



# NLM Housing Association

## Producing Work Orders and Authorising Invoices Policy

<b>Policy Owner:</b>	Assets Director
<b>Approved by:</b>	Board
<b>Date approved:</b>	February 2025
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<b>Date of Review:</b>	March 2028

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## **1 Introduction**

- 1.1 This Policy describes our arrangements for producing and issuing works orders to maintenance contractors, and for authorising invoices following satisfactory completion of the works.
- 1.2 The procedure supports our Maintenance policy

## **2 Producing & Issuing Works Orders**

- 2.1 The Maintenance manager (MM) or Maintenance Officer (MO) will enter the work repairs details onto the SDM repairs system following the maintenance computer procedure 'Inputting Repairs & Issuing Works Orders'.
- 2.2 A copy of the repairs works order will be produced. The repairs works order is emailed to the relevant contractor (see Appendix 1 for a sample). A copy of the repairs works order will be archived on the SDM system
- 2.3 As part of the KPI procedures, the contractors shall confirm receipt of the repairs order confirmation by end of week from the whip list of repairs orders sent out by the Maintenance Officers to the contractors. copies will initially be kept on the contractors file and email archives.
- 2.4 The NLM tenant's/staff copy (works acknowledgement) will be stored on SDM, Residents will be emailed confirmation of the repairs by direct text to their mobile. In the case of repairs to communal areas, e.g. in a block of flats, the acknowledgement will be sent to the person in the block reporting the repair.

## **3 Updating Spreadsheets**

- 3.1 Each week the Maintenance officer will produce a report with summary details of the works orders issued the previous day and compile the list for the end of week and issue to the relevant contractors to monitor and confirm receipt of repairs orders scheduled and issued from the SDM repairs system.
- 3.2 The MO will update the relevant repairs spreadsheet with the information from this report.

## **4 Processing & Authorising Invoices**

- 4.1 All invoices received should be passed initially to the designated Finance Officer who will:
  - log them on the Finance system;
  - pass the invoice to the Maintenance Officer who will check the invoices against the SDM system for works description and costs/ variation

4.2 Either the Maintenance Manager or Maintenance Officer will carry out the first stage of the authorisation process by:

- Ensuring all invoices submitted by the contractor has a confirmation tenants signature slip attached confirming works completed. If no signature slip attached, invoice will not be approved until contractors proves work is completed.
- inputting the invoice details on the maintenance system, following the computer procedure 'Inputting and Authorising Invoices';
- checking the invoice against the original works order, any subsequent amendments and the estimated costs etc.
- following up any queries or concerns with the contractor, liaising with colleagues as required;
- if required, amending the works order to reflect the authorisation of variation costs

4.3 Completed Maintenance invoices will be passed to the Head of Assets for final checking and authorising.

4.4 Following authorisation from Maintenance Officer, the invoices will be passed back to the Maintenance Manager or the Compliance Officer who will complete any queries identified by the Maintenance Manager. Once completed the Maintenance Manager or the Maintenance Officer will hand over the invoices to Finance for processing payment

4.5 The Maintenance Manager /Maintenance Officer will ensure that all authorisation sheets and invoices that have been processed for payment are passed back to the Finance Officer before the date of the next BACS payments run.

## **5 Implementation and Review**

The Maintenance manager is responsible for ensuring that this procedure is implemented when required.

## Appendix 1- NLM Repairs Order – Works Order

	<b>NLM</b> 15B - 15C Urban Hive, Theydon Road, London E5 9BQ Tel: 020 8815 4200 maintenance@nlmha.com	Page: 1
<b>Works Order - Contractor's Copy</b>		
<b>Job Number :</b> 57820	<b>Order Date :</b> 16/02/2022	

<b><u>Contractor Details</u></b>	
Live Electrics	
LONDON	
N16 7EJ	<b>Contact Details:</b> 07866 572
<b><u>Property &amp; Tenant Details</u></b>	
<b>Tenant :</b> Mr	
<b>Property :</b>	<b>Contact Detail(s) :</b>
8 Manbey Park Road	020 8534 74
Stratford, London	
E15 1EQ	

<b><u>Job Details</u></b>	
<b>Completion by :</b> 23/02/2022	<b>Urgency :</b> Urgent
<b>Estimated Cost :</b> £60.00	<b>Issued By:</b> OLU
<b>Access Details :</b> 02085347476	
<b>Brief Description :</b> EXTRACTOR FAN ( Bathroom)	

### Full Works Description

841007RFAN OVERHAUL DOMESTIC EXTRACTFAN: Overhaul any kind of domestic extractor fan, dismantle and reassemble, clean and oil, test and leave in working order and remove waste and debris. NO23.80

Was the Job completed first time? Yes / No

Contractor Comments: .....

### Tenant Satisfaction

How happy are you with the repair ? (Least Satisfied ) 1 2 3 4 5 (Most Satisfied)

Reason for score .....

Name: ..... Signed: .....