



# HML

## Contractor Accreditation Scheme FAQ

### Why do I have to pay to join the scheme?

An annual administration fee has been applied for the management of your application and for access to the HML database.

We have introduced the contractor portal which will automate the management of renewal documentation and you will be placed on a database accessible by all property managers across the 20 HML offices which could potentially see your trade increase.

In addition, we are looking to introduce new technology for contractors for areas around lone working and to provide access to health and safety and asbestos reports.

### How can I get the best results from your scheme?

Please take the time to complete our questionnaire at the end of the application process, this will ensure that we capture the areas you can cover and introduce your services to the relevant HML offices.

Once we have our panel fully integrated with the new database we will reissue the questionnaire to those that have not already responded.

If you would like more information on the office locations please visit our website:  
[www.hmlgroup.com](http://www.hmlgroup.com)

### Do you remove unsatisfactory members?

In the unlikely event that a business falls short of the HML standard, it may be necessary to investigate the matter on a formal basis following the HML complaints procedure during which time you will be placed on suspension.

Full details can be located in the HML Code of Practice available on the hmlgroup website.

### As a sole trader it is not a legal requirement for me to have a health and safety policy, how do I progress my application without this?

Whilst we know you are not legally required to have a written H&S policy we do need our contractors to demonstrate that they have an understanding of the health & safety liabilities involved with the work they carry out.

If you do not currently have a health and safety policy in place, you can complete and upload a template from the HSE website. To get an interactive version of the template go to:  
<http://www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc>

### **I have clicked on the email link provided and it states that the 'Page does not exist'?**

The application window will be open for 30 days during which time you will receive a set of auto chaser emails. The link can be used from any one of these emails but after the 30 days the link will be deactivated.

You can request a new link from a member of the CAS team via email at [CAS@hmlgroup.com](mailto:CAS@hmlgroup.com).

### **How do I make payment?**

After your application has been submitted you will receive a separate email containing payment instructions and a pro forma invoice.

Please email the CAS team to request a copy of the pro forma invoice at any time.

