

Dear Contractor ,  
welcome to Housing Support and congratulations on achieving your first assignment with Housing Support, which we hope will be positive and rewarding.  
Detailed here is all the information you should need whilst working through Housing Support, but should you have any enquiry please call us during office hours and we will be happy to help.

#### Contacts

Payroll – Simon Masters, Helen Jones, Yasmin Yusuf

#### Greater Manchester, Lancashire & Cumbria

Richard Pennell, Hayley Corcoran, Adam Hilson & Sarah Warrington.

#### Merseyside, Cheshire & North Wales

Vicki Leigh, Lauren Pollard, Lee Burns & Anne – Marie Gillboy

#### Yorkshire & North East

David Charlton & Sarah Warrington.

#### Midlands

Jo Westwood, Shareen Munir, Manny Munir, Barbara Padmore

#### Documentation

Enclosed within your starter pack are two copies of our Conditions of service which it is essential that you read and sign. Return one copy, keep the other for you reference. Also enclosed is a bank details form to be returned to ensure prompt payment of monies, working time opt out agreement and finally a P46 Tax Form is enclosed, which must be signed and returned unless you are working on Limited Company basis, this is a second job or you can provide a current P45. If you are a student please request a P38(S).

#### Holiday Entitlement

The Working Time Directive requires that agency staff are now entitled to up to 20 days paid holiday per year on an accrual basis. All requests for holiday pay must be made in writing, at least two weeks in advance, for the attention of Yasmin Yusuf. Holiday pay can only be paid for time off work and cannot be paid as an additional / bonus payment. All holidays must be taken from the 1<sup>st</sup> January to 31<sup>st</sup> December per year with no entitlement being carried forward.

#### Timesheets

Please be aware that it is the sole responsibility of the contractor (yourself) to ensure that their timesheet is correctly completed, properly authorised and received by Housing Support (by Fax or Post) no later than 10.00am on Tuesday for payment into your bank account the following Friday (please note that this deadline can vary for weeks containing Bank Holidays – please contact the office to confirm deadline and pay day). If, for any reason, you are unable to have your timesheet authorised please contact the office immediately.

#### Notification of sickness, absence or lateness.

Should you, for any reason, be unable to attend work, it is essential that you contact ourselves at the very earliest opportunity and your place of work no later than 10.00am on EACH day of absence.

#### Health & Safety

Please make sure that on arrival at any new premises / client that you make every opportunity to familiarise yourself with all Health & Safety regulations, Fire escape procedures and any other safety procedures which may affect you during your assignment.

#### Dress Codes

Please ensure that you dress in a reasonable manner for all assignments i.e. appropriate footwear and clothing, remove facial piercings and cover tattoos during work hours. Most Clients prefer smart casual attire with no large logos, avoiding jeans and trainers.

#### Mobile Phones, use of Client phone/Internet usage.

Please try to keep personal mobile phones switched off during working hours. Unless specifically asked to do so, it is strictly forbidden to use Client telephones or to access the internet via client computers, including allowing unauthorised persons to do so, as you will be liable for any costs incurred.

#### Confidentiality

Please be aware that in public sector housing confidentiality is of paramount importance and that respecting Clients and Service Users confidentiality is essential. On a personal basis, do not give any personal information including your telephone numbers to anyone, always explain that you can be reached through Housing Support. Your pay rate is also confidential between yourself and Housing Support and should not be discussed with anyone else.

#### Taking Assignment Details

Please ensure that when taking details for any assignment, or interview, that you have all the necessary information – if you are unsure of anything please ask your consultant to confirm. For work in residential settings, please make sure you enquire as to whether bedding is required for sleep-ins, you need to bring food with you, are there any cooking facilities, will there be a break, will you be able to leave the premises to buy food etc?

#### Expression of Interest / Confirmation of Availability

It is essential that when accepting shifts, permission to submit CV applications, accepting interviews etc, that if you are in any doubt of being unable to attend or to proceed with your application that you notify Housing Support at the very earliest opportunity. Please note that cancellation/withdrawal, without sufficient notice for any shift or interview, will seriously affect Housing Supports' ability to offer future work.