



OCCUPIED PROPERTY - RESIDENT SAFETY

For homes, apartments, community housing and other buildings remaining in use during works.

OCCUPIED SITE

THIS PROPERTY REMAINS OCCUPIED - PROTECT RESIDENTS, VISITORS, CHILDREN AND PETS

ACCESS & SECURITY

- Show identification and make contact before entering an occupied home or resident-only area.
- Use only agreed access routes. Keep doors, gates and security controls as found unless the resident has agreed otherwise.
- Never leave ladders, tools, plant, chemicals or keys accessible to residents or children.
- No unauthorised entry. Do not enter bedrooms or private areas unless required for the work and access has been agreed.
- Maintain emergency egress and safe access to the property at all times.

RESIDENT / VULNERABLE PERSON CONTROLS

- Confirm resident-specific needs before work starts, including mobility, sensory, medical, cultural or communication requirements notified to the project team.
- Keep residents, visitors, children and pets outside exclusion zones and away from plant, scaffold, EWP and falling-object areas.
- Minimise disruption, noise, dust, fumes and loss of services. Give clear warning before any temporary isolation or access restriction.
- Protect belongings, surfaces and food-preparation areas from dust, debris and coating materials.
- Stop and contact the site lead if the work cannot be completed without exposing an occupant to an uncontrolled risk.

CONDUCT & COMMUNICATION

- Be respectful, professional and courteous. No harassment, intimidation, offensive language or inappropriate behaviour.
- No smoking or vaping inside the property or controlled work area. Follow client rules for breaks and designated areas.
- Do not photograph residents, children, personal information or private areas unless expressly authorised for the work.
- Advise the resident/site contact of changes, delays, unsafe conditions or the need to extend the work area.
- For Kāinga Ora-style occupied work: normal hours are 8am-5pm Monday-Friday unless specific approval or urgent work provisions apply.

STOP WORK / ESCALATE

STOP if a resident or member of the public enters a controlled zone, or if barriers fail.

Make the area safe, advise the SCS site lead, and re-establish controls before restarting.

Call 111 for an emergency or immediate threat to life or health.

SITE CONTACT

SCS SITE LEAD

PHONE