

Bradam Tenant Liaison Policy

1. Purpose

The purpose of this policy is to outline Bradam's approach to engaging and supporting tenants during construction works. It ensures that residents, leaseholders, and business occupants are treated with respect, informed appropriately, and safeguarded throughout project delivery.

2. Scope

This policy applies to all construction projects undertaken by Bradam where works affect occupied premises, including housing association refurbishments, estate regeneration, public sector buildings, and mixed-use developments. It applies to all employees, subcontractors, and third-party consultants involved in tenant-facing activities.

3. Policy Statement

Bradam is committed to delivering construction services with minimal disruption to tenants. Our approach is underpinned by clear communication, empathy, and professional conduct. We aim to:

- Build trust and cooperation with tenants and stakeholders.
- Keep tenants fully informed before, during, and after works.
- Provide a safe and respectful working environment.
- Promptly address concerns, feedback, or complaints.



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4. Key Principles

4.1 Communication

A named Tenant Liaison Officer (TLO) will be assigned to each applicable project.

All tenants will receive clear written communication before works begin, including project timelines, scope, and contact information.

Regular updates will be provided through newsletters, noticeboards, emails, or drop-in sessions.

Multilingual communications will be offered where required.

4.2 Access and Scheduling

Tenant access to their homes or businesses will be maintained at all times unless otherwise agreed.

Appointments for internal works will be pre-scheduled with tenant consent.

Vulnerable occupants (e.g., elderly, disabled, families with young children) will receive tailored support, including flexible scheduling.

4.3 Conduct on Site

All personnel must present valid identification, wear uniforms, and act professionally.

Contractors must respect tenant privacy and cultural practices.

No smoking, loud music, or inappropriate language is permitted on site.

Staff entering homes must follow safeguarding and lone-working procedures.

4.4 Health, Safety and Welfare

Sites must be kept safe, clean, and secure at all times.



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Adequate signage and barriers will be used to separate construction zones.

Dust, noise, and disruption will be minimised through agreed control measures.

Temporary facilities (e.g., water, electricity, waste disposal) will be provided where required.

4.5 Complaint Handling

A clear complaints procedure will be in place and communicated to all tenants.

All complaints will be acknowledged within 48 hours and resolved promptly.

Complaints and resolutions will be logged and reviewed for service improvement.

5. Roles and Responsibilities

Tenant Liaison Officer (TLO): Main point of contact for tenants, responsible for communication, issue resolution, and support.

Project Manager: Oversees implementation of the policy and ensures site teams comply.

Site Teams/Subcontractors: Must uphold standards of behaviour and follow agreed procedures when interacting with tenants.

Senior Management: Monitors policy effectiveness and tenant satisfaction metrics.

6. Monitoring and Review

Tenant feedback will be gathered via surveys, meetings, and informal channels.

Key performance indicators (e.g., number of complaints, satisfaction scores, appointment adherence) will be tracked.



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This policy will be reviewed annually or after major projects to incorporate lessons learned.

Approved by: Adam Bogard

Position: Director

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