits, the financial status of the contractor involved will be obtained via appropriate search agencies before approval for inclusion is given.

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