

Interim Process for Requesting and Undertaking Methamphetamine Testing on Tenanted Properties

Process Owner: Health, Safety and Security

Version 1.0

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Document Control

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Approval

Process Owner	Designation	Date
Neil Adams	GM Tenancy Services	19 November 2015

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Business Process Overview

Purpose

The purpose of this document is to provide an interim business process to ensure the health, safety and security of Housing New Zealand staff and contractors when visiting a tenanted Housing New Zealand property to undertake a requested methamphetamine contamination test (outside of our standard operating procedures).

This process applies to all properties where Housing New Zealand is responsible for carrying out any methamphetamine contamination testing, including Home Lease and Community Group Housing properties where the lease or agreement states Housing New Zealand have this responsibility.

This interim process should be followed in all cases with no exceptions to mitigate any risk that may be associated with the property (or tenants) concerned, until a full policy and procedure review has been completed. The outcome of the process is that all Housing New Zealand staff and contractors involved in the testing process can complete their work safely with minimal risk.

Business rules

ID	Rule
1	An "A1" CRIP rating must be created for all tenancies where Housing New Zealand believes there is reasonable suspicion of methamphetamine contamination indicating the use or manufacture of this drug at a property.
2	A Safe Work Plan and Corporate Care Request must be written by the Tenancy Manager/Senior Tenancy Manager and approved by the Area Manager, Regional Manager and a Health, Safety and Security Manager/Advisor before any test takes place.
3	For the methamphetamine contamination testing process to take place: <ol style="list-style-type: none"> the property must be vacant (i.e. no tenants or other persons present) dogs must be removed from the property two Corporate Care workers must be present to provide security services to the tester and the Housing New Zealand staff member in accordance with Corporate Care's safe operating procedure the Housing New Zealand staff member must be present for the duration of the test.
4	If at any point the Corporate Care worker(s), tester or Housing New Zealand staff member feel that their safety may be jeopardised, they are to cease testing and leave the property immediately

Triggers

This business process is triggered by the following:

- a complaint or feedback received by any Housing New Zealand staff or contractor
- advice from Police or a third party
- suspicion raised by any Housing New Zealand staff

Inputs

The following inputs are used in the business process:

- Safe Work Plan
- Corporate Care Request Form
- A pre visit brief lead by Corporate Care on the day of the testing, with the Tester and Housing New Zealand staff member/s

Outputs

The following outputs are produced:

- An A1 CRIP rating applied to the tenant(s) and/or the property
- Methamphetamine Contamination Test Report
- A debrief by Corporate Care with the tester and the Housing New Zealand staff member

Roles and responsibilities

The following roles are involved in this process:

Role	Responsibilities
Tenancy Manager or Senior Tenancy Manager (TS)	<ul style="list-style-type: none"> • Discuss suspicion of methamphetamine contamination with Area Manager and Asset Manager • If testing agreed upon creates the Safe Work Plan and Corporate Care Request and circulates for sign off • Safe Work Plan circulated and signed off • Email <u>Request</u> for comprehensive testing sent through to the Asset Manager attaching a copy of the <u>signed</u> Safe Work Plan. • Once testing approved, liaises with tenant to seek agreement for the tenant to vacate the property for the test to take place • Informing tenant that the property must be empty during testing and all dogs must be removed from the property • Act as the landlord to liaise with the tenant and receive the keys for temporary possession and in conjunction with Corporate Care de-escalates situations should any tenant issues arise • Observes the property for the duration of the test • Informs tenant when test is complete and makes arrangements to return keys to the tenant
Area Manager (TS)	<ul style="list-style-type: none"> • Reviews evidence of suspicion of methamphetamine contamination and requests Tenancy Manager to create the Safe Work Plan to arrange testing for methamphetamine contamination (if grounds for suspicion appear valid) • Reviews the Safe Work Plan • Received the signed Safe Work Plan from Health, Safety and Security and provides to Tenancy Manager/Senior Tenancy Manager • Receives completed report on the testing completed and considers and implements the next action step in relation to the tenant based on the findings of the report
Regional Manager (TS)	<ul style="list-style-type: none"> • Critically reviews the Safe Work Plan, requests additional information and/or changes as required and, when in order, signs off the Safe Work Plan
Asset Manager (PS)	<ul style="list-style-type: none"> • Informed and is involved in initial discussion with the AM/STM/TM to consider testing based on evidence of suspicion of methamphetamine contamination • Requests Programme Manager New Construction to arrange the comprehensive test • Informs appropriate stakeholders of risks associated with tenancy i.e. CRIP A1 status • Amends P status code in eAM and adds notes

	<ul style="list-style-type: none"> • Receives completed comprehensive testing report from the Programme Manager New Construction and sends report to Area Manager • Analyse report and consider next step for Asset • Keeps the Tenancy Manager/Senior Tenancy Manager informed of the asset repair progress
Health, Safety and Security	<ul style="list-style-type: none"> • Critically reviews the Safe Work Plan, requests additional information and/or changes as required and, when in order, signs off the Safe Work Plan • Sends Corporate Care Request Form and Safe Work Plan to Total Risk • Emails the signed Safe Work Plan back to the Area Manager
Corporate Care (Service Providers)	<ul style="list-style-type: none"> • Acts as the lead for any activity on the property from arrival to departure during the testing process. This means that decisions regarding the personal safety of staff or contractors will be made by the Corporate Care worker and followed by the other parties, however if at any point the Corporate Care worker(s) or tester feel that their safety may be jeopardised, they are to cease testing and leave the property immediately • Briefs the Tenancy Manager and tester on the risk and mitigations as per the Safe Work Plan before entering the property • Performs a full initial security check before the tester enters the property • Ensures the site is safe and secure for the tester and the Tenancy Manager for the duration of the test • Monitors the safety of the tenants belongings from theft during the testing process • Provides a debrief to the tester and the Housing New Zealand staff member, and a final safety check once the test has been completed
Programme Manager New Construction (ADG)	<ul style="list-style-type: none"> • Requests the service provider to carry out a test for methamphetamine contamination • Receives the completed report from the tester and sends to the Asset Manager • Works alongside the Asset Manager if remedial action is required to the Asset. • Keeps the Asset Manager informed of any changes to the agreed remedial repair to the Asset.
Tester (Service Providers)	<ul style="list-style-type: none"> • Completes the testing process for methamphetamine contamination at the identified property

Procedures and System Steps

Requesting Methamphetamine Testing on Tenanted Properties: Interim Process

When to use

Use this process in all cases where Tenancy Services or Property Services has requested methamphetamine contamination testing should be carried out at a tenanted property.

Role

- Tenancy Manager/Senior Tenancy Manager
- Area Manager
- Regional Manager
- Asset Manager
- Health, Safety and Security
- Corporate Care (Service Providers)
- Programme Manager New Construction
- Testing services (Service Providers)

Systems and tools

- eAM
- Kotahi
- Safe Work Plan
- Personal Protective Equipment (PPE) for contamination testing

Before you begin

Before starting this procedure, make sure you are prepared from a health, safety and security perspective to actively manage risk by:

- practicing situational awareness
- familiarising yourself with workplace hazards and hazard controls
- participating in safety briefings
- planning your work
- following safe work practices
- enabling Bodyguard
- getting out if in doubt – your personal safety comes first.

Steps

Step	Action
1	The Tenancy Manager/Senior Tenancy Manager/Asset Manager and Area Manager review the grounds for suspecting methamphetamine contamination at a property managed by Housing New Zealand.

	<p>Tenancy Manager must create or update the CRIP rating to A1 and apply this to the tenants and the property, noting if any other persons are associated with the suspicion. The A1 rating relates to suspected drug use or manufacture and must be applied once suspicion has been raised. All “A” CRIP rated properties must follow this process.</p> <p>Once agreement to test is reached the Tenancy Manager/Senior Tenancy Manager must create the Safe Work Plan.</p>						
2	<p>A Safe Work Plan and a picture displaying the satellite view of the property is prepared by the Tenancy Manager/Senior Tenancy Manager and is circulated to the Area Manager for review.</p> <p>The Safe Work Plan must be accompanied by a completed Corporate Care Request Form.</p> <p>The Safe Work Plan must then be signed off by:</p> <ul style="list-style-type: none"> • Regional Manager (TS) • Health, Safety, and Security <p>The Health, Safety and Security send the Request Form to Corporate Care along with the approved Safe Work Plan.</p> <p>Corporate Care will liaise directly with the Tenancy Manager/ Senior Tenancy Manger. Health, Safety and Security return the signed Safe Work Plan to the Area Manager involved.</p>						
3	<p>Following approval of the Safe Work Plan, the Area Manager forwards the signed Safe Work Plan to the Senior Tenancy Manager/Tenancy Manager, who then emails the Asset Manager attaching the signed Safe Work Plan requesting a comprehensive test.</p> <p>The Asset Manager then emails the Request for Service – Chemical form to ChemicalRequest@hnzc.co.nz and copies in the Programme Manager New Construction to arrange testing. The Asset Manager informs all relevant stakeholders and in eAM amends the P status code for the property and makes relevant notes, and adds the risk to the Asset Risk Register</p>						
4	<p>The Programme Manager New Construction contacts the testing provider to arrange a test for methamphetamine contamination. The testing provider coordinates with the Tenancy Manager/Senior Tenancy Manager to arrange an appropriate time to test.</p>						
5	<p>The property tenanted?</p> <table border="1"> <thead> <tr> <th>If ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Tenancy Manager contacts the tenant to notify them of the test and requests they leave the property while testing takes place and confirms that any dogs will also need to be removed. The tenant cannot be forced to leave the property but we can request they leave for the procedure to take place. The tenant is informed of the test timeframe. NB: it is not acceptable to secure dogs on the property during a test. If the tenant agrees to leave the property for the test, go to step 6</td> </tr> <tr> <td>No</td> <td>Refer to void property testing process</td> </tr> </tbody> </table>	If ...	Then ...	Yes	Tenancy Manager contacts the tenant to notify them of the test and requests they leave the property while testing takes place and confirms that any dogs will also need to be removed. The tenant cannot be forced to leave the property but we can request they leave for the procedure to take place. The tenant is informed of the test timeframe. NB: it is not acceptable to secure dogs on the property during a test. If the tenant agrees to leave the property for the test, go to step 6	No	Refer to void property testing process
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No	Refer to void property testing process						
6	<p>Prior to the test, Corporate Care will provide a briefing to the Tenancy Manager/Senior Tenancy Manager and the tester to discuss risk and mitigations in accordance with the Safe Work Plan. Go to step 7.</p>						
7	<p>Is the tenant present at the property at the time of the test?</p>						

	If ...	Then ...
	No	Proceed with the test. Go to step 8
	Yes	<u>Do not proceed</u> with the Testing, return to the Area Office.
8	The Tenancy Manager acts as the landlord and liaises with the tenant to gain access to the property. Has the tenant agreed to vacate the property and have any dogs been removed?	
	If ...	Then ...
	No	Do not proceed with the test, leave the property immediately and return to the Housing Unit, and discuss with the Area Manager the next steps to take with the tenant.
	Yes	Proceed with the test. Go to step 9
9	Once access has been gained on the testing date, the Tenancy Manager hands over the lead to Corporate Care. The Tenancy Manager must then remain present as the Housing New Zealand representative for the duration of the tenanted property test. They are to be positioned in a vehicle outside the property to provide observations of anyone trying to access the property – if this occurred, they would phone the Corporate Care staff member in the property. With the support of Corporate Care they may be required to de-escalate situations or respond to questions from the tenant or neighbours. Go to step 10.	
10	One Corporate Care worker enters the property and completes a security check; they then release the property for testing. The appropriate PPE must be worn by the Corporate Care worker whilst inside the property. Go to step 11.	
11	The two Corporate Care workers remain onsite for the duration of the test to provide security to both the Tenancy Manager and the tester and to monitor the security of the tenant's belongings during the test. Corporate Care is tasked with keeping both parties safe where any issues may arise. Corporate Care will determine the appropriate placement of those Corporate Care workers based on the security review of the property (consideration will be given to factors including perceived or known risk, the size of the property, the need for the airflow to be undisturbed, and advice from the tester). The appropriate PPE must be worn by the Corporate Care worker(s) if entering the property. Go to Step 12.	
12	Once the property is secure, the testing provider may commence testing. The property must remain vacant for the duration of the test	
	If ...	Then ...
	The tenant or associates return before the test is complete	The Tenancy Manager/Corporate Care will request for permission to continue testing and for the tenant to remain off-site, however they cannot be forced to do so. If the tenant/others do not agree to leave the property for the remainder of the test, Corporate Care will instruct the Tenancy Manager and tester to cease testing and leave the property immediately
	Any risk is identified that was not anticipated by the Safe Work Plan or the risks in the Safe Work Plan are unable to be mitigated or managed in the manner prescribed	Testing is to be stopped and the tester and Corporate Care are required to leave the property immediately
	The property remains vacant and	The tester will complete and finalise the test

	safe	
13	Tester indicates the test is complete	
14	Once the test has been finalised, Corporate Care will provide a verbal debrief, ensuring that both the tester and the Tenancy Manager are safe before giving the all clear for them to leave the property and for the tenant to return. Corporate Care will then provide a written debrief to Health Safety and Security.	
15	The Tenancy Manager arranges for the keys to be returned to the tenant.	

What happens next?

The tenant may return to the property once the tester and Tenancy Manager have left. The test is then processed. Once the results are made available to Housing New Zealand, decisions on future Asset actions (further testing, remediation etc) are made by the Asset Manager and decisions on future Tenant actions are made by the Area Manager. The tenants are informed of this by Tenancy Services staff.

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Tools

Safe Work Plan

Corporate Care Request Form






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Appendix One:

Process-related safety risks

The general hazards faced by staff when working in the office or while out of the office are documented in the Staying Safe and Secure guidelines that are published in the new employee induction booklet (*Welcome to our place*) and available to all staff through the intranet (*Me and My Work*).

Critical process-related safety risks that have been identified as relating to this process are derived from the hazard register, which is accessible to staff via the intranet (*HR Hub*), along with related hazard controls to manage the safety risk to an acceptably low level.

Risk Rating	Risk Description	Process Stage
	Personal safety: On-site or off-site assaults, threats to kill/harm, verbal abuse and intimidation	Risk involved in steps 6 through to 15
	Personal safety: Drug manufacture at tenancy – risk of explosion, exposure to toxic chemicals, illicit drugs and threats to personal safety	Risk involved in steps 6 through to 15
	Contractors suffering serious harm while undertaking construction, maintenance or servicing work: Sub-standard/unsafe acts or sub-standard/unsafe conditions	Risk involved in steps 6 through to 15
	Contractors suffering serious harm while undertaking construction, maintenance or servicing work: Exposure to asbestos, lead-based paint or other job-related hazardous substances/materials	Risk involved in steps 6 through to 15
	Dog attacks on Housing New Zealand staff and contractors when visiting tenants	Risk involved in steps 6 through to 15

 Major risk;  Moderate risk

Note: Health, Safety & Security flags shown on the process diagram show the stage(s) with the highest HS&S risk. There may be lower levels of risk in the other stages.