

Timekeeping & Attendance

Please note that timekeeping and attendance are major factors in a Clients' decision to continue with any contractor or request their services again. Therefore it is of great importance that punctuality (always try to be at least fifteen minutes early for any shift or on a daily basis) is maintained – please keep in mind, especially in residential supported housing that lateness and non-attendance can leave vulnerable service users seriously at risk.

Limited / Umbrella Company Status

If you wish to work on a Limited/Umbrella Company basis, please ensure that all relevant documentation i.e. Certificate of Registration, Company Letterhead & Company bank account details etc are sent at the earliest opportunity. Also please ensure that invoices are received by the normal deadline for timesheets i.e. 10.00am Tuesday (or as specified if Bank Holiday week) to ensure payment to your Company by Friday of that week.

Employee Benefits

Housing Support is a member of the Swift Employee Benefits scheme, which temporary staff who work on a PAYE basis can qualify for after working 500 hours for the company (the equivalent of 4 months full-time work). Swift benefits gives sickness and accident insurance, and An extensive range of discounts and special offers for Insurance, Driving Lessons, Holidays and many more. Details are available on request.

Notification of finish date

It is important that when you are notified of a finish date, on any assignment, that you notify us immediately. At which point we will try to ensure that we have work for you to move straight into, should you require.

HOUSING SUPPORT – Company Profile

Housing Support has been established since 1998 to provide experienced public housing staff to Local Authorities, Housing Associations and other RSL's. With our experienced public sector housing recruitment staff, we are able to provide support and assistance to candidates looking for work in Housing. We cover a wide range of disciplines in general needs housing, residential support and technical staff. As a CRB registered body, member of REC, Commission for Social Care Inspection registered company and with Local Authority accreditation we are confident of our ability to provide a professional service to our Clients and Contractors alike. With our strict adherence to Data Protection legislation we will treat all personal and confidential information accordingly.

Introduction Cards

These will be included with your starter pack, with additional cards available upon request, and are to be used initially to introduce yourself to a new client as an authorised Housing Support worker. These can also be very helpful to yourself as a reminder to a client of your name and which agency you work for to ensure that on future occasions, when needing temporary staff, the client can contact Housing Support and ask for you by name.

Remember - we are only a phone call away!

We hope that all your assignments are positive and rewarding, however should you experience any problems at all during your assignments, please don't keep them to yourself – call us here at Housing Support and we will do our best to help with any matter we can assist with.

Housing Support On-Line

You can download Timesheets, Mileage forms and Check out the latest vacancies at

www.housingsupport.co.uk

Housing Support Contractors Handbook



Contact Details

6 Ambassador Place, Stockport Road, Altrincham, Cheshire, WA15 8DB

Bradford Court, 123-131 Bradford Street, Digbeth, Birmingham, B12 0NS

Aspect Court, 47 Park Square East, Leeds, West Yorkshire, LS1 2NL

Charlotte House, Queen's Dock Business Centre 67-83 Norfolk Street, Liverpool, L1 0BG

Telephone: 0161 941 4822 Manchester
0113 244 8811 Leeds
0121 643 0566 Birmingham
0151 220 3300 Liverpool
01772 555 151 Preston
0161 942 9484 Payroll

Fax: 0161 941 4823 North West
0113 383 5310 Yorkshire
0121 643 0568 Midlands

Email: info@housingsupport.co.uk

Office Hours:
9.00am – 6.00pm Monday to Thursday
9.00am to 5.30pm Friday

Emergency contact is available through our office telephone numbers outside office hours, however please note that our out of hours service is strictly for emergency purposes only i.e. notification of inability to attend work etc – payroll and any general enquiries can only be handled during office hours.