

Mainstay Contractor Registration

Frequently Asked Questions



Why does Mainstay use the SAFEcontractor scheme?

The registration scheme is designed to provide Mainstay with:

- An in-depth view of contractors, who undertake works on Mainstay's behalf, commitment to Health & Safety.
- Helps Mainstay identify & reject those companies which do not share in our commitment to provide services in a safe and sustainable manner.
- Evidences that Employers Liability and Public Liability Insurances are in place at a suitable level.
- Evidences that the contracted company is operating legally.

Only in this way can we be reassured that our residents, the properties, any operatives and the general public are as safe as is feasibly possible.

Why do I need to join SAFEcontractor?

Mainstay will only use contractors who are accredited by SAFEcontractor or are actively working towards accreditation. By using a third party scheme to check the qualifications of our contractors we can be sure that we are only using contractors who share in our commitment to provide services in a safe and sustainable manner. Accreditation with SAFEcontractor will satisfy us that your health and safety arrangements are suitable and sufficient.

Companies who are not part of the scheme will not be sanctioned to undertake works on any Mainstay managed property.

What are the benefits of joining the scheme?

Mainstay has and continues to enjoy the benefits of being one of the country's leading residential, commercial and mixed use property management companies by offering our clients an unrivalled service.

We are happy to share our success with those companies we believe have the same commitment to providing a safe, sustainable and professional service.

We also want to ensure that all our contractors are providing quotations on a level playing field and therefore are not competing against contractors who do not invest in the critical matter of health and safety.

There are also numerous benefits provided by SAFEcontractor to accredited companies.

What is the fee to join SAFEcontractor?

The joining fees are relative to the size of your organisation – more information can be found at www.safecontractor.com

How long will the process take?

Registration with SAFEcontractor can be done quickly; accreditation to the scheme usually takes between 6 – 8 weeks. Once accredited with SAFEcontractor being placed on our database of possible contractors takes just a few hours.

Will my company be audited by SAFEcontractor?

The simple answer is yes.

However, this is a desktop assessment which is why they ask for so much information on the registration form. Should there be any areas of doubt we will request a meeting in order to gain clarification.

Can my company fail the accreditation process?

Yes.

Those companies who do not provide the required documentation to SAFEcontractor in timely manner may fail the auditing process.

Will my company be audited by Mainstay?

Mainstay does undertake audits of contractors, in line with our OHSAS 18001 process. When contractors are seen on managed properties we will from time to time ask them to provide the relevant documentation in relation to the task being undertaken; i.e. risk assessments method statements etc

Does accreditation guarantee work?

Being placed on our list of contractors does not automatically guarantee work will be provided; this is dependent on whether the services offered are required by the individual property managers.

Why are we being asked about our stance on environmental issues?

Mainstay is aware of the impact our services may have on the environment and are always seeking ways to minimise this impact. As an environmentally aware company we require all contractors to abide by our 'Duty of Care' statement and require our contractors to help Mainstay fulfil their environmental obligations.

Why are we being asked to provide references?

Mainstay need to ensure that the service provided on our behalf to clients is of a suitable standard; asking for references allows us to check previous works to ensure they meet these standards.

What is a service level agreement (SLA)?

Service level agreement outlines the minimum levels of service Mainstay expects from contractors working on our behalf.

This includes typical items such as –

- Reporting and information
- Response times
- Presentation and conduct of staff
- How health & safety issue will be addressed
- Complaints procedure

Mainstay asks all contractors to read and sign their acceptance of the SLA.

Mainstay may make changes to the SLA to fit in with changes within our business requirements; when this happens we will explain the changes and ask for the new version to be signed.

What happens when my insurance(s) expire?

When your insurances expire SAFEcontractor and/or Mainstay will ask you to provide copies of your current insurance certificates. Where mainstay cannot confirm insurances are in place your details will be 'locked' to prevent further use until such time as the documentation is received.

Will I have to re-register?

Contractors will be required to regain accreditation on the anniversary of their accreditation with SAFEcontractor and will be required to furnish Mainstay with requested copies of all relevant documentation.

What happens when my annual renewal is due?

You will be sent a reminder that your accreditation is due before your renewal date. This should provide ample opportunity to collate and return the required documentation.

What happens if we do not renew our registration?

Those companies that do not maintain their accreditation with SAFEcontractor will have their details 'locked' and you will no longer be requested / able to work on properties managed by Mainstay.

Mainstay may also contact you to ascertain why you no longer wished to be registered.

Who manages contractors on managed properties?

Mainstay manages a wide range of properties, some of these schemes operate a permit to work system for high risk or hot works and we expect contractors to cooperate in the operation of the system.

At some schemes there are no Mainstay employees present and contractors are expected to conduct themselves in the same manner as if there were site staff.

All Mainstay employees have been granted the authority to stop or delay works if they feel that methods employed puts contractor's employees or others at risk; or the actions of the contractor's employee's causes undue stress to themselves or others.

Will I be asked for risk assessments or method statements on site?

Some tasks become high risk because of the type of property, location or environmental factors. In these instances generic risk assessments/method statements will not be considered as suitable and sufficient. We will then request specific documentation either before the task is assigned or at commencement.