



**Financial Close – Volume 4c –
Output Specification V1.0**



**SCHEDULE 2
Volume 1 - ANNEXES**

Little London
Beeston Hill & Hol

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ANNEX 2: Certification Standard (Demolition Properties)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up a Demolition Site for Certification.

Item	Standard	Hand over documents for each Demolition Property site
1.	Compliance with the latest British Standards, Buildings Regulations and associated legislative requirements in relation to the demolition by manual and/or mechanical operations of brick and/or system built properties.	Contractor checklist document to confirm compliance provided at hand over.
2.	ALL services in conjunction with the Statutory Authorities have been safely and effectively terminated.	Contractor checklist document to confirm compliance provided at hand over.
3.	ALL disused sewers and drains have been removed and sealed to prevent the egress of vermin and odours onto the site.	Contractor checklist document to confirm compliance provided at hand over.
4.	Any concrete slab foundations, lift pits, all other forms of foundations, edge beams, ground beams, piles and pile caps etc. have been safely removed to a depth of at least 1.5 metres and disposed off site.	Contractor checklist document to confirm compliance provided at hand over.
5.	Any associated hard standings, footpaths and all material that has arisen from the demolition and related activity have been safely removed and disposed off site.	Contractor checklist document to confirm compliance provided at hand over.
6.	Any timber, organic and hazardous materials including asbestos have been safely removed and disposed off site.	Contractor checklist document to confirm compliance provided at hand over.
7.	All excavations resulting from the removal of foundations, floor slabs, hard standings etc. have been back filled to a depth not exceeding 1.5m using selected inert demolition materials passing a 150mm ring gauge assessment which has been laid in maximum 150mm suitably compacted layers. Each layer blinded with a 25mm layer of fine	Contractor checklist document to confirm compliance provided at hand over.

	demolition material or imported sand then compacted to formation level i.e. 300mm below the finished ground level at the perimeter of the site.	
8.	Any “soft spots” that were identified prior to or discovered as a result of the demolition works have been excavated to a maximum depth of 1.5m or until a suitably sound strata with adequate bearing capacity has been found. The excavation then back filled as detailed above in 7.	Contractor checklist document to confirm compliance provided at hand over.
9.	All apparatus, manholes and/or other service access points and chambers within the site have been adjusted to accommodate revised levels and kept clear and unobstructed.	Contractor checklist document to confirm compliance provided at hand over.
10.	Any site or part thereof not to be developed by the end of the Works period shall be covered with an approved sub-soil lightly compacted to a depth of 150mm below finished ground level. It has then been covered with graded topsoil to a uniformed depth of 150mm and lightly compacted. The top soil has been cultivated to a fine tilth and is reasonably free from stones and weeds. The surface has then been scarified, general fertiliser and quality grass seed applied in accordance with the supplier’s recommendations.	Contractor checklist document to confirm compliance provided at hand over.
11.	Any site or part thereof not to be developed immediately following demolition shall have in place means restricting unauthorised vehicular access (e.g. bunding in accordance with City Council specification) and maintained in line with Contractors Proposals.	Contractor checklist document to confirm compliance provided at hand over.

ANNEX 3: Certification Standard (New Build)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up a newly constructed Dwelling for Certification.

Item	Standard	Hand over documents for each Dwelling
1.	Compliance with the latest Building Regulations and associated legislative requirements.	Contractor checklist document to confirm compliance and Building Control Certificate with approved drawing(s) provided at hand over.
2.	Compliance with current disability and access legislation.	Contractor checklist document to confirm compliance provided at hand over.
3.	Compliance with Housing Corporation Scheme Development Standards.	Contractor checklist document to confirm compliance with Scheme Development Standards (Internal Environment) provided at hand over.
4.	Achieve Lifetime Homes Standards.	Contractor checklist document to confirm compliance with Lifetime Homes standards provided at hand over.
5.	Score greater than 63 – Housing Quality Indicators.	<p>HQI pre-assessment to be completed and provided at hand over.</p> <p>Final confirmation of HQI assessment to be provided to the City Council within 4 months of completion of each New Build site.</p>
6.	Attainment of Code for Sustainable Homes Standard: (CfSH) 2007, “Code Level 4”.	<p>CfSH pre-assessment to be completed and provided at hand over.</p> <p>Final Assessment Certificate of Code for Sustainable Homes to be provided to the City Council 4 months after hand over of each Dwelling.</p>
7.	Property has been developed in line with Contractors proposals to meet “Secured by Design” (SBD) (See Secured by Design confirmation for New Build site in Annex 7).	Contractor checklist document to confirm compliance for SBD Dwelling elements provided at hand over.

8.	Full Compliance with Full Availability Standards.	Contractor checklist document to confirm compliance provided at hand over.
9.	Provision of facilities for re – cycling of waste materials in accordance with Contractors Proposals.	Contractor checklist document to confirm compliance provided at hand over.
10.	Ratios for car parking spaces are achieved in line with Planning Consent.	Contractor checklist document to confirm compliance and copy of approved drawing (s) provided at hand over.
11.	Not Used (refer to Annex 7)	
12.	Not Used (refer to Annex 7)	
13.	Compliance with Contractor's Proposals.	Contractor checklist document to confirm compliance provided at hand over.
14.	Properties have been constructed in accordance with the forms & materials described & as approved in any planning approvals.	Contractor checklist document to confirm compliance with approved planning materials schedule provided at hand over. Planning Discharge Letter(s) to be provided to the City council within 4 months of hand over.
15.	Provision of a Standard Assessment Procedure (SAP) rating and Energy Performance Certificate (EPC) for each Dwelling..	A Full SAP Rating for each Dwelling provided at hand over. An EPC to be provided to the City Council within 4 months of first occupancy.
16.	Provision of installation certification for photovoltaic panels (where installed).	A copy of the DNO Notification, MCS Installer, the MCS materials and the MCS Installation Certificates to be provided at hand over.
17.	Compliance with required health and safety where communal works or site works are yet to be completed. <ul style="list-style-type: none"> ▪ All Dwellings provided with safe access and egress ▪ Lift access (where provided) is fully operational and available to use. ▪ All key domestic services required for occupation of Dwellings including gas, electric, water, and drainage are in operation. ▪ All key safety systems required for occupation of Dwellings including fire and smoke alarms are in operation. 	Contractor checklist document to confirm compliance provided at hand over.

The provisions are proposed to allow individual Dwelling certification to be achieved, whilst works to the public realm may not be fully completed in accordance with the above standards, but will await certification under Annex 7 (Certification of Environmental Works).

ANNEX 4: Statutory Requirements and Guidelines (Works and Services)

The Contractor should take account of the fact that the Guidance noted below is indicative only and is not exhaustive.

The Contractor will be expected to make itself aware of any new Guidance or examples of best practice which have been published since the bibliography below was prepared and to incorporate the learning from these, where applicable, into its designs.

1.0	NON – MANDATORY GUIDANCE	
	Better Public Building, a Proud Legacy For The Future.	The Better Public Buildings Group
	How to Achieve Design Quality in PFI Projects.	OGC
	Achieving Quality in Local Authority PFI Building Projects.	4 Ps/Local Partnership
	Housing Design Handbook.	BRE
	By Design: Urban Design in the Planning System.	DETR and CABE
	Urban Design Compendium.	English Partnerships, Housing Corporation
	The Green Guide to Specification.	BRE
	A Sustainability Checklist for Developments: A Common Framework for Developers and Local Authorities.	BRE, DTRL, DTI
	Towards an Urban Renaissance: the final report of the Urban Task Force.	Urban Task Force, 1999
	Planning Policy Guidance Note 3: Housing (PPG3).	DTLR
	Better Places to Live: By Design. A Companion to PPG3.	DTLR and CABE, 2001

	Urban Design Guidance.	Urban Design Group
	Our Towns and Cities.	DETR
	The Value of Urban Design.	CABE, UCL, DETR
	Creating Sustainable Communities.	ODPM
	Building Sustainability: how to plan and construct new housing for the 21 st century.	TCPA, WWF
	Tapping the Potential – Assessing Urban Design Capacity: Towards Better Practice.	DETR, 2000
	Perceptions of Privacy and Density in Housing.	Design For Homes, Popular Housing Research
	Building in Context: New Development in Historic Areas.	English Heritage and CABE, 2001
	Better Streets, Better Places, Delivering Sustainable Residential Environments:PPG3 and Highway Adoption.	ODPM, 2003
	Safer Places: The Planning System and Crime Prevention.	ODPM and Home Office, 2004
	PPG13: Highway Considerations in Development Control.	DETR, 2001
	Tomorrow's Roads: Safer for Everyone.	DETR, 2000
	Places, Streets and Movement: A Companion Guide to Design Bulletin 32.	DETR
	Home Zones: A Planning and Design Handbook.	Mike Biddulph
	Home Zone Design Guidelines.	Institute of Highway Engineers
	Inclusive Mobility: A guide to Best Practice on Access to Pedestrian and Transport Infrastructure.	DFT, 2002

	Living Places: Cleaner, Safer, Greener.	ODPM, 2002
	Place Check Questionnaire.	Urban Design Alliance
	Design Reviewed Urban Housing.	CABE
	Over the Garden Fence.	ODPM, 2002
	Planning and Access for Disabled People: A Good Practice Guide.	ODPM, 2003
	The Right Hedge For You.	ODPM, 2002
	Affordable Housing – Better By Design.	Housing Corporation and CABE
	Housing Layout – Lifting the Quality.	Planning Officers Society; the House Builders Federation and DETR, 1998
	Space For Growth.	English Partnerships
	Designing for the Disabled.	Selwyn Goldsmith
	Designing for the Accessibility.	Centre for Accessible Environments
	Planning for Passive Solar Design.	BRECSU (BRE), DTI, DETR
	Environmental Site Layout Planning: Solar Access, Micro Climate and Passive Cooling in Urban Areas.	BRE, JOULE DETR
	The Green Guide to Housing Specification.	BRE
	A Sustainability Checklist for Developments.	BRE, DTRL, DTI

	Agenda 21 Strategy and Action Plan.	Leeds City Council
	Flood Risk/Surface Water Management	Leeds City Council
	Sport England Guidance Notes for Village and Community Halls 2001.	
	Sustainable Construction Policy	Leeds City Council
2.0	MANDATORY GUIDANCE	
	Planning Permission and resolution of planning conditions and obligations.	
	The Building Regulations.	ODPM/DCLG
	Compliance in regard to the maintenance of structure and services in relation to disrepair with the following legislation Section 11 - The Landlord and Tenant Act 1985; Section 82 – The Environmental Protection Act 1990; and Section 4 – The Defective Premises Act 1974.	
	Full compliance with disability and access legislation.	
	Scheme Development Standards.	Housing Corporation
	Lifetime Homes Standards.	
	Housing Quality Indicators.	Housing Corporation
	Code for Sustainable Homes.	DCLG
	Eco Homes XB	DCLG
	Building for Life	CABE and the Builders

		Federation www.buildingforlife.org
	Secured By Design: The Bidder is to consult the Police Architectural Liaison Officer prior to a detailed planning application being submitted and to apply for certification before construction completion.	The Home Office
	Meeting Part M and Designing Lifetime Homes.	Joseph Rowntree Foundation
	Design for Play: A guide to creating successful play spaces.	DCSF, 2008.
	Managing Risk in Play Provision: Implementation guide.	DCSF, 2008.
	The Play Strategy.	DCSF, 2008.

Responsibility for the design work will, however, rest absolutely with the Contractor and will not be limited by compliance with any of the above.

ANNEX 5: Sustainability Objectives

1.0	Dwellings shall be designed and maintained in so far as is reasonably possible, to minimise the impact upon the environment. Relevant considerations include the following:
	<ul style="list-style-type: none"> • Contribution to minimising ozone depletion, minimise Carbon emissions, global warming, air and water pollution and non – renewable resource depletion;
	<ul style="list-style-type: none"> • Avoidance of radon contamination;
	<ul style="list-style-type: none"> • Minimising the risk of Legionnaire’s Disease and the spread of Legionella;
	<ul style="list-style-type: none"> • Avoiding sources of ionizing and electromagnetic radiation and any design features associated with sick building syndrome;
	<ul style="list-style-type: none"> • Maximising the opportunity for re – cycling to all existing areas of the estate and in particular providing a designated re – cycling area to new Dwelling blocks;
	<ul style="list-style-type: none"> • Maintenance regimes to be used to maintain optimum performance;
	<ul style="list-style-type: none"> • Avoidance of any actively harmful building products and processes;
	<ul style="list-style-type: none"> • Minimise traffic movements needed to construct the facilities;
	<ul style="list-style-type: none"> • Avoidance of flood risk and providing sustainable drainage;
	<ul style="list-style-type: none"> • The use, where practicable, of natural resources such as daylight and passive solar energy.
2.0	Where the opportunity exists, sustainability should be considered in the following aspects of the design and operation of the facilities to be provided:
	<ul style="list-style-type: none"> • Orientation;

	<ul style="list-style-type: none"> • Façade design;
	<ul style="list-style-type: none"> • Building layout;
	<ul style="list-style-type: none"> • Ventilation;
	<ul style="list-style-type: none"> • Building form;
	<ul style="list-style-type: none"> • Selection of materials;
	<ul style="list-style-type: none"> • Insulation;
	<ul style="list-style-type: none"> • Energy – efficient fixtures and fittings.
3.0	The Contractor should consider:
	<ul style="list-style-type: none"> • Adopting “green” materials from sustainable sources which are non – hazardous in their erection, maintenance and long – term use and which are environmentally sustainable.
	<ul style="list-style-type: none"> • Recycling e.g. bottle banks etc.;
	<ul style="list-style-type: none"> • Efficient use of water supply and waste water;
	<ul style="list-style-type: none"> • Reducing traffic movements necessary for the construction phase and those resulting from deliveries and waste removal during the operational phase;
	<ul style="list-style-type: none"> • Proposals for landscaping which interact with the natural environment.
4.0	An assessment of the environmental performance and attainment of the above will be required in accordance with the Certification Requirements for the Code for Sustainable Homes/Ecohomes XB.

ANNEX 6: Service Performance Standards

This annex should be read in conjunction with all other sections of the Output Specification, but in particularly the supporting text contained in Volume 1, Part 3 and Appendix 2 of the Payment Mechanism.

The following tables depict the service details and the specific elements of the service and related standards. The table breaks down the service area into the component actions and activities making up the service area. Each component is broken down under 8 headings as shown below:

Service Area describes and numbers the sub-services;

Performance Standard sets out the required standard to which the service element should be delivered;

Definition defines the measure of the contractor's performance for the measured period;

Period of Measure indicates the period over which the performance will be measured;

Weighting Factor indicates the ranking of each Key Performance Indicator from 1 (least important) to 5 (most important);

(Note: The Payment Mechanism (appendix 2) refers to the weighting factors as a percentage. Specifically, 1=1.37%, 2=2.74%, 3=4.11%, 4=5.33% and 5=6.85%).

Standard 1 (Minor Failure) is the levels at which performance has the lowest level impact on payment through the operation of the Payment Mechanism.

Standard 2 (Moderate Failure) is the levels at which performance has a mid level impact on payment through the operation of the Payment Mechanism.

Standard 3 (Major Failure) is the levels at which performance has the highest level impact on payment through the operation of the Payment Mechanism.

Additional Performance Indicators - KPIs OS/01 and OS/02 should be reported as part of the requirements of the Output Specification, but are not included in the list of KPIs subject to performance deductions as part of the Payment Mechanism.

For avoidance of doubt, where a failure to carry out repairs within the relevant responsive timescales (as per annex 14 of the Output Specification) has occurred, the City Council may make Performance Deductions from the monthly Unitary Charge in accordance with the Payment Mechanism, Part 4 (Performance Deductions).

6.1 SPS1: Repairs, Maintenance and Re-Servicing of Void Properties

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
1	Repairs by Appointments	The repair is correctly classified and recorded and an appointment is made and agreed with the tenant or leaseholder at the time of the report for all internal repairs, save emergencies and for all external repairs where access to the interior of the Dwelling is required; notification of the repair and, where applicable, the appointment is dispatched in writing to the tenant or the leaseholder within 1 working day of the report.	The % of appointments met as a proportion of all repairs appointments made.	Monthly	5	> 92% and ≤ 95%	> 89% and ≤ 92%	≤ 89%
2a	Priority Repairs	The Contractor shall ensure that any priority repair is complete within the relevant timescales.	The % of priority repairs completed within the timescales required in Annex 14.	Monthly	2	> 92% and ≤ 95%	> 89% and ≤ 92%	≤ 89%
2b	General Repairs	The Contractor shall ensure that any general repair is complete within the relevant timescales.	The % of general repairs completed within the timescales required in Annex 14.	Monthly	2	> 92% and ≤ 95%	> 89% and ≤ 92%	≤ 89%
3	Quality of Repair work carried out	Work, workmanship and materials satisfy the specified requirements and standards and any recalls are rectified within 24 hours of the report or identification of poor quality work, workmanship or materials.	Number of recorded recalls as a % of the total of all repairs carried out in the month. (A recall is defined as a tenant request for identical repair or reporting a fault with the original repairs within 20 working days of original repair work being carried out as clarified in Annex 14).	Monthly	2	> 1.0% and < 1.5%	> 1.5% and ≤ 2.5%	> 2.5%
4	Tenant Dis-Satisfaction with the Repairs	The City Council is provided with a report setting out the outcomes of the Contractor's routine monitoring and assessment of user satisfaction with the Property Repairs and Maintenance Service.	The number of tenants expressing dissatisfaction at the Repair Service received as a percentage of emergency, priority and general repairs completed in the period.	Monthly	3	> 5% and ≤ 8%	> 8% and ≤ 11%	> 11%
5a	Void Re-Servicing	Void Dwelling is re-serviced to meet the Letting Standard within the timescales set out in Annex 18 applicable to that category of void.	The number of voids that fail to be re-serviced within the relevant void period in accordance with Annex 18 of the Output Specification.	Monthly	2	> 2 and ≤ 4	> 4 and ≤ 6	> 6

6.1 SPS1: Repairs, Maintenance and Re-Servicing of Void Properties

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
5b	Void Re-Servicing	Void Dwelling is re-serviced to meet the letting standard (Annex 17) within the timescales set out in Annex 18 applicable to that category of void – as per the overall percentage of aggregate of actual void periods calculation.	The overall percentage of aggregate of actual void periods (A) incurred compared to the aggregate of relevant void periods (B) outlined in Annex 18 Output Specification, for voids repaired in the month. Formula : $((A - B) / B) * 100 = \text{Void performance.}$	Monthly	2	> 15% and ≤ 25%	> 25% and ≤ 35%	> 35%
OS/01	Adaptations	The adaptation work is undertaken within the relevant priority timescale (i.e. Priority 1 – 74 days, Priority 2 – 112 days, priority 3 – 235 days). Notification of the adaptation work is dispatched in writing to the tenant within 1 working day of the Occupational Therapist report. (Not included in Payment Mechanism for performance deductions).	The % of adaptations completed in accordance with the relevant priority rectification period.	Quarterly	5	> 95% and ≤ 97%	> 91% and ≤ 95%	≤ 91%

6.2 SPS2: Planned and Cyclical Maintenance

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
6	Planned and Cyclical Maintenance	The City Council is provided with the Contractor's Maintenance Plan which contains all the required information by 31st January in each payment year.	The % of tasks completed in the month they are due in accordance with the proposed Annual Maintenance Plan.	Monthly	3	> 95% and ≤ 97%	> 91% and ≤ 95%	≤ 91%
7	Periodic Surveys	All Properties are inspected and surveyed and the required data and information obtained during the prescribed time periods.	The % of surveys completed in the month they are due in accordance with the proposed programme of surveys.	Monthly	2	> 95% and ≤ 97%	> 91% and ≤ 95%	≤ 91%

6.3 SPS3: Caretaking and Cleaning Communal Areas and Facilities

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
8	Patrols and Inspections of Communal Areas	Patrols and inspections are carried out in accordance with the volumes, locations and frequencies as set out in the Contractor's Proposals; evidence that the patrols and inspections have been undertaken is recorded and maintained together with the findings and the resultant actions.	The % of patrols and inspections actually carried out as a % of the total due to be undertaken.	Monthly	2	> 96% and ≤ 98%	> 93% and ≤ 96%	≤93%
9	Planned Cleaning (including feminine hygiene to the Communal toilets)	Properties achieve the required standards of cleanliness following each clean. Cleaning tasks are undertaken to the frequencies specified in the Contractor's approved schedule.	The % of actions required by the Contractor's Cleaning Schedule that have been completed.	Monthly	3	> 96% and ≤ 98%	> 93% and ≤ 96%	≤93%
10	Graffiti and Fly Posters	Racist, sexist or offensive graffiti and fly posters are removed from: • Properties and boundary treatments within 24 hours of identification or report.	The % of racist, sexist or offensive graffiti and fly posters removed within the relevant timescale.	Monthly	3	> 92% and ≤ 97%	> 87% and ≤ 92%	≤ 87%
11		All other graffiti and fly posters are removed within 5 working days of identification or report.	The % of other graffiti and fly posters removed within the relevant timescale.	Monthly	1	> 92% and ≤ 97%	> 87% and ≤ 92%	≤ 87%
12	Pest Control	Pest infestations are investigated, treated and eradicated within the agreed timescales specified for each infestation.	The % of pest control incidents reported to the Help Desk where eradication action has failed to take place within the relevant timescales as required in Annex 14.	Monthly	2	> 92% and ≤ 97%	> 87% and ≤ 92%	≤ 87%

6.4 SPS4: Estate and Environmental Maintenance

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
13	Grounds Maintenance and Horticulture (hard landscaping)	The Contractor is to provide a well maintained and attractive external environment to the standards as contained in the Contractors agreed proposals. With a diversity of high quality hard landscaping treatments to provide a safe, functional yet pleasant and accessible environment.	The % of actions required by the Contractor's Proposals (Grounds Maintenance, Hard Landscaping) that have been completed.	Monthly	3	> 90% and ≤ 95%	> 85% and ≤ 90%	≤ 85%
14	Grounds Maintenance and Horticulture (soft landscaping)	The Contractor is to provide a well maintained and attractive external environment to the standards as contained in the Contractors agreed proposals. With a diversity of high quality soft landscaping treatments to provide a safe, functional yet pleasant and accessible environment.	The % of actions required by the Contractor's Proposals (Grounds Maintenance, Soft Landscaping) that have been completed.	Monthly	3	> 90% and ≤ 95%	> 85% and ≤ 90%	≤ 85%

6.5 SPS5: Customer Access and Liaison

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
15	New Tenant Information	<p>All new tenants are:</p> <ul style="list-style-type: none"> provided with the Tenant's handover pack and; are satisfied with the advice, information and demonstrations. 	The % of new tenants confirming completion of the hand over visit with the contractor (on completion of the void works and commencement of the tenancy) and provision of the tenant information pack in accordance with Annex 17.	Monthly	3	> 95% and ≤ 97%	> 91% and ≤ 95%	≤ 91%
16	Help Desk Availability	<p>Customers are able to access the Contractor's services on a 24-hour 365/366 day per year basis, including reporting and ordering repairs, making enquiries and appointments.</p>	The % of hours the Help Desk was available during the standard operational hours of the local help desk facility.	Monthly	3	> 95% and ≤ 97%	> 91% and ≤ 95%	≤ 91%
17		<p>Telephone helpdesk responding to calls of the Contractor's Works and Services activities which are delivered:</p> <ul style="list-style-type: none"> 20 seconds <p>An automated response will not be acceptable.</p>	The % of calls made within standard operational hours the local help desk facility answered within 20 seconds.	Monthly	3	> 90% and ≤ 95%	> 85% and ≤ 90%	≤ 85%
18		<p>The Contractor is to provide a helpdesk facility that can resolve enquiries made at the time of the enquiry, e.g. raising a repair order to resolve a Tenant's repair request, without the need to redirect the customer to another team or office.</p>	The % of enquiries resolved at the first point of contact (Help Desk).	Monthly	3	> 80% and ≤ 85%	> 75% and ≤ 80%	≤ 75%

6.6 SPS6: Contract Reporting and Information

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
19	Audit and Inspection Data Requests	Contractor provides the City Council with data, information or assistance to enable the City Council to comply with scrutiny and inspections within 10 working days of the request.	The percentage of data, information and assistance requests made by the City Council, to comply with audit scrutiny or inspections, responded to by the Contractor within 10 working days.	Monthly	2	> 95% and ≤ 97%	> 91% and ≤ 95%	≤ 91%
20	Monthly Records, Reports and Plans	The Contractor shall complete and maintain accurate and up-to-date records, reports and plans in accordance with Part 3 of the Output Specification.	The number of reports and plans not completed or maintained.	Monthly	2	1	2	3 or more
21	Quarterly Records, Reports and Plans	The Contractor shall complete and maintain accurate and up-to-date records, reports and plans in accordance with Part 3 of the Output Specification.	The number of reports and plans not completed or maintained.	Monthly	1	1	2	3 or more
22	Annual Service Report	The Contractor shall provide an Annual Service Report and a suite of annual performance and review reports in accordance with Part 3 of the Output Specification.	The % of the Annual Service Report provided by the due date each year.	Monthly	2	n/a	n/a	1 or more
OS/02	Annual Customer Satisfaction Survey	Contractor undertakes a Tenant Satisfaction Survey following the prescribed methodology, seeking to maximise the response rate, of at least 20% of all tenants every year. City Council is to be provided with the results of Tenants' Satisfaction Survey within 2 months of the completion of the Survey. The results are issued to all tenants in a newsletter within 3 months of completion of the Survey. (Not included in Payment Mechanism for performance deductions)	The number of replies classed as satisfactory as a % of all responses received.	Annual	5	> 92% and ≤ 97%	> 87% and ≤ 92%	≤ 87%

6.6 SPS6: Contract Reporting and Information

Service Area		Performance Standard	Definition	Period of Measure	Weighting Factor	Standard 1 (Minor Failure)	Standard 2 (Moderate Failure)	Standard 3 (Major Failure)
23	Tenant Liaison meetings	Contractor is required to hold planned Tenant Liaison meeting(s) in accordance with Part 3 (Liaison & Involvement section) of the Output Specification.	Failure by contractor to hold a planned meeting in the month. ('In the event that the meeting is cancelled by the City Council or other party not related to the contractor, the contractor will not be held responsible and no failure shall be deemed to occur')	Monthly	2	n/a	n/a	1 or more
24	Tenant newsletters issued	Contractor is to publish and provide residents with a newsletter every 3 months in accordance with Part 3 of the Output Specification.	Failure by contractor to issue a planned newsletter in the month. ('In the event that a newsletter is cancelled by the City Council or other party not related to the contractor, the contractor will not be held responsible and no failure shall be deemed to occur')	Monthly	2	n/a	n/a	1
25	Contractor response to e-mails and letters	Each method of contacting the Contractor is provided and delivered to the specified standards.	The % of letters and e-mails not responded to in accordance with the relevant timescale, as outlined in the Contractor's Proposals	Monthly	2	> 92% and ≤ 97%	> 87% and ≤ 92%	≤ 87%
26	Formal Complaints	Number and nature of complaints (and compliments) received and responded and by whom, in accordance with the Complaints Procedure agreed with the City Council. Formal complaints should be acknowledged within 3 working days (1 working day for e-mails) and responded to within 10 working days. (For the avoidance of doubt a formal complaint is a complaint made in accordance with the Contractors published complaints procedure agreed with the City Council, concerning a failure to deliver a contracted service or failure of a contracted service).	The number of formal complaints not responded to within the required timescale. (Timescales will be as outlined within the Contractor's Proposals. A response should be in writing by letter to the complainant. Date of response is the date of sending the letter)	Monthly	3	> 1 and ≤ 3	> 3 and ≤ 5	> 5
27		Details of any action taken or planned action to be taken by the Contractor as a result of a complaint (or compliment) and the timescales involved is to be recorded.	The person adjudicating and upholding a formal complaint against the Contractor.	Monthly	5	Formal complaint(s) upheld by the Contractor.	Formal complaint(s) not upheld by the Contractor, but upheld after investigation by the City Council.	Formal complaint(s) upheld by Ombudsman.

ANNEX 7: Certification Standards (Environmental Works and New build sites)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up an Environmental Works Package and/or Garage for Certification.

Item	Standard	Hand over documents for each Environmental Works Area or New Build Site
1.	The Environmental Works have been provided in accordance with the Output Specification and the Contractor's Proposals, and any relevant Planning approvals.	Contractor checklist document to confirm compliance provided at hand over.
2.	All external hard and soft landscaped areas, provided in accordance with the Output Specification and the Contractor's Proposals, and any relevant Planning approvals.	<p>Contractor checklist document and approved planning drawing to confirm compliance with hard landscaping proposals provided at hand over.</p> <p>Contractor checklist document, Planning Discharge Letter(s) and approved planning drawing to confirm compliance with soft landscaping proposals provided to the City Council within 6 months of hand over of each Environmental Works area or New Build site.</p>
3.	All elements of Environmental Works meet the requirements of Secured by Design (SBD) and the Disability Discrimination Act (DDA).	<p>Contractor checklist confirmation and approved drawing to confirm compliance with SBD and DDA requirement to be provided at hand over of each Environmental Works area or New Build site.</p> <p>Secured by Design Award to be provided to the City Council within 6 months of hand over of each Environmental Works area or New Build site.</p>
4.	All environmental works to meet City Council's adoptable standards (Highways and Parks and Countryside).	Contractor checklist document and copy of approved drawing(s) to confirm compliance provided at hand over.
5.	All required seasonal planting (and maintenance periods where adopted) completed.	Contractor checklist document and approved

		drawing to confirm compliance with proposals to the provided to the City Council within 6 months of the hand over of each Environmental Works area or New Build site.
6.	All drainage, highways and street lighting adopted in accordance with Final Certificate Section 38 Highways Act 1980.	Interim Certificate of Adoption of the Environmental Works area or New Build site to be provided at hand over. Final Certificate of Adoption following 12 months maintenance period to be provided to the City Council within 3 months of completion of maintenance period.
7.	Garages have been refurbished in line with the Contractors proposals.	Contractor checklist document to confirm compliance provided at hand over.
8.	Full Compliance with Full Availability Standards.	Contractor checklist document to confirm compliance provided at hand over.
9.	Each New Build development site should achieve a minimum score of 14 against the 20 criteria of Building for Life development design standard.	Contractor checklist document to confirm compliance and completed Building for Life completed Proforma to be provided at hand over.
10.	Compliance with Housing Corporation Scheme Development Standards on New build sites.	Contractor checklist document to confirm compliance with Scheme Development Standards (External Environment) to be provided at hand over.

Certification will cause the Environmental Works Areas and New Build sites to be recognised as part of the facility charge mechanism within the Payment Mechanism, Appendix 7.

ANNEX 8: Certification Standards (Conversions)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up a Converted Dwelling for Certification.

Item	Standard	Hand over documents for each Dwelling
1.	Compliance with Output Specifications, Contractor's Proposals and any relevant planning approval.	Contractor checklist document to confirm compliance provided at hand over.
2.	Compliance with the latest Building Regulations and associated legislative requirements.	Contractor checklist document to confirm compliance and Building Control Certificate with approved drawing(s) provided at hand over.
3.	Full Compliance with Full Availability Standards.	Contractor checklist confirmation at handover
4.	Each Dwelling comprises of: <ul style="list-style-type: none"> a. Bathroom b. Kitchen c. Lounge d. 1 or 2 bedrooms 	Contractor checklist document to confirm compliance provided at hand over.
5.	A minimum average score of 60 should be achieved for each locality of Dwelling archetypes assessed against the EcoHomes XB sustainability standard.	The EcoHomes XB pre-assessment to be provided to confirm compliance with the assessment score for the relevant locality at handover, for each Refurbishment Dwelling, indicating the specific archetype group that the Dwelling is contained within.
6.	Compliance with current Disability and Access Legislation, including the Disability Discrimination Act and Premises Regulations.	Contractor checklist document to confirm compliance provided at hand over.

7.	Property has been refurbished in line with Contractor's Proposals to meet "Secured by Design".	Contractor checklist document to confirm compliance for SBD Dwelling elements provided at hand over.
8.	Works undertaken do not reduce the acoustic performance of the Dwelling from that prior to refurbishment.	Contractor checklist document to confirm compliance provided at hand over.
9.	Provide Energy Performance Certificate (EPC) to confirm a minimum energy rating of 70 (Reduced Standard Assessment Procedure Rating).	EPC provided at hand over.
10.	<p>Compliance with required health and safety where communal works or site works are yet to be completed.</p> <ul style="list-style-type: none"> ▪ All Dwellings provided with safe access and egress ▪ Lift access (where provided) is fully operational and available to use. ▪ All key domestic services required for occupation of Dwellings including gas, electric, water, and drainage are in operation. ▪ All key safety systems required for occupation of Dwellings including fire and smoke alarms are in operation. 	Contractor checklist document to confirm compliance provided at hand over.

ANNEX 9: Certification Standards (Refurbishment)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up a Refurbished Dwelling for Certification.

Item	Standard	Hand over documents for each Dwelling
1.	Compliance with Output Specifications, Contractor's Proposals and any relevant planning approval.	Contractor checklist document to confirm compliance provided at hand over.
2.	Compliance with the latest Building Regulations and legislative requirements where applicable.	Contractor checklist document to confirm compliance and Building Control Certificate with approved drawing(s), where applicable, provided at hand over.
3.	Compliance with the Full Availability Standards, in Annex 10 (see note below).	Contractor checklist document to confirm compliance provided at hand over.
4.	No significant reduction in floor space from that prior to Refurbishment Works.	Contractor checklist document to confirm compliance provided at hand over.
5.	Number of windows/size of windows not reduced from that prior to Refurbishment Works.	Contractor checklist document to confirm compliance provided at hand over.
6.	Works undertaken do not reduce the acoustic performance of the Dwelling from that prior to refurbishment.	Contractor checklist document to confirm compliance provided at hand over.
7.	A minimum average score of 60 should be achieved for each locality of Dwelling archetypes assessed against the EcoHomes XB sustainability standard.	The EcoHomes XB pre-assessment to be provided to confirm compliance with the assessment score for the relevant locality at handover, for each Refurbishment Dwelling, indicating the specific archetype group that the Dwelling is contained within.

8.	Compliance with current Disability and Access Legislation, including the Disability Discrimination Act and Premises Regulations where applicable.	Contractor checklist document to confirm compliance provided at hand over.
9.	Property has been refurbished in line with Contractor's Proposals to meet "Secured by Design". (SBD) (See Secured by Design confirmation for Environmental Works Areas in Annex 7).	Contractor checklist document to confirm compliance for SBD Dwelling elements provided at hand over.
10.	Score greater than 45 Housing Quality Indicators.	<p>HQI pre-assessment provided at hand over.</p> <p>Final HQI assessment to be provided to the City Council within 2 months of completion of each Environmental Works Area.</p>
11.	Provide Energy Performance Certificate (EPC) to confirm a minimum energy rating of 70 (Reduced Standard Assessment Procedure Rating).	EPC provided at hand over.
12.	<p>Compliance with required health and safety where communal works or site works are yet to be completed.</p> <ul style="list-style-type: none"> ▪ All Dwellings provided with safe access and egress. ▪ Lift access (where provided) is fully operational and available to use. ▪ All key domestic services required for occupation of Dwellings including gas, electric, water, and drainage are in operation. ▪ All key safety systems required for occupation of Dwellings including fire and smoke alarms are in operation. 	Contractor checklist document to confirm compliance provided at hand over.

The provisions are proposed to allow individual Dwelling certification to be achieved, whilst works to the communal areas, common parts and public realm may not be fully completed in accordance with the above standards, but will await certification under Annex 7 (Certification of Environmental Works) and Annex 31 (Certification of the Communal Areas and Facilities).

The following elements of work can be incorporated into the Works programme for Communal Areas and Facilities and Environmental Works without compromising certification of individual dwelling refurbishment; the Availability Standard (Initial) should apply to those Works in the interim until completion, when the Full Availability Standard will apply:

Annex 9: Certification Standards (Refurbishment) continued

Environmental Works to individual Dwellings:

- New boundary fences and walls, including new gates.

Environmental Works to communal areas and public realm:

- Works to improve the environment to blocks of flats including hard and soft landscaping, fencing, car parking and amenity space.
- Works to the public realm outside the curtilage of Dwellings including hard and soft landscaping, car parking improvements and play space.
- External lighting to block of flats.
- Communal and public realm security initiatives including alley gating and CCTV installations.

Communal works to blocks of flats:

- Lifts.
- Block entrances and door entry systems.
- Communal lighting systems.
- Communal services including water, utilities, drainage and telecommunications (including communal ventilation).
- Flooring and decoration to communal lobbies and stairs.
- Communal fire alarm and smoke detection systems.
- External walls, cladding, insulation, wall finishes & flues.
- External "making good" following replacement of windows.

ANNEX 10: Availability Standards

This annex should be read in conjunction with all other sections of the Output Specification, but in particularly “Part 2 – Works” which contains the scope and operational requirements of each work/service element.

For ease of reference and clarity the Availability Standards have been split into four distinct Appendices, these being:

- Appendix 1: Dwellings;
- Appendix 2: Communal Areas, Rooms and Facilities to multi-occupancy blocks;
- Appendix 3: Environmental Works, Garages and Outbuildings; and
- Appendix 4: Leasehold Properties.
- Appendix 5: not used
- Appendix 6: not used.

The following tables depict the Availability Standards for each one of the appendices. The table breaks down the Asset area into the specific Availability Standard, each table is broken down under 8 headings as shown below:

- Asset** numbers and describes the general area/element;
- Availability Standard** numbers and details the specific standard to be delivered;
- Failure Event** sets out the required standard to which the area/element should be delivered;
- *Initial Standard** indicates the stage when Initial Standards apply (new build elements are not applicable);
- *Full Standard** indicates the stage when Full Standards apply;
- Rectification Category** indicates the timescale required to complete each element (see below for rectification categories);
- Temporary Rectification** indicates the time period the contractor is allowed where a permanent repair cannot be undertaken;
- Unavailable but Used** indicates if an area/element can be used whilst the area/element is not available.

* Where the letters FC are included in the Initial and Full Standard columns this refers to the Facilities Charge as described in the Payment Mechanism.

The contractor is required to comply with the following:

Rectification Category	Temporary Rectification Period	Permanent Rectification Period
1:	3 hours	3 working days
2:	N/A	15 working days
3:	N/A	30 working days

Refer to appendix 4, schedule 5 of the Payment Mechanism for full details of the rectification categories applicable to this project.

All occupied Dwellings and communal areas should be maintained to the Initial Availability standard outlined below, until the remaining occupier(s) have been rehoused.

Where the Availability Standard requires a category 1 temporary rectification period to inspect and make safe within 3 hours, any follow up repair work should be undertaken in accordance within the Priorities outlined in Annex 14 and 15 below, that is within the appropriate Rectification Category of repair work 1, 2 or 3. Failure to undertake those follow on works within the appropriate permanent rectification periods is a failure of the appropriate Availability Standard.

For the avoidance of doubt, where a failure to carry out works within the relevant Availability Standard rectification period has occurred (as per annex 10 of the Output Specification), the City Council may make Unavailability Deductions from the monthly Unitary Charge in accordance with the Payment Mechanism, Part 3 (Unavailability Deductions).

Annex 10: Appendix 1, Dwellings

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
1	General	1.1	Dwellings satisfy the requirements of the Decent Homes Standard, June 2006 to the extent set out below:	Dwelling fails to satisfy the Decent Homes Standard to the extent set out below:					
		1.2	Dwellings and communal areas to be free from significant risk (Category 1 risk) as identified by the Housing Health and Safety Rating System at all times.	Presence of Category 1 hazards.	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
		1.3	Dwellings and communal areas to be free from significant risk (Category 2 risk) as identified by the Housing Health and Safety Rating System at all times.	Presence of Category 2 hazards.	N	Y	3	N/A	Y
		1.4	Dwellings are free from disrepair.	Dwelling is in disrepair.	Y	Y	2	N/A	Y
		1.5	Dwellings do not constitute a statutory nuisance.	Dwelling is in such a state as to be prejudicial to health or is a common law nuisance or falls within the provisions of the Environmental Protection Act 1990.	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
2	Not Used	1.6							
3	Footpaths, Boundaries, Access and Parking	1.7	Each existing and all new boundary treatments (including retaining walls/barriers), provided under this Agreement, encompassing front, rear and sides (as applicable) of the Dwelling are complete and inclusive and provides a boundary which is: <ul style="list-style-type: none"> fully functional with no serious defects safe and free from trip hazard secure serviceable and operational 	Existing and new boundary treatments (including retaining walls/barriers) encompassing front, rear and sides (as applicable) to the Retained Dwellings are not complete and inclusive and do not provide a boundary which is: <ul style="list-style-type: none"> fully functional with no serious defects safe and free from trip hazard secure serviceable and operational 	Y (Existing) N (New)	Y	2	N/A	Y
		1.8	All Dwellings, as identified in Schedule 3, Contractor's Proposals at the Full Service Commencement Date, shall have a boundary treatment, as set out in contractors proposals.	Non – provision of a boundary treatment as set out in contractors proposals, to all Dwellings identified in Schedule 3,	N	Y	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used	
3	Footpaths, Boundaries, Access and Parking	1.9 a	All footpaths, walkways, steps, ramps or handrails serving the Dwellings and within the curtilage (i.e. unadopted) are: <ul style="list-style-type: none"> free from hazards, trips and potholes free from obstructions 	Footpaths, walkways, steps, ramps or handrails serving the Dwellings and within the curtilage (i.e. unadopted) are not: <ul style="list-style-type: none"> free from hazards, trips and potholes free from obstructions 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y	
		1.9 b	All footpaths, walkways, steps, ramps or handrails serving the Dwellings and within the curtilage (i.e. unadopted) are: <ul style="list-style-type: none"> of sufficient length and width to service the Dwellings they serve self draining 	Footpaths, walkways, steps, ramps or handrails serving the Dwellings and within the curtilage (i.e. unadopted) are not: <ul style="list-style-type: none"> of sufficient length and width to service the Dwellings they serve self draining 	N	Y	1	Identify defect and make safe/secure - 3 hours	Y	
		2.0 a	Parking provisions, in curtilage (where provided) and access is: <ul style="list-style-type: none"> free from hazards, trips and potholes free from obstructions 	Parking provisions, in curtilage (where provided) and communal and access is not: <ul style="list-style-type: none"> free from hazards, trips and potholes free from obstructions 	Y	Y	2	N/A	Y	
		2.0 b	Parking provisions, in curtilage (where provided) and access is: <ul style="list-style-type: none"> fully functional with no serious defects self draining serviceable 	Parking provisions, in curtilage (where provided) and communal and access is not: <ul style="list-style-type: none"> fully functional with no serious defects self draining serviceable 	N	Y	2	N/A	Y	
		2.1	Not Used							
		2.2	Access and parking areas with the capacity for 1 vehicle(s) for new build units are provided within the curtilage in accordance with Schedule 3.	Access and parking areas with the capacity for 1 vehicle(s) for new build units are not provided within the curtilage in accordance with Schedule 3.	N	Y	2	N/A	Y	
4	Roof	2.3	All components of the roof construction to the Dwelling (house, flat, maisonette, and, garage where applicable) and canopies including roof coverings, fascias, soffits, bargeboards, flashings, chimney stacks etc. are properly secured, fitted and serviceable to provide a roof which is: <ul style="list-style-type: none"> fully functional with no serious defects structurally sound secure wind and weather tight free from water penetration 	Roof/canopy is not: <ul style="list-style-type: none"> fully functional with no serious defects structurally sound secure wind and weather tight free from water penetration 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y	

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
4	Roof	2.4	Fire stopping and compartmentation is provided between adjoining properties within the roof void/ducting/floor to all existing properties to a standard commensurate with current Building Regulations.	Failure to provide fire stopping between adjoining properties within the roof/ducting/floor void.	N	Y	3	N/A	Y
5	Rainwater Goods	2.5	All systems for the collection and disposal of rainwater are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational secure free of rainwater leakage 	Systems for the collection and disposal of rainwater are not: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational secure free of rainwater leakage 	Y	Y	2	N/A	Y
6	External Walls Cladding/insulation External Wall Finishes Flues	2.6	All components of the Dwelling's external walls, cladding/insulation, external wall finishes and flues are properly secured, fitted and are: <ul style="list-style-type: none"> fully functional with no serious defects secure free from water penetration free from rising and penetrating damp wind and weather tight free from excessive wear or erosion 	External walls, cladding/insulation, external wall finishes and flues are not: <ul style="list-style-type: none"> fully functional with no serious defects secure free from water penetration free from rising and penetrating damp wind and weather tight free from excessive erosion 	Y	Y	2	N/A	Y
7	Structural Defects	2.7	Structural Patent Defects to the Dwellings are repaired and rectified in accordance with the Contractor's Design Solution ensuring that the dwelling: <ul style="list-style-type: none"> is stable and free from persistent movement and serious cracking has structural timbers free from significant rot or infestation 	Structural Patent Defects are not repaired or rectified in accordance with the Contractor's Design Solution leading to the dwelling having: <ul style="list-style-type: none"> visible evidence of persistent movement or serious cracking monitored visible evidence of rotten or infested structural timbers 	N	Y	3	N/A	Y
8	Windows	2.8	All windows: <ul style="list-style-type: none"> fully functional with no serious defects and in good decorative order serviceable and operational keep the window opening secure wind and weather tight 	Windows are not: <ul style="list-style-type: none"> fully functional with no serious defects and in good decorative order serviceable and operational keep the window opening secure wind and weather tight 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
8	Windows	2.9	<p>All windows, including associated frames, ironmongery and glazing:</p> <ul style="list-style-type: none"> have BSI kitemark accreditation to BS7412:2002 and BS7950 are fitted with sealed unit double glazing to BS EN 1279 comply with current Building Regulations Part A, B, E, F, L, M, N are less than 20 years old 	<p>Windows, including associated frames, ironmongery and glazing:</p> <ul style="list-style-type: none"> do not have BSI kitemark accreditation to BS7412:2002 and BS7950 are not fitted with sealed unit double glazing to BS EN 1279 do not comply with current Building Regulations Part A, B, E, F, L, M, N are more than 20 years old 	N	Y	3	N/A	Y
9	All External Doors	3.0	<p>All external doors (including fire doors) together with frames and related fixtures and fittings are:</p> <ul style="list-style-type: none"> fully functional with no serious defects and where appropriate decorated serviceable and operational safe and secure wind and weathertight 	<p>External doors (including fire doors) together with frames and related fixtures and fittings are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects and where appropriate decorated serviceable and operational safe and secure wind and weather tight 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
		3.1	<p>All external door sets, fixtures and fittings:</p> <ul style="list-style-type: none"> are a Licensed Accredited "Secured By Design" product, to LPS1175 SR 1i comply with current Building regulations are less than 20 years old have the means of enabling the visual identification of callers from the interior of the Dwelling 	<p>External door sets, fixtures and fittings:</p> <ul style="list-style-type: none"> are not a Licensed Accredited "Secured By Design" product, to LPS1175 SR 1i comply with current Building Regulations are more than 20 years old do not have the means of enabling the visual identification of callers from the interior of the Dwelling 	N	Y	3	N/A	Y
		3.2	<p>Main entrance doors or the adjacent structures to each individual Dwelling:</p> <ul style="list-style-type: none"> clearly identify the property number provide the means of allowing letters to be delivered into the Dwelling 	<p>Main entrance door to Dwelling does not:</p> <ul style="list-style-type: none"> clearly identify the property number provide the means of allowing letters to be delivered into the Dwelling 	N	Y	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
9	External Doors (Sheltered Accommodation)	3.3	Handles, locking devices and thresholds to doors are suitable for the needs of users of this type of accommodation.	Failure to provide and maintain handles and locking devices which are suitable for the needs of users of this type of accommodation.	N	Y	3	N/A	Y
10	Door Entry System	3.4	Door entry and security systems, including the voice and video communications facilities within individual Dwellings and within other relevant locations are <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational to each dwelling safe 	Door entry and security systems, including the voice and video communications facilities within individual Dwellings and within other relevant locations are not: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational to each dwelling safe 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
11	Internal Walls Floors Internal Doors Internal Stairs Fixtures, Fittings and Finishes	3.5	All internal walls, partitions, ceilings, floors, internal stairs and landlord's fixtures and fittings are: <ul style="list-style-type: none"> fully functional with no serious defects secure structurally sound free from trip or trapping hazards serviceable provide a sound base to receive decoration the required level of fire resistance relative to the nature of the configuration of the building 	All internal walls, partitions, ceilings, floors, internal stairs and landlord's fixtures and fittings are not: <ul style="list-style-type: none"> fully functional with no serious defects secure structurally sound free from trip or trapping hazards serviceable provide a sound base to receive decoration the required level of fire resistance relative to the nature of the configuration of the building 	Y	Y	2	N/A	Y
		3.6	All internal door frames and sets, furniture, fixtures and fittings are: <ul style="list-style-type: none"> fit for purpose and functional complete serviceable the required level of fire resistance relative to the nature of the configuration of the building 	Internal door frames and sets, furniture, fixtures and fittings are not: <ul style="list-style-type: none"> fit for purpose and functional complete serviceable the required level of fire resistance relative to the nature of the configuration of the building 	Y	Y	2	N/A	Y
		3.7	All glazing to screens and doors is safety glazing which complies with legislation and Building Regulations in respect of impact and fire resistance.	<ul style="list-style-type: none"> Presence of non safety glazing to screens and doors Glazing does not comply with legislation and Building Regulations in respect of impact and fire resistance. 	N	Y	2	N/A	Y

Asset	Availability Standard	Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
12 Kitchen Facilities	3.8 Kitchen facilities include as a minimum: <ul style="list-style-type: none"> facilities for the storage, preparation and cooking of food, including a gas (where gas is available) or electric service for a cooker a sink and draining board with a supply of hot and cold water 	Failure to provide facilities for the: <ul style="list-style-type: none"> storage, preparation and cooking of food, including a gas (where gas is available) or electric service for a cooker sink and draining board with a supply of hot and cold water 	Y	Y	2	N/A	Y
	3.9 Kitchen facilities are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe sinks, cupboards and worktops are capable of being cleaned 	Kitchen facilities are not <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe sinks cupboards and worktops are not capable of being cleaned 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
	4.0 Kitchen facilities are less than 20 years old	Kitchen facilities are more than 20 years of age	N	Y	3	N/A	Y
	4.1 Kitchens provide the minimum standard facilities: <ul style="list-style-type: none"> Total work surface length: minimum of 1900 mm for one bedroom dwellings and minimum of 2100mm for two or more bedroom dwellings Minimum 40mm thick worktop Sufficient space and service connections for standard household cooker, tall fridge/freezer, washing machine and vented drier/dishwasher where they already exist prior to refurbishment. Dedicated service connections for both gas and electric cookers, where gas is available to the Property with dedicated engraved socket/spur outlets for appliances. Any necessary ventilation requirement for the necessary operation of the appliances. Adequate sized sink bowl and draining board Space for double sink if required for cultural reasons. Volume of enclosed unit storage space for food and equipment of: <ul style="list-style-type: none"> 1.7m³ for one bedroom dwellings 2.3m³ or two or more bedroom dwellings. Fully decorated. 	Kitchen does not provide the minimum standard facilities.	N	Y	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
13	Kitchens	4.2	Walls above worktops and sinks and around cookers are provided with splash back protection.	Walls above worktops and sinks and around cookers are lacking suitable protection to a minimum of 450mm against splashes.	N	Y	3	N/A	Y
		4.3	Provision of a serviceable and operable means of mechanical extraction of moisture from kitchens which provides air changes in accordance with the Building Regulations subject to the full use of open flued combustive appliances within the dwelling.	Absence from kitchen of extractor fan or other means of rapid moisture dispersal which provides air changes in accordance with the Building Regulations when subject to the full use of open flued combustive appliances within the dwelling.	N	Y	3	N/A	Y
		4.4	Floors to kitchens have a suitable slip and water resistant floor covering to protect the underlying floor structure and finish.	A suitable slip and water resistant floor covering is not provided to kitchen.	N	Y	2	N/A	Y
13	Kitchens (Sheltered Accommodation)	4.5	Lever handle taps are provided to hot and cold water outlets at the kitchen sink.	Failure to provide lever handle taps to hot and cold water outlets at the kitchen sink.	N	Y	1	N/A	Y
		4.6	Kitchen units and drawers to have handles, knobs and fittings which are positioned at heights suitable for the needs of users in this type of accommodation.	Failure to provide appropriate handles, knobs and fittings to kitchen units and drawers which are not positioned at heights suitable for the needs of the users in this type of accommodation.	N	Y	1	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
14	Sanitary Facilities	4.7	Sanitary facilities include as a minimum: <ul style="list-style-type: none"> • bath • wash hand basin • WC: either within the bathroom or within a separate toilet compartment or both where existing • shower provision <p>All with the required fixtures and fittings and with a supply of hot and cold water.</p> <p>Bathroom and any separate W/C are fully decorated.</p>	Failure to provide minimum sanitary facilities: <ul style="list-style-type: none"> • bath • wash hand basin • WC: either within the bathroom or within a separate toilet compartment or where existing • shower provision <p>All with the required fixtures and fittings and supply of hot and cold water.</p> <p>Bathroom and any separate W/C are fully decorated.</p>	Y (bath and or shower)	Y	2	N/A	Y
		4.8	All sanitary facilities, fixtures and fittings are: <ul style="list-style-type: none"> • fully functional with no serious defects • serviceable and operational • safe • securely fixed • capable of being cleansed • free from leaks 	Sanitary facilities, fixtures and fittings are not: <ul style="list-style-type: none"> • fully functional with no serious defects • serviceable and operational • safe • securely fixed • capable of being cleansed • free from leaks 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
		4.9	Where there is a second WC in the Dwelling, a hand rinse basin is provided within the WC compartment.	Lack of hand rinse basin in separate WC compartment.	N	Y	3	N/A	Y
		5.0	All sanitary facilities, fixtures and fittings are less than 20 years old.	Sanitary facilities, fixtures and fittings are more than 20 years of age.	N	Y	3	N/A	Y
		5.1	A modern mechanical/electric shower is provided to all Dwellings which is: <ul style="list-style-type: none"> • capable of delivering 8 litres per minute of water at 43 °C • thermostatically controlled and fully controllable • less than 10 years old 	Non - provision of a modern mechanical / electric shower to all Dwellings which is: <ul style="list-style-type: none"> • capable of delivering 8 litres per minute of water at 43 °C • thermostatically controlled and fully controllable • less than 10 years of age 	N	Y	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
14	Sanitary Facilities	5.2	Showers are safe, operable and in a serviceable condition.	Shower is not safe, operable or in a serviceable condition.	Y where existing	Y	1	Identify defect and make safe/secure - 3 hours	Y
		5.3	Walls adjacent to baths, showers and basins have suitable protection against water penetration and saturation. Provision to showers of screening facilities which are suitable for purpose.	Walls adjacent to baths, showers and basins are lacking suitable protection against water penetration and saturation. Lack of suitable screening facilities to shower which are suitable for purpose	Y where existing	Y	2	N/A	Y
		5.4	Floors to bathrooms and WC compartments have suitable slip and water resistant floor covering able to protect the floor structure and finish from splashing.	Missing non – slip and water resistant or provision of unsuitable floor coverings to bathroom and WC compartments.	N	Y	2	N/A	Y
		5.5	Provision of a serviceable and humidistatically controlled means of mechanical extraction of moisture from bathrooms and WC compartments which provide air changes in accordance with the Building Regulations subject to the full use of combustive appliances.	Absence from bathroom and WC compartments of humidistatically controlled extractor fan or other means of rapid moisture dispersal which provides air changes in accordance with the Building Regulations subject to the full use of combustive appliances.	N	Y	3	N/A	Y
	Sanitary Facilities (Sheltered Accommodation)	5.6	Lever handle taps are provided to hot and cold water outlets in the bath, wash hand basin and showers.	Failure to provide lever handle taps to bath, wash hand basin and showers.	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
		5.7	Grab handles are integral to baths.	Failure to provide bath with grab handles.	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
		5.8	Grab rails are affixed to walls at side of bath, WC and shower.	Grab rails are not affixed to walls at side of bath, WC and shower.	N	Y	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
15	Electrical Installations	5.9	<p>Electrical services, installations, fixtures and fittings are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe in design and operation free from broken fittings 	<p>Electrical services, installations and fittings are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe in design and operation free from broken fittings 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
		6.0	<p>Electrical services, installations, fixtures and fittings are to current British Standards, compliant with current IEE wiring regulations and are less than 20 years of age.</p> <p>Properties will have a full electrical check on the installation as per current IEE wiring regulations and, will require provision of a test certificate and fixing of a re-test notice to the origin of the installation.</p>	<p>Electrical services, installations, fixtures and fittings are not to current British Standards and are 20 years or more of age and, do not have a full electrical check on the installation, provide a test certificate or a re-test notice to the origin of the installation.</p>	N	Y	3	N/A	Y
		6.1	<p>The minimum number of double sockets are provided in each room:</p> <p>Hallway 1 Landing 1 Lounge 4 and dedicated fused spur for the connection of a fire (refer to comment/notes section re: fused spur).</p> <p>Dining Room 2 Kitchen 4 and dedicated/engraved single outlets for standing appliances</p> <p>Double Bedroom 4 Single Bedroom 3</p>	<p>Failure to provide the minimum number of socket outlets in each room.</p>	N	Y	3	N/A	Y
		6.2	<p>All rooms have sufficient light points to allow the tenant to safely and comfortably carry out the activities of daily life.</p>	<p>Failure to provide a main light point within the centre of the ceiling of each room within the dwelling.</p>	N	Y	3	N/A	Y
		6.3	<p>Socket outlets and switches are positioned in a way that persons with limited reach can use them safely and easily; tenant(s) to be consulted on locations.</p> <p>Socket/switch height to be:</p> <ul style="list-style-type: none"> Sockets - 450mm from floor level to bottom of socket. Where sockets are installed over worktops then they are required to run in line with the switches (1200mm from floor level). Switches – 1200mm from floor level to top of switch. 	<p>Socket outlets and switches are not positioned or located safely and are not easily accessible; locations have not been agreed with the tenant.</p>	N	Y	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
15	Sockets and Switches (Sheltered Accommodation)	6.4	<p>Socket/switch height to be:</p> <ul style="list-style-type: none"> Sockets – 500mm from floor level to bottom of socket. Switches – 1000mm from floor level to top of switch. Or as specified for the use of individual occupants <p>With rocker switches of suitable design for the needs of users of this type of accommodation.</p>	<p>Failure to locate wall socket outlets:</p> <ul style="list-style-type: none"> Sockets – 500mm from floor level to bottom of socket. Switches – 1000mm from floor level to top of switch. Or as specified for the use of individual occupants <p>Failure to provide rocker switches of suitable design for the needs of users of this type of accommodation.</p>	N	Y	2	N/A	Y
16	TV and Telephone	6.5	<p>Provision of a modern television reception and telephone service capable of receiving a service connection. Sockets are provided to each Dwelling and are:</p> <ul style="list-style-type: none"> functional serviceable and operational safe enable internet service suitable for cable, broadband and wireless connections <p>For avoidance of doubt: the Contractor is not responsible for failure of the service caused by the utility provider or for failure of a tenant or utility provided equipment.</p>	<p>Non – provision of or failure of a modern television and telephone service capable of receiving a service connection, and sockets are not:</p> <ul style="list-style-type: none"> functional serviceable and operational safe enable internet service suitable for cable, broadband and wireless connections <p>For avoidance of doubt: the Contractor is not responsible for failure of the service caused by the utility provider or for failure of a tenant or utility provided equipment.</p>	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
	Not Used	6.6							
17	Safety and Security	6.7	<p>Hard wired, interconnected smoke detection devices and systems are fitted and operational in each Dwelling.</p> <p>Smoke detector devices and systems comply with relevant British Standard (as updated from time to time).</p>	<p>None provision or non – operation of hard wired, interconnected smoke detector.</p> <p>Non – compliance of systems with relevant standards.</p>	N	Y	2	N/A	Y
		6.8	<p>Presence of security lighting to each external entrance, controllable by the tenant from within their Dwelling.</p>	<p>Absence or non – operation of security lighting to each external entrance, controllable by the Tenant from within their Dwelling.</p>	N	Y	2	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
18	Domestic Space and Water Heating	6.9	Domestic space and water heating services, installations, fixtures and fittings are provided which are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe in design and operation controllable free from leaks 	Failure to provide domestic space and water heating services, installations and fixtures and fittings which are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe in design and operation controllable free from leaks 	Y (as existing)	Y	1	Identify defect and make safe/secure - 3 hours	Y
		7.0	Space heating and water heating are: <ul style="list-style-type: none"> capable of independent operation available 24 hours per day controllable both on a whole Dwelling and room by room basis programmable: in respect of temperature and time 	Space and water heating are not <ul style="list-style-type: none"> capable of independent operation available 24 hours controllable both on a whole Dwelling and room by room basis programmable: in respect of temperature and time 	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
		7.1	Space heating and water heating services, installations, fixtures and fittings are less than 20 years old.	Space heating / water heating services, installations, fixtures and fittings are 20 years or more of age.	N	Y	3	N/A	Y
		7.2	Central Heating boilers and associated controls are less than 15 years old (refer to exception for commercial boilers).	Central Heating boilers and associated controls are 15 years or more of age.	N	Y	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
18	Domestic Space and Water Heating	7.3	<p>Where the external air temperature is -1°C or above, the heating system will be capable of reaching the required room temperature within 45 minutes (gas) and 90 minutes (electric) of being cold without the use of any secondary source of heat</p> <p>The required room temperatures are:</p> <ul style="list-style-type: none"> • Halls/Landings 18 °C • Kitchens 18 °C • Bedrooms 18 °C • Dining Rooms 22 °C • Lounge 22 °C • Corridors and circulation areas 18 °C • W/Cs, bathrooms 22 °C 	Failure to heat rooms to the minimum temperatures within the specified timescales.	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
		7.4	<p>Every Dwelling is provided with domestic hot water at all appropriate outlets as follows:</p> <ul style="list-style-type: none"> • Where provided from a storage system, the delivery of 135 litres at a temperature of 60 °C. • The water heating system shall provide a maximum recovery from ambient external temperature to 60 °C in 45 minutes (gas) and 90 minutes (electric) (all as verified by manufacturer's specification). 	Failure to meet domestic hot water capacities at the temperature required and within the time allowed.	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
19	Focal Point Fires	7.5	<p>A modern focal point fire with appropriate flue where required is provided which is less than 15 years of age.</p> <p>(See notes at end of section)</p>	<p>Failure to provide a modern focal point fire, with appropriate flue where required.</p> <p>Fire is more than 15 years of age.</p> <p>(See notes at end of section)</p>	N	Y	1	Identify defect and make safe/secure - 3 hours	Y
20	Controls (Sheltered Accommodation)	7.6	Controls are fitted which are suitable for the needs of users of this type of accommodation.	Controls are not suitable for the needs of users of this type of accommodation.	N	Y	2	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
21	Incoming Services	7.7	All Properties have well maintained and safe access to utilities' connections i.e. <ul style="list-style-type: none"> water sewerage electric gas where provided 	Failure to ensure safe provision of any listed utility supplies to standards required by relevant legislation.	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
		7.8	Provision of a gas supply to all Dwellings where an appropriate gas supply is available within 4 metres outside of the property curtilage. For avoidance of doubt: exceptions to the standard shall apply where gas supply is provided in multi-occupancy.	Failure to provide a gas supply to Dwelling where an appropriate gas supply is available within 4 metres outside of the property curtilage.	N	Y	3	N/A	Y
22	Water and Drainage	7.9	All Dwellings have a domestic water distribution system which is: <ul style="list-style-type: none"> safe in design and operation fully functional with no serious defects serviceable and operational free from leaks 	Dwelling does not have a domestic water distribution system which is: <ul style="list-style-type: none"> safe in design and operation fully functional with no serious defects serviceable and operational free from leaks 	Y	Y	1	Identify defect and make safe/secure - 3 hours	N
		8.0	Every Dwelling is provided with a continuous supply of wholesome potable drinking water to all cold water outlets in the Dwelling	Loss of continuous supply of drinking water to all cold water outlets in the Dwelling	Y	Y	1	Identify defect and make safe/secure - 3 hours	N
		8.1	All Retained Properties have an effective drainage/sewer system which is: <ul style="list-style-type: none"> fully functional with no serious defects safe serviceable and operational free from leaks and blockages 	Drainage/sewer system is not: <ul style="list-style-type: none"> fully functional with no serious defects safe serviceable and operational free from leaks and blockages 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
23	Gas Services	8.2	<p>Landlord's and tenants approved gas services, installations, equipment, fixtures, fittings flues and appliances are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe free from leaks <p>as prescribed by current legislation.</p>	<p>Landlord's and tenant approved gas services, installations, equipment, fixtures, fittings flues and appliances are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe free from leaks <p>as prescribed by current legislation.</p>	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
24	Energy Performance	8.3	All Dwellings shall be maintained at the energy SAP rating level set (as evidenced by SAP report or Energy Performance Certificate) at Certification of Full Availability.	A Dwelling fails to be maintained at the energy SAP rating level set (as evidenced by SAP report or Energy Performance Certificate) at Certification of Full Availability.	N	Y	3	N/A	Y
		8.4	All Dwellings provided with photo voltaic panel installations. Installations shall meet the Microgeneration Certification Scheme requirements including installation (once issued), product and installer certification.	A Dwelling provided with photo voltaic panel installations. The installation fails to be maintained to the Microgeneration Certification Scheme requirements.	N	Y	3	N/A	Y

Comments/Notes (specific to Annex 10, Appendix 1)

<u>Ref</u>	<u>Comment/Note</u>
General	<p>Multi-occupancy: refers to any high, medium or low rise block of flats that provide one or more of the following:</p> <ul style="list-style-type: none"> • more than one Dwelling • a shared main entrance door to the block • provides communal facilities such as a lift, landing(s) or staircase which are used by residents of more than one Dwelling
General	<p>Materials and colours: Where part refurbishment works are undertaken (for example, to kitchen units, bathroom fittings), the Contractor shall, where required, replace materials with a like for like match. Where this is not possible, a suitable alternative arrangement that shall enable the continued use of the element shall be used.</p>
Energy	<p>Energy Efficiency Strategy - The Contractor is required to develop and maintain an Energy Efficiency Strategy as a part of its Design and Construction Plan for each Dwelling archetype. This should satisfactorily demonstrate that:</p> <ul style="list-style-type: none"> • the average SAP rating for all the Refurbished Dwellings in the Project equals or exceeds SAP 78 using NHER accreditation trained staff and software. • SAP rating of each individual Dwelling meets or exceeds the minimum SAP 70 using NHER accredited trained staff and software. <p>The Energy Efficiency Strategy should include the following:</p> <ul style="list-style-type: none"> • the Contractor's Proposals for achieving the required SAP levels and details of how it intends to maintain these levels for the term of the Contract. • the Contractor's Proposals for ensuring that tenants utilise the appliances and equipment it has provided in the most efficient and effective manner. <p><u>Energy Performance Certificates (EPC) are required at the handover of every refurbishment conversion and new build Dwelling and for all new lettings. Where the EPC is delayed to await confirmation of the impact of occupation (3 months occupation for new build Dwellings) then a Standard Assessment Procedure (SAP) Report giving the energy efficiency calculation is required for the Dwelling at hand over to confirm the specific Dwelling SAP rating.</u></p> <p><u>Photo Voltaic Installations (PV) – final completion handover documentation shall include DNO Notification, MCS Certification, Invertor user manual, system user manual, panel warranty, invertor warranty, information sheet and schematics; these shall be required at handover of every new build Dwelling.</u></p>
1 – 1.4	<p>Disrepair: in this context</p> <p>A. 'disrepair' means the condition of the Dwelling or Property is such that:</p> <ol style="list-style-type: none"> 1. there is an obligation on the landlord to repair the Dwelling under the implied or express repairing obligations in the Tenancy Agreement including section 11 Landlord and Tenant Act 1985, or 2. there is a relevant defect in the state of the Dwelling or Property for the purposes of section 4 of the Defective Premises Act 1974, and; <p>B. 'statutory nuisance' shall bear the meaning in Part III of the Environmental Protection Act 1990.</p>
3 – 1.9	<p>Footpaths, Steps, Ramps and Handrails: The requirements and the Availability Standard in respect of footpaths, steps, ramps or handrails applies equally to those footpaths, steps, ramps or handrails which are within the curtilage of individual Dwellings and to those footpaths, walkways, steps, ramps or handrails which are within the curtilage of the Multi – Occupancy Blocks of Dwellings.</p>
3 – 2.2	<p>Footpaths, Steps, Ramps and Handrails: The term "within the curtilage" means any area within the red line boundary plan as identified within schedule 3 Contractors Proposals.</p>
9 – 3.0	<p>External doors: In the case of Multi – Occupancy Blocks of Dwellings and for the purpose of this Availability Standard, the term "external doors" includes:</p> <ul style="list-style-type: none"> • any and all doors to individual Dwellings which are accessed from communal areas, irrespective of whether these communal areas be internal communal areas or external communal areas • the doors leading from the external environment into the communal areas • the doors leading to private/shared balconies <p>All doors to high rise multi-occupancy flats to be fitted with internal letter-plate guards.</p>

<u>Ref</u>	<u>Comment/Note</u>
12 – 4.1	<p>Kitchen: Minimum Standard Facilities - exceptions to the requirement that kitchens provide the minimum standard facilities are:</p> <ol style="list-style-type: none"> 1. where agreed to the contrary with the City Council in accordance with the Tenant Improvements and Tenant Waiver Protocols 2. where the Contractor demonstrates that: <ol style="list-style-type: none"> a) despite any re-modelling of the area, the minimum standard facilities cannot be provided on account of the existing layout and structure and; b) the facilities provided have been designed such that the existing layout has been maximised. 3. external ventilation provision for a tenants vented/tumble drier shall not be provided to multi-occupancy blocks (this includes all high, medium and low rise Flats, although electrical provision shall be provided. <p>Kitchen Layout - Where the existing layout of a Dwelling's kitchen area prohibits the provision of the minimum standards kitchen facilities with services adequate for the operation of such, the Contractor shall remove any internal walls and / or partitions which are within or are adjacent to the existing kitchen area in order to enable the provision of the said minimum kitchen facilities.</p> <p>Where, despite the re-modelling of the kitchen area as set out above, the existing layout of a Dwelling's kitchen area still prohibits the provision of the minimum kitchen facilities with services adequate for the operation of such, the Contractor shall propose suitable arrangements that fit with the most advantageous layout. <u>It is recognised that for a number of existing Dwellings (Refurbishment and Conversion Dwellings) the existing fabric presents physical constraints preventing compliance with minimum standard kitchen facilities. In such circumstances (and where above mentioned options fail to achieve the required standard), the minimum standard of facilities detailed in the Housing Quality Indicators shall be accepted.</u></p> <p>The proposed arrangements shall be set out within the Contractor's Design and Construction Plan, in accordance with the requirements in Annex 27 of this Output Specification and, following agreement with the City Council, such arrangements shall become the Availability Standard for that property type.</p>
14 – 4.7	<p>Sanitary Facilities: Exception to the requirement that bathrooms provide the minimum standard facilities are:</p> <ol style="list-style-type: none"> 1. <u>where the tenant does not have a bath due to shower provision (Initial Availability); and</u> 2. <u>where the tenant has an approved Tenant Waiver.</u>
14 – 5.1	
15 – 6.1	Electrical outlet provision: A dedicated suitably sited fused spur shall be provided to new build Dwellings and Dwellings that have no fire prior to refurbishment.
17 – 6.8	Presence of security lighting to each external entrance: will not apply to those Dwellings individual within multi – occupancy blocks of Dwellings as illumination will be provided communally.
18 – 7.2	Central Heating boilers and associated controls - The Contractor is required to renew boilers and associated controls to commercial boilers in line with current City Council requirements.
19 – 7.5	Presence of a Focal Point Fire: will not be required to New Build Dwellings and where Refurbished Dwellings do not have a focal point fire prior to the Refurbishment Works.

Annex 10: Appendix 2. Communal Areas, Rooms and Facilities to multi-occupancy blocks of Dwellings

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
1	General	1.1	Communal areas to be free from significant risk (Category 1 risk) as identified by the Housing Health and Safety Rating System at all times.	Presence of Category 1 hazards.	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		1.2	Communal areas to be free from significant risk (Category 2 risk) as identified by the Housing Health and Safety Rating System at all times.	Presence of Category 2 hazards.	N	FC	3	N/A	Y
		1.3	Communal areas do not constitute a statutory nuisance.	Communal Block is in such a state as to be prejudicial to health or is a common law nuisance or falls within the provisions of the Environmental Protection Act 1990.	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		1.4	Communal areas and facilities are refurbished and brought up to and achieve the Certification Standard whilst undertaking refurbishment/conversion work to the Dwellings associated with that area/facility.	Failure to complete works to communal area/facility to the Certification Standard and in line with contractors proposals and within 6 months of the agreed programme for the area.	N	FC	3	N/A	Y
		1.5	Communal areas are free from serious disrepair.	Communal areas are in serious disrepair.	FC	FC	2	N/A	Y
2	Access	1.6	<p>In respect of the Dwelling Blocks:</p> <ul style="list-style-type: none"> the external approach to the Property satisfies Part M Building Regulation Standards; the main entrance door to the Property has an accessible threshold to Part M Building Regulation Standards; the main entrance door is of the correct width to allow wheelchair users to move into and out of the Property to Part M Building Regulation Standards. 	<p>In respect of the Dwelling Block:</p> <ul style="list-style-type: none"> the external approach to the Property does not satisfy Part M Building Regulation Standards the main entrance door to the Property does not have an accessible threshold to Part M Building Regulation Standards the main entrance door is not of the correct width to allow wheelchair users to move into and out of the Property to Part M Building Regulation Standards. 	N	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
2	Access	1.7	<p>All footpaths, walkways, steps, ramps or handrails serving the block and access to the ground floor corridors are:</p> <ul style="list-style-type: none"> of sufficient length and width to service the block they serve self draining free from hazards, trips and potholes free from obstructions fully functional serviceable and operational safe and free from hazards 	<p>Footpaths, walkways, steps, ramps or handrails serving the block and access to the ground floor are not:</p> <ul style="list-style-type: none"> of sufficient length and width to service the block they serve self draining free from hazards, trips and potholes free from obstructions fully functional serviceable and operational safe and free from hazards 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		1.8	<p>All corridors, circulation areas, landings and stairs, including handrails on floors above ground floor level are:</p> <ul style="list-style-type: none"> fully functional serviceable and operational safe and free from trip and trapping hazards accessible from each floor 	<p>All corridors, circulation areas, landings and stairs, including handrails on floors above ground floor level are not:</p> <ul style="list-style-type: none"> fully functional serviceable and operational safe and free from trip and trapping hazards accessible from each floor 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
3	Car Park	1.9	<p>Parking provision for the block and access is:</p> <ul style="list-style-type: none"> fully functional with no serious defects self draining free from hazards, trips and potholes free from obstructions serviceable 	<p>Parking provisions and access is not:</p> <ul style="list-style-type: none"> fully functional with no serious defects self draining free from hazards, trips and potholes free from obstructions serviceable 	FC	FC	2	N/A	Y
4	Boundary Treatments	2.0	<p>Each existing and all new boundary treatments (including retaining walls/barriers), provided under this Agreement, encompassing (as applicable) front, rear and sides of the blocks are complete and inclusive and provides a boundary which is:</p> <ul style="list-style-type: none"> fully functional with no serious defects safe secure serviceable and operational 	<p>Existing and new boundary treatments (including retaining walls/barriers) encompassing (as applicable) front, rear and sides to the blocks are not complete and inclusive and do not provide a boundary which is:</p> <ul style="list-style-type: none"> fully functional with no serious defects safe secure serviceable and operational 	FC (Existing)	FC	2	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
4	Boundary Treatments	2.1	Complete site boundary treatment is provided to the Sheltered Accommodation. Access via appropriate lockable gates within the boundary treatment is provided for grass cutting machinery.	Failure to provide complete site boundary treatment inclusive of gates to enable entry onto the site by grass cutting machinery to the Sheltered Accommodation.	N	FC	2	N/A	Y
5	Cycle Racks	2.2	Suitable cycle racks are provided which are: <ul style="list-style-type: none"> safe and secure accessible by service users with appropriate signage 	Cycle racks are provided which are not: <ul style="list-style-type: none"> safe and secure accessible by service users with appropriate signage 	N	FC	3	N/A	Y
6	Mobility Vehicle Store (Sheltered Accommodation)	2.3	A suitable mobility vehicle store is provided which is: <ul style="list-style-type: none"> capable of storing sufficient mobility vehicles for the service users situated on the ground floor safe and secure accessible by service users has provision to recharge the vehicles with appropriate signage 	A suitable mobility vehicle store is provided which is not: <ul style="list-style-type: none"> capable of storing sufficient mobility vehicles for the service users situated on the ground floor safe and secure accessible by service users has provision to recharge the vehicles with appropriate signage 	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
7	Waste Management Refuse and Recycling Facilities	2.4	A secure storage container/area to service the Multi – Occupancy Blocks of Dwellings is provided for the storage of bulky items.	Failure to provide a secure storage container/area to service the Multi – Occupancy Blocks of Dwellings for the storage of bulky items.	N	FC	2	N/A	Y
		2.5	Domestic waste and refuse disposal provisions within the high – rise multi – occupancy blocks of dwelling Blocks are: <ul style="list-style-type: none"> functional serviceable and operational safe Accessible from each floor level 	Domestic waste and refuse disposal provisions within the high – rise multi – occupancy blocks of dwellings are not: <ul style="list-style-type: none"> functional serviceable and operational safe Accessible from each floor level 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
7	Waste Management Refuse and Recycling Facilities	2.6	<p>A modern refuse and recycling system with containerised bins is provided to all multi – occupancy Blocks of Dwellings and to the Sheltered Accommodation in consultation with the City Council.</p> <p>Facilities are sited within 15 metres of the Dwelling Block and are accessed by a covered walkway.</p>	<p>Failure to provide a modern refuse and recycling system with containerised bins to all multi – occupancy Blocks of Dwellings and to the Sheltered Accommodation in consultation with the City Council.</p> <p>Facilities are not sited within 15 metres of the Dwelling Block and are not accessed by a covered walkway.</p>	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
8	Roof	2.7	<p>All components of the roof and canopy construction to the multi-occupancy blocks including roof coverings, fascias, soffits, bargeboards, flashings, chimney stacks etc. are properly secured, fitted and serviceable to provide a roof which is:</p> <ul style="list-style-type: none"> • fully functional with no serious defects • structurally sound • secure • wind and weather tight • free from water penetration 	<p>All components of the Roof/canopy is not:</p> <ul style="list-style-type: none"> • fully functional with no serious defects • structurally sound • secure • wind and weather tight • free from water penetration 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		2.8	<p>Fire stopping and compartmentation is provided between adjoining properties within the roof void/ducting/floor to all existing properties to a standard commensurate with current Building Regulations.</p>	<p>Failure to provide fire stopping between adjoining properties within the roof/ducting/floor void.</p>	N	FC	3	N/A	Y
9	Rainwater Goods	2.9	<p>All systems for the collection and disposal of rainwater are:</p> <ul style="list-style-type: none"> • fully functional with no serious defects • serviceable and operational • secure • free from rainwater leaks 	<p>Systems for the collection and disposal of rainwater are not:</p> <ul style="list-style-type: none"> • fully functional with no serious defects • serviceable and operational • secure • free form rainwater leaks 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
10	External Walls Cladding External Wall Finishes Flues	3.0	All components of the blocks external walls, cladding, external wall finishes and flues are properly secured, fitted and are: <ul style="list-style-type: none"> fully functional with no serious defects secure free from water penetration free from rising and penetrating damp wind and weather tight free from excessive wear or erosion 	External walls, cladding, external wall finishes and flues are not: <ul style="list-style-type: none"> fully functional with no serious defects secure free from water penetration free from rising and penetrating damp wind and weather tight free from excessive erosion 	FC	FC	2	N/A	Y
11	Structural Defects	3.1	Structural Patent Defects to the Multi-Occupancy blocks are repaired and rectified in accordance with the Contractor's Design Solution ensuring that the dwelling: <ul style="list-style-type: none"> is stable and free from persistent movement and serious cracking has structural timbers free from significant rot or infestation 	Structural Patent Defects to the Multi-Occupancy blocks are not repaired or rectified in accordance with the Contractor's Design Solution leading to the dwelling having: <ul style="list-style-type: none"> visible evidence of persistent movement or serious cracking monitored visible evidence of rotten or infested structural timbers 	N	FC	3	N/A	Y
12	Windows	3.2	All windows are: <ul style="list-style-type: none"> fully functional with no serious defects and in good decorative order serviceable and operational secure weather tight 	Windows are not: <ul style="list-style-type: none"> fully functional with no serious defects and in good decorative order serviceable and operational secure weather tight 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		3.3	All windows, including associated frames, ironmongery and glazing: <ul style="list-style-type: none"> have BSI kitemark accreditation to BS7412:2002 and BS7950 are fitted with sealed unit double glazing to BS EN 1279 comply with current Building Regulations Part A, B, E, F, L, M, N are less than 20 years old 	Windows, including associated frames, ironmongery and glazing: <ul style="list-style-type: none"> do not have BSI kitemark accreditation to BS7412:2002 and BS7950 are not fitted with sealed unit double glazing to BS EN 1279 do not comply with current Building Regulations Part A, B, E, F, L, M, N are more than 20 years old 	N	FC	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
13	All External Doors	3.4	<p>All external doors (including fire doors) together with frames and related fixtures and fittings are:</p> <ul style="list-style-type: none"> fully functional with no serious defects and where appropriate decorated serviceable and operational safe and secure weather tight comply with current Building Regulations where applicable are a Licensed Accredited "Secured By Design" product, to LPS1175 SR 1i 	<p>External doors (including fire doors) together with frames and related fixtures and fittings are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects and where appropriate decorated serviceable and operational safe and secure weather tight comply with current Building Regulations where applicable a Licensed Accredited "Secured By Design" product, to LPS1175 SR 1i 	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
14	External & Internal Doors (Sheltered Accommodation)	3.5	Handles, locking devices and thresholds to doors are suitable for the needs of users of this type of accommodation.	Failure to provide and maintain handles and locking devices which are suitable for the needs of users of this type of accommodation.	N	FC	3	N/A	Y
15	Door Entry System	3.6	<p>All multi – occupancy Blocks of Dwellings have door entry and security systems which:</p> <ul style="list-style-type: none"> offer 2 way communications offer proximity access control systems and two – way video / voice communication <p>are less than 20 years of age</p>	<p>All multi – occupancy Blocks of Dwellings do not have door entry and security systems which:</p> <ul style="list-style-type: none"> offer 2 way communications offer proximity access control systems and two – way video / voice communication <p>are less than 20 years of age</p>	N	FC	3	N/A	Y
16	Signage	3.7	<p>Signage is provided and appropriately sited within to the internal and external communal areas of the multi – occupancy Blocks of Dwellings:</p> <ul style="list-style-type: none"> as required by and in accordance with all relevant legislation and regulations; such that visitors approaching the multi – occupancy Blocks of Dwellings are able to clearly determine the identity of the Block; such that there is clear directional information to locations within the Blocks including Dwellings, Offices and Communal Facilities. 	<p>Signage is not provided and appropriately sited within the internal and external communal areas of the multi – occupancy Blocks of Dwellings:</p> <ul style="list-style-type: none"> as required by and in accordance with all relevant legislation and regulations; such that visitors approaching the multi – occupancy Blocks of Dwellings are able to clearly determine the identity of the Block; such that there is clear directional information to locations within the Blocks including Dwellings, Offices and Communal Facilities. 	N	FC	2	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
16	Signage	3.8	<p>All signage is:</p> <ul style="list-style-type: none"> free from serious defects safe and secure clear and legible 	<p>Signage is not:</p> <ul style="list-style-type: none"> free from serious defects safe and secure clear and legible 	FC	FC	2	N/A	Y
17	Internal Walls, Floors, Internal Doors, Internal Stairs, Fixtures, Fittings and Finishes	3.9	<p>All internal walls, partitions, ceilings, floors, internal stairs and landlord's fixtures and fittings are:</p> <ul style="list-style-type: none"> fully functional with no serious defects secure structurally sound free from trip or trapping hazards serviceable provide a sound base to receive decoration the required level of fire resistance relative to the nature of the configuration of the building 	<p>All internal walls, partitions, ceilings, floors, internal stairs and landlord's fixtures and fittings are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects secure structurally sound free from trip and trapping hazards serviceable provide a sound base to receive decoration the required level of fire resistance relative to the nature of the configuration of the building 	FC	FC	2	N/A	Y
		4.0	<p>All communal doors, frames and sets, furniture, fixtures and fittings are:</p> <ul style="list-style-type: none"> fit for purpose and functional complete serviceable the required level of fire resistance relative to the nature of the configuration of the building <p>All communal doors which serve as fire doors together with the frames and associated fixtures and fittings comply with all relevant regulations.</p>	<p>Internal door frames and sets, furniture, fixtures and fittings are not:</p> <ul style="list-style-type: none"> fit for purpose and functional complete serviceable the required level of fire resistance relative to the nature of the configuration of the building <p>Communal doors which serve as fire doors together with the frames and associated fixtures and fittings do not satisfy all relevant regulations.</p>	FC	FC	2	N/A	Y
		4.1	<p>All glazing to communal screens, doors, partitions and windows is safety glazing which complies with legislation and Building Regulations in respect of impact and fire resistance and, provides good visibility and maximises natural daylight.</p>	<p>Presence of non safety glazing to communal screens, doors, partitions and windows which does not comply with legislation and Building Regulations in respect of impact and fire resistance and, does not provide good visibility and maximises natural daylight.</p>	N	FC	2	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
17	Internal Walls, Floors, Internal Doors, Internal Stairs, Fixtures, Fittings and Finishes	4.2	All floor finishes are no older than 20 years old. Floor finishes to be slip resistant (including when wet), durable, antistatic, non marking and easy to clean throughout. All floor finishes (including barrier mats) to be compatible with wheelchair use, providing a level and seamless appearance.	All floor tile / sheet finishes are older than 20 years old. Floor finishes to be slip resistant (including when wet), durable, antistatic, non marking and easy to clean throughout. All floor finishes (including barrier mats) to be compatible with wheelchair use, providing a level and seamless appearance.	N	FC	2	N/A	Y
18	Communal Rooms and Facilities	4.3	All communal rooms, offices, stores and meetings rooms and the fixtures, fittings, furniture, furnishings and facilities therein are: <ul style="list-style-type: none"> • complete, as set out in the Room Data Sheets • fully functional with no serious defects • serviceable and operable • safe and free from hazards • of a good decorative order • clean and hygienic 	All communal rooms, offices, stores and meetings rooms and the fixtures, fittings, furniture, furnishings and facilities therein are not: <ul style="list-style-type: none"> • complete, as set out in the Room Data Sheets • fully functional with no serious defects • serviceable and operable • safe and free from hazards • of a good decorative order • clean and hygienic 	N	FC	2	N/A	Y
18	Communal Rooms and Facilities Offices Meeting Rooms (Sheltered Accommodation)	4.4	Suitable modern designed mechanical and electrical services, fixtures and fittings are provided and be operable in the: <ul style="list-style-type: none"> • laundry • communal rooms • kitchen areas • bathrooms and WCs and are no older than 20 years of age	Failure to provide or non – operation of suitable modern designed mechanical and electrical services, fixtures and fittings in the: <ul style="list-style-type: none"> • laundry • communal rooms • kitchen area • bathrooms and WCs Services, fixtures and fittings are older than 20 years of age.	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
19	Kitchen Facilities	4.5	All communal kitchens include as a minimum: <ul style="list-style-type: none"> • facilities for the storage, preparation and cooking of food, including a gas (where gas is available) or electric service for a free standing cooker • a sink and draining board with a supply of hot and cold water 	Failure to provide facilities for the: <ul style="list-style-type: none"> • storage, preparation and cooking of food, including a gas or electric service for a cooker • sink and draining board with a supply of hot and cold water 	FC	FC	2	N/A	Y

Annex 10: Appendix 2, Communal Areas and Facilities to multi-occupancy Blocks of Dwellings

Asset	Availability Standard	Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
19 Kitchen Facilities	4.6 Kitchen facilities are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe sinks, cupboards and worktops are capable of being cleansed 	Kitchen facilities are not: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe sinks, cupboards and worktops are not capable of being cleansed 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
	4.7 Kitchens provide the minimum standard facilities: <ul style="list-style-type: none"> Sufficient length of work surface to meet needs of service user. Sufficient space and service connections for cooker, tall fridge/freezer, washing machine and vented drier/dishwasher as required. Dedicated service connections for both gas and electric cookers, where gas is available with dedicated engraved socket/spur outlets for appliances. Any necessary ventilation requirement for the necessary operation of the appliances. Adequate sized sink bowl and draining board. Sufficient volume of enclosed unit storage space for food and equipment to meet needs of service user. Fully decorated. 	Kitchen does not provide the minimum standard facilities. <ul style="list-style-type: none"> Sufficient length of work surface to meet needs of service user. Sufficient space and service connections for cooker, tall fridge/freezer, washing machine and vented drier/dishwasher as required. Dedicated service connections for both gas and electric cookers, where gas is available with dedicated engraved socket/spur outlets for appliances. Any necessary ventilation requirement for the necessary operation of the appliances. Adequate sized sink bowl and draining board. Sufficient volume of enclosed unit storage space for food and equipment to meet needs of service user. Fully decorated. 	N	FC	3	N/A	Y
	4.8 Kitchen facilities are less than 20 years old	Kitchen facilities are more than 20 years of age	N	FC	3	N/A	Y
	4.9 Walls above worktops and sinks and around cookers are provided with splash back protection	Walls above worktops and sinks and around cookers are lacking suitable protection to a minimum of 450mm against splashes.	N	FC	3	N/A	Y
	5.0 Provision of a serviceable and operable means of mechanical extraction of moisture from kitchens which provides air changes in accordance with the Building Regulations subject to the full use of open flued combustive appliances.	Absence from kitchen of extractor fan or other means of rapid moisture dispersal which provides air changes in accordance with the Building Regulations when subject to the full use of open flued combustive appliances.	N	FC	3	N/A	Y

Annex 10: Appendix 2, Communal Areas and Facilities to multi-occupancy Blocks of Dwellings

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
19	Kitchen Facilities	5.1	Floors to kitchens have a suitable slip and water resistant floor covering to protect the underlying floor structure and finish.	A suitable slip and water resistant floor covering is not provided to kitchen.	N	FC	2	N/A	Y
	Kitchens (Sheltered Accommodation)	5.2	Lever handle taps are provided to hot and cold water outlets at the kitchen sink.	Failure to provide lever handle taps to hot and cold water outlets at the kitchen sink	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
		5.3	Kitchen units and drawers to have handles, knobs and fittings which are positioned at heights suitable for the needs of users in this type of accommodation.	Failure to provide appropriate handles, knobs and fittings to kitchen units and drawers which are not positioned at heights suitable for the needs of the users in this type of accommodation.	N	FC	1	Identify defect and make safe/secure - 3 hours Identify defect and make safe/secure - 3 hours	Y
20	Sanitary Facilities	5.4	Communal sanitary facilities (where applicable) include as a minimum: <ul style="list-style-type: none"> • bath • wash hand basin • WC: either within the bathroom or within a separate toilet compartment or both where existing • shower provision • fully decorated <p>All with the required fixtures and fittings and with a supply of hot and cold water.</p> <p>Any separate W/C is fully decorated.</p>	Failure to provide minimum sanitary facilities: <ul style="list-style-type: none"> • bath • wash hand basin • WC: either within the bathroom or within a separate toilet compartment or where existing • shower provision • fully decorated <p>All with the required fixtures and fittings and supply of hot and cold water.</p> <p>Any separate W/C is fully decorated.</p>	FC	FC	2	N/A	Y
		5.5	All sanitary facilities, fixtures and fittings are: <ul style="list-style-type: none"> • fully functional with no serious defects • serviceable and operational • safe • securely fixed • capable of being cleansed • free from leaks 	Sanitary facilities, fixtures and fittings are not: <ul style="list-style-type: none"> • fully functional with no serious defects • serviceable and operational • safe • securely fixed • capable of being cleansed • free from leaks 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		5.6	All sanitary facilities, fixtures and fittings are less than 20 years old.	Sanitary facilities, fixtures and fittings are more than 20 years of age.	N	FC	3	N/A	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
20	Sanitary Facilities	5.7	A modern mechanical/electric shower is provided which is: <ul style="list-style-type: none"> capable of delivering 8 litres per minute of water at 43 °C thermostatically controlled and fully controllable less than 10 years old 	Non-provision of a modern mechanical/electric shower which is: <ul style="list-style-type: none"> capable of delivering 8 litres per minute of water at 43 °C thermostatically controlled and fully controllable less than 10 years of age 	N	FC	3	N/A	Y
		5.8	Showers are safe, operable and in a serviceable condition.	Shower is not safe, operable or in a serviceable condition.	FC where existing	FC	1	Identify defect and make safe/secure - 3 hours	Y
		5.9	Walls adjacent to baths, showers and basins have suitable protection against water penetration and saturation. Provision to showers of screening facilities which are suitable for purpose.	Walls adjacent to baths, showers and basins are lacking suitable protection against water penetration and saturation. Lack of suitable screening facilities to shower which are suitable for purpose	FC where existing	FC	2	N/A	Y
		6.0	Floors to bathrooms and WC compartments have suitable slip and water resistant floor covering able to protect the floor structure and finish from splashing.	Missing non – slip and water resistant or provision of unsuitable floor coverings to bathroom and WC compartments.	N	FC	2	N/A	Y
		6.1	Provision of a serviceable and humidistatically controlled means of mechanical extraction of moisture from bathrooms and WC compartments which provide air changes in accordance with the Building Regulations subject to the full use of combustive appliances.	Absence from bathroom and WC compartments of humidistatically controlled extractor fan or other means of rapid moisture dispersal which provides air changes in accordance with the Building Regulations subject to the full use of combustive appliances.	N	FC	3	N/A	Y
20	Sanitary Facilities (Sheltered Accommodation)	6.2	Lever handle taps are provided to hot and cold water outlets in the bath, wash hand basin and showers.	Failure to provide lever handle taps to bath, wash hand basin and showers.	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
		6.3	Grab handles are integral to baths.	Failure to provide bath with grab handles.	N	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset				Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
20	Sanitary Facilities (Sheltered Accommodation)	6.4	Grab rails are affixed to walls at side of bath, WC and shower.	Grab rails are not affixed to walls at side of bath, WC and shower.	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
21	Electrical Installations	6.5	Electrical services, installations, fixtures and fittings are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe in design and operation free from broken fittings 	Electrical services, installations and fittings are not: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe in design and operation free from broken fittings 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		6.6	Electrical services, installations, fixtures and fittings are to current British Standards, compliant with current IEE wiring regulations and are less than 20 years of age.	Electrical services/installations fixtures and fittings are not to current British Standards, compliant with current IEE wiring regulations and are 20 years or more of age.	N	FC	3	N/A	Y
		6.7	All communal areas have sufficient number of single/double sockets to meet the needs of the service user (some sockets may require restricted access; i.e. where required for cleaning duties).	Failure to provide the minimum number of socket outlets in each room.	N	FC	3	N/A	Y
		6.8	All communal areas have sufficient light points to allow safe access and egress to all locations at all times.	Failure to provide all communal areas with sufficient light points to allow safe access and egress to all locations at all times.	N	FC	3	N/A	Y
		6.9	Socket outlets and switches are positioned in a way that persons with limited reach can use them safely and easily; client to be consulted on locations. Socket/switch height to be: <ul style="list-style-type: none"> Sockets - 450mm from floor level to bottom of socket. Where sockets are installed over worktops then they are required to run in line with the switches (1200mm from floor level). Switches – 1200mm from floor level to top of switch. 	Socket outlets and switches are not positioned or located safely and are not easily accessible; locations have not been agreed with the client.	N	FC	3	N/A	Y

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Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
21	Sockets and Switches (Sheltered Accommodation)	7.0	<p>Socket/switch height to be:</p> <ul style="list-style-type: none"> Sockets – 500mm from floor level to bottom of socket. Switches – 1000mm from floor level to top of switch. Or as specified by the client <p>With rocker switches of suitable design for the needs of users of this type of accommodation.</p>	<p>Failure to locate wall socket outlets:</p> <ul style="list-style-type: none"> Sockets – 500mm from floor level to bottom of socket. Switches – 1000mm from floor level to top of switch. Or as specified by the client <p>Failure to provide rocker switches of suitable design for the needs of users of this type of accommodation.</p>	N	FC	2	N/A	Y
22	TV and Telephone	7.1	<p>Provision of a modern television reception and telephone service capable of receiving a service connection. Sufficient sockets are provided and are:</p> <ul style="list-style-type: none"> functional serviceable and operational safe enable internet service suitable for cable, broadband and wireless connections <p>For avoidance of doubt: the Contractor is not responsible for failure of the service caused by the utility provider or for any tenant or utility provided equipment. .</p>	<p>Non – provision of or failure of a modern television and telephone service capable of receiving a service connection, and sockets are not:</p> <ul style="list-style-type: none"> functional serviceable and operational safe enable internet service suitable for cable, broadband and wireless connections <p>For avoidance of doubt: the Contractor is not responsible for failure of the service caused by the utility provider or for any tenant or utility provided equipment..</p>	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
	Not Used	7.2							
23	Electrical Security Systems	7.3	<p>Where electrical security systems/devices (excluding individually listed systems/devices) are the responsibility of the City Council in its capacity as landlord, such systems/devices including any related equipment, installations or fixtures and fittings which are necessary for the provision and delivery of the systems to relevant locations and outlets within the dwelling blocks are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe and free from hazards free from broken fittings 	<p>Where electrical security systems/devices (excluding individually listed systems/devices) are the responsibility of the City Council in its capacity as landlord, such systems/devices including any related equipment, installations or fixtures and fittings which are necessary for the provision and delivery of the systems to relevant locations and outlets within the dwelling blocks are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe and free from hazards free from broken fittings 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y

Annex 10: Appendix 2, Communal Areas and Facilities to multi-occupancy Blocks of Dwellings

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
24	CCTV	7.4	<p>CCTV systems are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational <p>recording function (where provided) is in full operation</p>	<p>CCTV systems are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational <p>recording function (where provided) is in full operation</p>	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		7.5	<p>Modern CCTV systems are provided to all internal communal areas, lifts and main entrances to high – rise Multi – Occupancy Blocks of Dwellings and to the Sheltered Accommodation.</p> <p>Systems are less than 20 years of age.</p> <p>System is compatible with and is linked to the existing off – site monitoring arrangements.</p>	<p>Non - provision of modern CCTV systems to all internal communal areas, lifts and main entrances to high – rise Multi – Occupancy Blocks of Dwellings and to the Sheltered Accommodation.</p> <p>Systems are more than 20 years of age.</p> <p>System is not compatible with and is not linked to the existing off – site monitoring arrangements.</p>	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
		7.6	<p>Modern CCTV is provided to the external approaches and parking areas to the high – rise Multi – Occupancy Blocks of Dwellings</p> <p>System is compatible with and is linked to the site monitoring arrangements</p>	<p>Modern CCTV is not provided to the external approaches and parking areas to the high – rise Multi – Occupancy Blocks of Dwellings</p> <p>System is not compatible with and is not linked to the site monitoring arrangements</p>	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
25	Security Lighting	7.7	Presence of security lighting to each external entrance.	Absence or non – operation of security lighting to each external entrance.	N	FC	2	N/A	Y
26	Electrical Safety Systems	7.8	<p>Where electrical safety systems/devices (excluding individually listed systems/devices) are the responsibility of the City Council in its capacity as landlord, such systems/devices including any related equipment, installations or fixtures and fittings which are necessary for the provision and delivery of the systems to relevant locations and outlets within the dwelling blocks are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe and free from hazards free from broken fittings 	<p>Where electrical safety systems/devices (excluding individually listed systems/devices) are the responsibility of the City Council in its capacity as landlord, such systems/devices including any related equipment, installations or fixtures and fittings which are necessary for the provision and delivery of the systems to relevant locations and outlets within the dwelling blocks are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe and free from hazards free from broken fittings 	N	FC	1	Identify defect and make safe/secure - 3 hours	Y

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Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
27	Lightning Protection	7.9	<p>Lightning Conductors are:</p> <ul style="list-style-type: none"> fully functional with no serious defects complete serviceable and operational safe and secure 	<p>Lightning Conductors are not::</p> <ul style="list-style-type: none"> fully functional with no serious defects complete serviceable and operational safe and secure 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
28	Not Used	8.0							
29	Utilities	8.1	<p>Where utilities, including:</p> <ul style="list-style-type: none"> gas electricity water drainage/sewerage television telephone <p>are the responsibility of the Council in its capacity as Landlord, such utilities including any related equipment, installations or fixtures and fittings which are necessary for the provision and delivery of the utilities to relevant locations and outlets within the Dwelling Blocks, are:</p> <ul style="list-style-type: none"> fully functional with no defects serviceable and operational safe and free from hazards 	<p>Utilities which are the City Council's responsibility as Landlord are not:</p> <ul style="list-style-type: none"> fully functional with no defects serviceable and operational safe and free from hazards 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
30	Lifts	8.2	<p>Lifts are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe operating within valid independent safety certification. 	<p>Lifts are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe operating within valid independent safety certification. 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		8.3	<p>Lifts:</p> <ul style="list-style-type: none"> are less than 30 years of age comply with Part M Building Regulation standards 	<p>Lifts:</p> <ul style="list-style-type: none"> are older than 30 years of age do not comply with Part M Building Regulation standards 	N	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
31	Fire Fighting Equipment and Escape Routes	8.4	<p>All fire fighting equipment and routes are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe free from hazards & obstructions with appropriate signage <p>in accordance with current regulations and current fire risk assessment requirements</p>	<p>Fire fighting equipment and routes are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operational safe free from hazards and obstructions with appropriate signage <p>in accordance with current regulations and current fire risk assessment requirements</p>	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
32	Fire Alarm Systems and Emergency Lighting	8.5	<p>Fire alarm systems and Emergency Lighting are</p> <ul style="list-style-type: none"> fully functional with no serious defects safe serviceable and operational <p>in accordance with current regulations and current fire risk assessment requirements</p>	<p>Fire alarm systems and Emergency Lighting are not:</p> <ul style="list-style-type: none"> fully functional with no serious defects safe serviceable and operational <p>in accordance with current regulations and current fire risk assessment requirements</p>	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		8.6	<p>Fire Alarm and Emergency Lighting systems, fixtures and fittings which are to current British Standards are provided.</p> <p>Systems, fixtures and fittings are less than 20 years of age.</p>	<p>Failure to provide Fire Alarm and Emergency Lighting systems, fixtures and fittings.</p> <p>installations fixtures and fittings are not to current British Standards and are 20 years or more of age.</p>	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
33	Domestic Space and Water Heating	8.7	<p>Communal space and water heating services, installations, fixtures and fittings are provided which are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe in design and operation controllable free from leaks 	<p>Failure to provide space and water heating services, installations and fixtures and fittings which are:</p> <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe in design and operation controllable free from leaks 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
		8.8	<p>Space heating and water heating are:</p> <ul style="list-style-type: none"> capable of independent operation available 24 hours per day controllable both on a room by room basis programmable: in respect of temperature and time 	<p>Space and water heating are not</p> <ul style="list-style-type: none"> capable of independent operation available 24 hours controllable both on a room by room basis programmable: in respect of temperature and time 	N	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
33	Domestic Space and Water Heating	8.9	<p>Where the external air temperature is -1°C or above, the heating system will be capable of reaching the required room temperature within 45 minutes (gas) and 90 minutes (electrical) of being cold without the use of any secondary source of heat</p> <p>The required room temperatures are:</p> <ul style="list-style-type: none"> • Halls/Landings 18 °C • Kitchens 18 °C • Dining Rooms 22 °C • Lounge 22 °C • Corridors and circulation areas 18 °C • W/Cs, bathrooms 22 °C • Community Rooms in the Sheltered Accommodation 22 °C 	Failure to heat rooms to the minimum temperatures within the specified timescales.	N	FC	1	Identify defect and make safe/secure - 3 hours	Y
		9.0	Space heating and water heating services, installations, fixtures and fittings are less than 20 years old.	Space heating/water heating services, installations, fixtures and fittings are 20 years or more of age.	N	FC	3	N/A	Y
		9.1	Central Heating boilers and associated controls are less than 15 years old.	Central Heating boilers and associated controls are 15 years or more of age.	N	FC	3	N/A	Y
		9.2	<p>Every multi-occupancy block is provided with domestic hot water at all appropriate outlets as follows:</p> <ul style="list-style-type: none"> • Where provided from a storage system, the delivery of 135 litres at a temperature of 60 °C. <p>The water heating system shall provide a maximum recovery from ambient external temperature to 60 °C in 45 minutes (gas) and 90 minutes (electric) (all as verified by manufacturer's specification).</p>	Failure to meet domestic hot water capacities at the temperature required and within the time allowed.	N	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
34	Controls (Sheltered Accommodation)	9.3	Controls are fitted which are suitable for the needs of users of this type of accommodation.	Controls are not suitable for the needs of users of this type of accommodation.	N	FC	2	N/A	Y
35	Incoming Services	9.4	All multi-occupancy blocks have well maintained and safe access to utilities' connections i.e. <ul style="list-style-type: none"> • water • sewerage • electric • gas is provided 	Failure to ensure safe provision of any listed utility supplies to standards required by relevant legislation.	FC	FC	1	Identify defect and make safe/secure - 3 hours	N
		9.5	Provision of a gas supply to all Multi-Occupancy blocks where an appropriate gas supply is available within 4 metres outside of the property curtilage. For the avoidance of doubt there is no requirement to provide a new gas supply for the first time to Dwellings in high rise blocks	Failure to provide a gas supply to Multi-Occupancy blocks where an appropriate gas supply is available within 4 metres outside of the property curtilage. For the avoidance of doubt there is no requirement to provide a new gas supply for the first time to Dwellings in high rise blocks	N	FC	3	N/A	Y
36	Water and Drainage	9.6	All multi-occupancy blocks have a domestic water distribution system which is: <ul style="list-style-type: none"> • safe in design and operation • fully functional with no defects • serviceable and operational 	Multi-occupancy blocks does not have a domestic water distribution system which is: <ul style="list-style-type: none"> • safe in design and operation • fully functional with no defects • serviceable and operational 	FC	FC	1	Identify defect and make safe/secure - 3 hours	N
		9.7	Every multi-occupancy block is provided with a continuous supply of wholesome potable drinking water to all cold water outlets in the block	Loss of continuous supply of drinking water to all cold water outlets in the block	FC	FC	1	Identify defect and make safe/secure - 3 hours	N
		9.8	All multi-occupancy blocks have an effective drainage/sewer system which is: <ul style="list-style-type: none"> • fully functional with no serious defects • safe • serviceable and operational • free from leaks and blockages 	Drainage/sewer system is not: <ul style="list-style-type: none"> • fully functional with no serious defects • safe • serviceable and operational • free from leaks and blockages 	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y

Asset	Availability Standard	Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
37 Gas Services	9.9 Landlord's gas services, installations, equipment, fixtures, fittings flues and appliances are: <ul style="list-style-type: none">fully functional with no serious defectsserviceable and operablesafefree from leaks as prescribed by current legislation	Landlord's gas services, installations, equipment, fixtures, fittings flues and appliances are not: <ul style="list-style-type: none">fully functional with no serious defectsserviceable and operablesafefree from leaks as prescribed by current legislation	FC	FC	1	Identify defect and make safe/secure - 3 hours	Y
38 Not Used	10.0						

Comments/Notes (specific to Annex 10, Appendix 2)

Ref	Comment/Note
General	General – Those Properties affected by the unavailability measures will be considered in calculating any deductions due under the payment mechanism. For example, if there was a problem on one corridor, then only those properties on that corridor would be deemed unavailable and would be classed as unavailable but used. Where the failure is to a communal facility, the facility charging arrangement under the Payment Mechanism will operate rather than Dwelling Unavailability.
General	Multi-occupancy: refers to any high, medium or low rise block of flats that provide one or more of the following: <ul style="list-style-type: none">more than one Dwellinga shared main entrance door to the blockprovides communal facilities such as a lift, landing(s) or staircase which are used by residents of more than one Dwelling
Energy	Energy Efficiency Strategy - The Contractor is required to develop and maintain an Energy Efficiency Strategy as a part of its Design and Construction Plan for communal areas to retained blocks within the scope of this Agreement. This should satisfactorily demonstrate that: <ul style="list-style-type: none">the average SAP rating for all the Refurbished Dwellings in the Project as at Service Commencement equals or exceeds SAP 78 using NHER accreditation trained staff and software. The Energy Efficiency Strategy should include the following: <ul style="list-style-type: none">the Contractor's Proposals for achieving the required SAP levels and details of how it intends to maintain these levels for the term of the Contract. the Contractor's Proposals for ensuring that tenants utilise the appliances and equipment it has provided in the most efficient and effective manner
Sheltered	Sheltered Accommodation: The Contractor should take note that the requirements set out in Volume 2 in respect of the Sheltered Accommodation differ from those in respect of other Multi – Occupancy Blocks of Dwellings. Indicative but not comprehensive examples of the particular requirements in the Sheltered Accommodation: <ul style="list-style-type: none">nature and type of the wall, floor, ceiling and window finishes and coverings;provision of induction loops to the communal rooms;provision of intruder alarms to the community rooms, offices and [any other to be agreed vulnerable area];provision of washers and driers to the laundry rooms;

	<ul style="list-style-type: none"> • provision of kitchen facilities, furniture, fixtures, fittings and facilities and appropriate appliances and equipment for cooking, making refreshments and drinks, and eating; • provision of wheelchair accessible bathrooms with sanitary facilities and all associated fixtures, fittings and equipment, including such items as baths aids and hoists; • provision of wheelchair accessible WCs and associated facilities, fixtures and fittings; <p>provision of furniture and furnishings to communal rooms including such items as tables and chairs</p>
1 – 1.5	<p>Disrepair: in this context</p> <p>A. 'disrepair' means the condition of the Dwelling or Property is such that:</p> <ol style="list-style-type: none"> 1. there is an obligation on the landlord to repair the Dwelling under the implied or express repairing obligations in the Tenancy Agreement including section 11 Landlord and Tenant Act 1985, or 2. there is a relevant defect in the state of the Dwelling or Property for the purposes of section 4 of the Defective Premises Act 1974, and; <p>B. 'statutory nuisance' shall bear the meaning in Part III of the Environmental Protection Act 1990.</p>
2 – 1.7	<p>Footpaths, Steps, Ramps and Handrails: The requirements and the Availability Standard in respect of footpaths, steps, ramps or handrails applies equally to those footpaths, steps, ramps or handrails which are within the curtilage of the multi – occupancy Blocks of Dwellings.</p>
9 – 2.9	<p>Rainwater Goods: Where rainwater goods are classed as communal, e.g. high rise blocks; then units should remain as unavailable but used and, any deductions should only be based on the number of units affected.</p>
13 – 3.4	<p>External doors: In the case of multi – occupancy Blocks of Dwellings and for the purpose of this Availability Standard, the term "external doors" includes the doors leading from the external environment into communal areas or storage and bin/recycling areas.</p> <p>Communal Doors: communal doors refers to and includes all those doors which lead into/from communal rooms, areas and locations irrespective of whether these areas are intended for the use and/ or circulation of service users and visitors to the multi – occupancy Blocks of Dwellings or whether such areas are designated as accessible to authorised personnel, contractors and agencies only. Indicatively but not exhaustive, such doors are those to/from: roof, lift motor room, electric rooms, chute rooms, bin rooms, laundry rooms, kitchens, WCs, offices, meeting rooms, communal rooms.</p>
19 – 4.5/5.3	<p>Kitchen Facilities: Minimum Standard Facilities - exceptions to the requirement that kitchens provide the minimum standard facilities are:</p> <ol style="list-style-type: none"> 1. where the Contractor demonstrates that: <ol style="list-style-type: none"> a) despite any re-modelling of the area, the minimum standard facilities cannot be provided on account of the existing layout and structure; and b) the facilities provided have been designed such that the existing layout has been maximised. <p>Kitchen layout – where the existing layout of a communal kitchen area prohibits the provision of the minimum standard kitchen facilities with services adequate for the operation of such, the contractor shall remove any internal walls and/or partitions which are within or adjacent to the existing kitchen area in order to enable the provision of the said minimum kitchen.</p> <p>Where, despite the remodelling of the kitchen area as set out above, the existing layout of a communal kitchen area still prohibits the provision of the minimum kitchen facilities with services adequate for the operation of such, the contractor shall propose suitable arrangements that fit with the most advantageous layout.</p> <p>The proposed arrangements shall be set out within the Contractors Design and Construction Plan, in accordance with the requirements in Annex 27 of this Output Specification and, following agreement with the City Council, such arrangements shall become the Availability Standards for that Multi-Occupancy property type.</p>
25 – 7.7	<p>Presence of security lighting to each external entrance: will not apply to those Dwellings individual within multi – occupancy blocks of Dwellings as illumination will be provided communally.</p>
29 – 8.1	<p>Utilities which are the City Council's responsibility as Landlord: the City Council's responsibility for each of the Utilities commences at the point after the Utility Company/Service Provider's isolator.</p>
33	<p>Central Heating boilers and associated controls - The Contractor is required to renew boilers and associated controls to commercial boilers. Any upgrade in standards to be agreed through the Change Protocol process.</p>

Appendix 3: Environmental Works, Garages, Outbuildings and Neighbourhoods

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used	
1	General	1.1	Environmental areas are brought up to and achieve the Certification Standard whilst undertaking refurbishment, new build and conversion work to the Dwellings associated with that area/facility.	Failure to complete environmental improvements up to certification standard and in line with the contractor's proposals within the agreed long stop date for the area.	N	FC	N/A	N/A	Y	
2	Footpaths, Boundaries, Access and Parking	1.2	parking and access is: <ul style="list-style-type: none"> • fully functional with no serious defects • self draining • free from hazards, trips and potholes • free from obstructions • serviceable 	I parking and access is not <ul style="list-style-type: none"> • fully functional with no serious defects • self draining • free from hazards, trips and potholes • free from obstructions • serviceable 	N	Y	2	N/A	Y	
		Not Used	1.3							
		Not Used	1.4							
	Unadopted Footpaths, Boundaries, Access and Parking	1.5	All non adopted roads, footpaths, parking and access within the red line site boundary is: <ul style="list-style-type: none"> • fully functional with no serious defects • self draining • free from hazards, trips and potholes • free from obstructions • serviceable 	All non adopted roads, footpaths, parking and access within the red line site boundary are not: <ul style="list-style-type: none"> • fully functional with no serious defects • self draining • free from hazards, trips and potholes • free from obstructions • serviceable 	N	Y	1	Identify defect and make safe/secure - 3 hours	Y	
	Alley Gating	1.6	Where alley gating is provided the gates are to be fully operable and secure.	Failure to provide gates that are not fully operable and secure.	N	Y	2	N/A	Y	
		1.7	All appropriate Dwellings and service personnel have keys to the alley gates.	Failure to provide alley gate keys to all appropriate Dwellings and service personnel.	N	Y	2	N/A	Y	

Exceptions

Parking: where the provision of in - curtilage parking is not possible due to site conditions, the Contractor will be required to provide alternative parking provisions within [15 metres/sight of the Property] to satisfy this Standard.

Notes

Environmental Works area deductions will be subject to the facility deductions by neighbourhood as shown within Appendix 7 of the Payment Mechanism if works are not completed in accordance with the Certification Standards within agreed timescales.

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
3	Provisions for Wheelie Bins	1.8	Suitably screened, paved area is provided to accommodate sufficient standard wheelie bins for domestic waste and recyclable material in accordance with the City Council's requirements and sufficient industrial/commercial wheelie bins for multi-occupancy blocks.	Failure to provide suitably screened paved area to accommodate sufficient standard wheelie bins for domestic waste and recyclable material in accordance with the City Council's requirements and sufficient industrial/commercial wheelie bins for multi-occupancy blocks.	N	Y	2	N/A	Y
4	Waste Management Refuse and Recycling Facilities	1.9	All residents, save those residents within the Multi – Occupancy Blocks of Dwellings, have access to kerb – side domestic refuse and recyclable collection facilities including wheelie bins within 15 metres of the curtilage of their properties.	Residents do not have access to kerb – side domestic refuse and recyclable collection facilities including wheelie bins within 15 metres of the curtilage of their properties.	N	Y	2	N/A	Y
5	Street Furniture	2.0	All street furniture is: <ul style="list-style-type: none"> fully functional with no serious defects serviceable free from trapping hazards 	All street furniture is not: <ul style="list-style-type: none"> fully functional with no serious defects serviceable free from trapping hazards 	N	Y	2	N/A	Y
6	Artwork	2.1	All artwork is: <ul style="list-style-type: none"> fully functional with no serious defects safe and secure 	All artwork is not: <ul style="list-style-type: none"> fully functional with no serious defects safe and secure 	N	F/C	3	N/A	Y
7	Play Equipment and play areas	2.2	All play equipment is maintained to the required legislative standard and is: <ul style="list-style-type: none"> fully functional with no serious defects safe and secure soft landscaped areas are maintained to the standard proposed by the contractor <p>in accordance with current regulations and current play equipment risk assessment requirements</p>	Play equipment is not: <ul style="list-style-type: none"> fully functional with no serious defects safe and secure soft landscaped areas are maintained to the standard proposed by the contractor <p>in accordance with current regulations and current play equipment risk assessment requirements</p>	N	Y	1	Identify defect and make safe/secure - 3 hours	Y

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
8	Garages And Outbuildings	2.3	Garages and outbuildings are: <ul style="list-style-type: none"> • free from serious defects • weather tight • safe • doors are fully operable and secure 	Garages and outbuildings are not: <ul style="list-style-type: none"> • free from serious defects • weather tight • safe • doors are not fully operable and secure 	N (Garages available for occupation)	FC	2	N/A	Y
		2.4	Approaches and turning areas to garages are: <ul style="list-style-type: none"> • free from pot holes and indentations • self – draining • free from trip hazards 	Approaches and turning areas to garages are not: <ul style="list-style-type: none"> • free from pot holes and indentations • self – draining • free from trip hazards 	N	FC	2	N/A	Y

Appendix 4: Leasehold Dwellings

These standards apply to a flat or maisonette; they do not apply to a house or bungalow.

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
1	General	1.1	The structure and exterior/fabric of the Leasehold properties (areas outside the flat) are brought up to and achieve the Certification Standard whilst undertaking refurbishment/conversion work to the Dwellings associated with that area/facility.						
2	Windows	1.2	All windows to Leaseholder Dwellings to be: <ul style="list-style-type: none"> Free from serious defect Weather tight 	Windows are not: <ul style="list-style-type: none"> Free from serious defect Weather tight 	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
3	Gas Services	1.3	Landlord's gas services, installations, equipment, fixtures, fittings flues and appliances are: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe free from leaks as prescribed by current legislation	Landlord's gas services, installations, equipment, fixtures, fittings flues and appliances are not: <ul style="list-style-type: none"> fully functional with no serious defects serviceable and operable safe free from leaks as prescribed by current legislation	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
4	Structural Defects	1.4	Latent defects to the Works to the Leasehold Dwelling are repaired and rectified in accordance with the Contractor's Proposals.						
5	Not Used	1.5							

Asset		Availability Standard		Failure Event	Initial Standard	Full Standard	Rectification Category	Temporary Rectification	Unavailable but Used
6	Structure and Fabric Of the Building	1.6	All components of the Leasehold's external walls, cladding, external wall finishes, roofs, rainwater goods and flues are properly secured, fitted and are: <ul style="list-style-type: none"> fully functional with no serious defects secure free from water penetration free from rising and penetrating damp wind and weather tight free from excessive wear or erosion 	External walls, cladding, external wall finishes, roofs, rainwater goods and flues are not: <ul style="list-style-type: none"> fully functional with no serious defects secure free from water penetration free from rising and penetrating damp wind and weather tight free from excessive erosion 	Y	Y	2	N/A	Y
7	Internal Communal Areas and Facilities	1.7	All communal internal areas and facilities are available to the leaseholder and, are to achieve the standards as described in appendix 2 of this annex.	All communal internal areas and facilities are not available to the leaseholder and, are not to the standards as described in appendix 2 of this annex.	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y
8	External Communal Areas and Facilities	1.8	All communal external areas and facilities are available to the leaseholder and, are to achieve the standards as described in appendix 2 of this annex.	All communal external areas and facilities are not available to the leaseholder and, are not to the standards as described in appendix 2 of this annex.	Y	Y	1	Identify defect and make safe/secure - 3 hours	Y

Comments

This appendix should be read in conjunction with all other sections of the Output Specification, but in particularly Annex 16, Section 5 (Leasehold Properties).

Windows: Leaseholders must be consulted about window programmes as they are allowed to "opt out" and may choose to put in their own windows. Leaseholders own windows are subject to the usual constraints .i.e. installed to an acceptable standard; reputable contractor; in keeping, etc.

The Contractor should take note that they will be responsible for repairing the structure and any communal areas outside of the leasehold flat. The Contractor will also be responsible for the structure and exterior of the building where the flat is, they will also keep communal areas and pathways repaired.

~~Appendix 5: Community Hub (Community Centre and Housing Office) (deleted)~~

Appendix 6: Community Hub (Retail Units) Deleted.

ANNEX 11: Working Practices

PART A - STAFF CONDUCT REQUIREMENTS

PART B - WORKING METHODS - WORKS

PART C - WORKING METHODS - SERVICES

PART A STAFF CONDUCT REQUIREMENTS

1. Introduction

- 1.1 The Contractor shall comply with and ensure compliance with the following Staff Conduct Requirements in the performance of the Works and the Services.
- 1.2 These Staff Conduct Requirements apply to the Contractor and all Contractor Related Parties. For the purposes of this Part A 'Contractor Staff' shall include all persons engaged in providing the Works or Services.
- 1.3 In addition, the Contractor shall ensure that any other Contractor Related Parties (for example their visitors) shall comply with the relevant requirements of these Staff Conduct Requirements.
- 1.4 The Service Users or the City Council's Representative may refuse access to the Sites or may require removal from the Sites of any person who breaches these Staff Conduct Requirements.
- 1.5 In this event, the Contractor shall be responsible for resultant delays or difficulties in the provision of the Works and/or Services.
- 1.6 Note also the provisions of clause 31 in the main text of the Project Agreement.

2. General

- 2.1 The Contractor shall ensure that Contractor Staff conduct is of the highest standard and is appropriate to the delivery of works and services under a contract with the public sector.
- 2.2 The Contractor shall ensure that Contractor Staff conduct takes full account of the sensibilities of people with a learning disability or with mental health needs or any other vulnerable person when performing the Works and/or Services.
- 2.3 In addition to the issues explicitly identified in this appendix, any conduct which most people would consider unreasonable in a social housing environment and taking account of the vulnerability of the Service User groups in this Project will be deemed a breach of these Staff Conduct Requirements.

3. Not Used

4. Identity

- 4.1 The Contractor shall ensure that all Contractor Related Parties who attend at the Sites have identification badges in a form approved in advance by the City Council's Representative, and that they present them for viewing on arrival, and wear and keep them visible at all times whilst present at the Sites.
- 4.2 The Contractor shall ensure that all Contractor Related Parties present at the Sites produce evidence of identity and authorisation to be present when requested to do so by the Service User(s) or the City Council's Representative.

5. Contractor Staff That Must Be Vetted

- 5.1 The requirements for Contractor Staff to be vetted through a Criminal Records Bureau check are set out in clause 31.1 of the main text of the Project Agreement.

6. Contractor Staff That Have Not Been Vetted

When any Contractor Related Party (other than appropriately vetted Contractor Staff) is to be present at any of the Sites, the Contractor must:

- 6.1 arrange appropriate supervision of the Contractor Related Party;
- 6.2 introduce the Contractor Related Party to the Service(s) or the City Council's Representative (as appropriate in the circumstances); and
- 6.3 explain the nature and duration of the visit or the work to be carried out; and
- 6.4 comply with all other reasonable requests from the Service User(s) or the City Council's Representative (as appropriate in the circumstances) relating to the individual's presence at the Site.

7. Protection of Service Users

The Contractor shall ensure that all Contractor Related Parties comply with the City Council's adult and child protection policies (set out in Appendix 26 (City Council Policies)) in their conduct and in their performance of the Works and/or Services.

8. Communication with Service Users

The Contractor shall ensure that there is no communication with Service Users by Contractor Related Parties other than that which is:

- 8.1 necessary as a result of an immediate risk to health or safety; or is
- 8.2 reasonably necessary in the performance of a Service.

9. Behaviour and Speech

The Contractor shall ensure that the behaviour and speech of all Contractor Related Parties is appropriate to a social housing environment and in accordance with the reasonable requirements of the City Council's Representative.

10. Dress

The Contractor shall ensure that Contractor Staff dress and otherwise present an appearance appropriate to a social housing environment and in accordance with the reasonable requirements of the work being carried out.

11. Equality Issues

The Contractor shall ensure that all Contractor Related Parties comply with the City Council's equal opportunities policy (set out in Appendix 26 (City Council Policies)) in their conduct and in their performance of the Works and/or Services.

12. Customer Care

The Contractor shall ensure that Contractor Staff comply with the City Council's customer care policies (set out in Appendix 26 (City Council Policies)) in its relations with Service Users, the City Council and the general public.

13. Offensive Material

The Contractor shall ensure that no material which is considered to be offensive or similarly inappropriate by the Service User(s) or the City Council's Representative (each party acting reasonably and in accordance with City Council policies) is brought to, displayed at or stored at the Sites, including by means of computer, by any Contractor Related Party.

14. Filming and Photography

The Contractor shall ensure that there is no filming or photography other than in accordance with the main text of the Project Agreement.

15. Contact with the Press and Media

The Contractor shall ensure that there is no contact with the press or media other than in accordance with the main text of the Project Agreement.

16. Confidentiality

The Contractor shall ensure that Contractor Staff comply with the requirements of the main text of the Project Agreement relating to confidentiality, data protection and disclosure of information.

17. Information Sharing

The Contractor shall ensure that Contractor Staff comply with the requirements of the City Council's information sharing protocols (set out in Appendix 26 (City Council Policies)).

18. Radios and Televisions and Similar

18.1 The Contractor shall ensure that there is no use of radios or televisions or similar by Contractor Related Parties at the Sites during the Service Period.

18.2 During the Works Period, the Contractor shall ensure that there is no use of radios or televisions or similar by Contractor Related Parties where such use may cause disturbance to adjoining occupiers.

19. No Smoking

The Contractor shall ensure that there is no smoking by any Contractor Related Party at the Sites at any time in the four [4] weeks leading up to Service Commencement at the relevant Site and thereafter.

20. Use of Property

The Contractor shall ensure that Contractor Related Parties do not use property or other items owned by the Services Users(s) or their care and support provider or the City Council at any time except with the express agreement of the relevant owner in their absolute discretion.

21. Fraud and Corruption

The Contractor shall ensure compliance by Contractor Staff with the City Council's policies relating to fraud and corruption (see Appendix 26 (City Council Policies)).

22. Whistleblowing

The Contractor shall facilitate access for Contractor Staff to the City Council's whistleblowing procedure in accordance with the main text of the Project Agreement and shall ensure compliance with the policy (set out at Appendix 26 (City Council Policies)).

PART B WORKING METHODS – WORKS

1. Introduction

- 1.1 The Contractor shall comply with and ensure compliance with the following Working Methods - Works during the initial works and all subsequent lifecycle replacement and renewal programmes, reinstatement or change and while carrying out maintenance works generally, including construction, demolition, environmental and landscaping works.
- 1.2 These Working Methods - Works apply to the Contractor and Contractor Related Parties. For the purposes of this Part B 'Contractor' shall include all Key Sub-Contractors and any sub-contractors.
- 1.3 In addition, the Contractor shall ensure that any other Contractor Related Parties (for example their visitors) shall comply with the relevant requirements of these Working Methods - Works.
- 1.4 Refer also to the Project Agreement, and to the Access Protocol in accordance with the Project Agreement.

2. General

- 2.1 The Contractor shall ensure that all works are carried out in accordance with working methods recommended or required by Legislation, Guidance, Good Industry Practice (including the requirements of statutory authorities and the Consents) and the principles and recommendations of the Considerate Contractors scheme.
- 2.2 The Contractor shall ensure that all works are maintained in good order and clean and tidy as far as practicable having regard to the nature of the works.
- 2.3 The Contractor shall ensure that all works are carried out in accordance with all working methods required by the City Council's Development Department (planning and highways divisions) and the City Council's Neighbourhoods and Housing Department (environmental health), the Health & Safety Executive, building regulations, CDM Regulations and all other Consents required for the carrying out of the works.
- 2.4 The Contractor shall satisfy itself as to any police regulations and other regulations affecting the carrying out of the works, for example with regard to the control of traffic and the conduct of persons under its care and control and shall pay any costs or expenses incurred in complying therewith.
- 2.5 The Contractor shall ensure that the working methods are in accordance with relevant City Council Policies set out at Appendix 26 (City Council Policies) of the Output Specification.
- 2.6 The Contractor shall ensure that all individuals involved in carrying out works comply with the Staff Conduct Requirements set out in Part A of this Appendix 11 (Working Practices) of the Output Specification.
- 2.7 The Contractor shall ensure the reasonable requirements of the City Council's Representative are met.

3. Safety

3.1 The Contractor shall take all necessary steps in accordance with Legislation, Guidance and Good Industry Practice to ensure the health and safety of all:

- 3.1.1 occupants of the Sites;
- 3.1.2 individuals invited onto the Sites;
- 3.1.3 occupants of Adjoining Properties; and
- 3.1.4 the general public, is protected.

3.2 The Contractor shall take all necessary steps in accordance with Legislation, Guidance and Good Industry Practice to ensure the health and safety of those employed to carry out the works is protected.

3.3 The Contractor shall ensure that all site hazards are controlled.

3.4 The Contractor shall have regard to the nature of the Accommodation User groups (learning disability and mental health) occupying or visiting the Sites and the nature of the use and users of Adjoining Property.

3.5 The Contractor must make arrangements with the City Council's Representative to co-ordinate fire alarm and safe evacuation procedures between occupied areas of the Site(s) and the works area(s).

4. Working Alongside Others

4.1 The Contractor shall devise and implement appropriate working practices to take account of facilities in use or occupation.

4.2 The location of the site access and site compound shall also take account of facilities in use or occupation.

4.3 Facilities in use or occupation may include facilities on the Sites or on Adjoining Property, including properties occupied by City Council Related Parties and properties occupied by third parties.

4.4 The Contractor shall ensure that all works are carried out so as to cause the minimum inconvenience and nuisance to such occupiers.

4.5 Prior to carrying out works the Contractor shall submit detailed work programmes, safe systems of working, risk assessments and method statements to the City Council for comment and shall amend the same to reflect the reasonable requirements of the City Council's Representative.

4.6 The Contractor must ensure that works are carried out in accordance with the agreed programme and method statements.

4.7 Separate parking arrangements must be made for those employed to carry out the works and those visiting the works from parking required by existing users of the Sites and taking account of the reasonable requirements of the owners and occupiers of Adjoining Property.

4.8 The Contractor should note that in many cases the neighbouring properties to the Sites will be residential properties, and without prejudice to the obligations and liabilities in the Project Agreement, the Contractor shall take full responsibility for any complaints or claims resulting from any works.

5. Hours of Work

- 5.1 The Contractor shall control hours of work in accordance with the planning consents, the demolition consents, the requirements of the City Council's Environment and Neighbourhoods Department (environmental health division), Good Industry Practice and the principles and recommendations of the Considerate Contractors scheme.
- 5.2 In addition, working hours shall normally be 8.00 am to 6.00 pm, Monday to Friday and not on statutory Bank Holidays. The Contractor shall not start machinery prior to 8.00 am.
- 5.3 Works (such as decoration and light or minor repairs) which will cause no interference or disturbance to occupiers or to adjoining occupiers may be carried out outside these hours.
- 5.4 Other than as permitted by the preceding paragraph, no works shall be undertaken outside these times unless in exceptional circumstances and then only with the written approval of the City Council's Representative. Where the Contractor intends to work outside of the normal working hours a minimum of 2 Working Days' notice is required for consideration by the City Council's Representative.

6. Use and Ownership of Property

- 6.1 During the carrying out of the Works, the Contractor shall not use or occupy or permit the Sites or any land upon which the works are being undertaken to be used or occupied for any purpose other than the carrying out of the works.
- 6.2 Not without the written consent of the City Council erect or permit or suffer to be erected on the Sites or on any land upon which the works are being undertaken any temporary structure except site accommodation usual in connection with works of a like nature to the works or as contemplated by the Contractor's Proposals.
- 6.3 Not deposit or manufacture or permit to be deposited or manufactured on the Sites or any land upon which the works are being undertaken any materials which are not required for the carrying out of the works.
- 6.4 Not sell or dispose of any earth, clay, sand, gravel, chalk or other material from the Sites or any land upon which the works are being undertaken or permit or suffer the same to be removed, except so far as shall be necessary for the proper carrying out of the works, without the consent of the City Council which shall not be unreasonably withheld.
- 6.5 Refer also to paragraph 20 (Use of Property) of Part A (Staff Conduct Requirements).

7. Protection of Property

- 7.1 The Contractor shall take all reasonable precautions to prevent loss of or damage to property arising from carrying out the works, and to prevent trespass caused by the Contractor, including with respect to:
 - 7.1.1 the works and any other assets provided by this Project;
 - 7.1.2 property and other items belonging to City Council Related Parties (including if applicable Adjoining Property);
 - 7.1.3 property and other items belonging to third parties (including Adjoining Property).
- 7.2 The Contractor shall be responsible for and shall make good within a reasonable timescale any damage caused.

8. Utilities and Buildings Services

- 8.1 The Contractor shall adequately protect, uphold, maintain and prevent damage to all existing buildings services (including, but not limited to, gas, electricity, IT, telecoms, water and drainage).
- 8.2 The Contractor shall not interrupt existing buildings services on any of the Sites except by prior agreement with the City Council's Representative (such agreement not to be unreasonably withheld or delayed).
- 8.3 Prior to the commencement of Demolition Works, the Contractor shall ensure that a water company will supply water for dust suppression.
- 8.4 Should the use of the water for dust suppression result in a drop in pressure to other users in the vicinity, then the Contractor shall programme the works to prevent this, or provide an alternative means of supply.
- 8.5 The Contractor shall separately record and make payment to the City Council (energy units and standing charges) for electricity, gas and water usage if sharing with existing City Council facility supplies during any period of construction or demolition or commissioning until the area is handed over to or back to the City Council (as appropriate).

9. Containment of Works

- 9.1 The Contractor shall maintain secure segregation between the works and any Adjacent Property and any occupied areas of the Sites, providing and maintaining temporary hoardings, guard rails, fences, screens, gates and the like, together with appropriate signage.
- 9.2 The Contractor shall ensure that works are not undertaken outside the boundaries of agreed works area(s) (both parties acting reasonably).
- 9.3 The Contractor shall not permit or suffer the storage of materials, plant or equipment or the parking of vehicles in the immediate external vicinity of the agreed works area(s) other than for reasonable periods necessary for loading and unloading.
- 9.4 The Contractor shall ensure that all reasonable measures are taken to prevent access by Service Users and visitors to materials, plant and equipment used to undertake the works which could pose a risk to health, safety or security of persons or a risk of damage to property.
- 9.5 The Contractor shall ensure that at all times plant and equipment is not left unattended and is secured during periods when the site is vacated.
- 9.6 The Contractor shall ensure that unauthorised persons are prevented from gaining access to scaffolding and entry points to the works and buildings. In particular the Contractor shall ensure that access points to the works, whether this be via scaffolding, ladders, gates or temporary doors, are not left unattended during working hours and are closed and secured against access outside of working hours.
- 9.7 The Contractor's attention is drawn to the requirements of the HMSO Guidance 'Protecting the Public'.
- 9.8 Temporary fencing and hoardings shall be at least 1800mm high, and will not allow any person (including children) to get their hands or feet through any mesh used.
- 9.9 If the fencing is sectional, the Contractor shall ensure that the sections are securely locked together and not removable without the use of a special tool from the inside only of the construction site.
- 9.10 The Contractor shall ensure that the feet of the fencing do not present a trip hazard.

9.11 To promote the appearance of the works and the Site as well-kept, the Contractor shall ensure the use and maintenance of sympathetic and consistent materials and colours of all temporary hoardings, fences, screens, gates and the like.

10. Works Outside the Boundaries of the Sites

10.1 The Contractor shall take all necessary measures (including without limitation provision of safety rails, barriers, screens, footways, walking platforms, warning notices, lighting, watching and traffic signalling) to ensure that any works to be carried out beyond the boundaries of the works area(s) are safeguarded and protected to protect the occupiers and the public from injury.

10.2 The Contractor shall give all notices to the relevant authorities, pay their fees and charges, undertake the necessary measures to their satisfaction and remove the same on completion.

11. Traffic Management

11.1 The Contractor shall provide and control appropriate access, circulation and parking arrangements when carrying out works.

11.2 Such arrangements shall be agreed with the City Council's Representative prior to commencement of work on site, and the Contractor shall not gain access to and egress from the works area(s) except as contemplated by the Contractor's Proposals.

11.3 The Contractor shall not block or otherwise impede the access of service users, staff and visitors to any existing facilities on any of the Sites or the public roads, parking areas or footpaths during the progress of the works.

11.4 The Contractor shall ensure that segregation of pedestrian and vehicular traffic is maintained at all times.

11.5 The Contractor shall ensure that access for emergency vehicles is maintained at all times.

11.6 The Contractor shall ensure that access arrangements are of adequate capacity for intended use.

11.7 The Contractor shall ensure that access arrangements meet the requirements of the City Council's Development Department (highways division).

11.8 The Contractor shall provide adequate signage relating to traffic management and ensure that all restrictions are clearly displayed at the site entrances.

12. Highways and other Circulation Routes

12.1 The Contractor shall ensure that public and private roads, footpaths and pavings whether on or adjacent to the Sites are kept in a clean, unobstructed and safe state.

12.2 The Contractor shall use all practical means to prevent mud or rubbish of any kind being carried on to the roads, footpaths or pavings on or adjacent to the Sites.

12.3 The Contractor shall adequately maintain site approaches and keep them free from mud and debris. All vehicles must be cleaned, with mud and debris removed, prior to leaving the site works. Any contamination of the surrounding roads by site traffic shall be immediately removed.

- 12.4 Where, in spite of such precautions, mud or rubbish is carried onto the roads, footpaths or pavings, the Contractor shall clean up such mud or rubbish to the reasonable satisfaction of the Highways Authority or owners or occupiers of Adjoining Property or the City Council's Representative (as appropriate in the circumstances) and remove to authorised tips.
- 12.5 The Contractor shall ensure that special attention is given to preventing mud from becoming embedded in road and footpath surfaces.
- 12.6 The Contractor shall ensure that concrete, mortar and the like used in carrying out the works is not mixed on roads, footpaths or other paved areas.

13. Noise

- 13.1 The Contractor shall control noise in accordance with the requirements of the City Council's Neighbourhoods and Housing Department (environmental health division), Legislation, Guidance, Good Industry Practice and the principles and recommendations of the Considerate Contractors scheme.
- 13.2 The Contractor shall use the most effective noise reduction measures available having regard to Good Industry Practice.
- 13.3 The Contractor's attention is drawn to Legislation with reference to the control of noise in relation to any demolition and construction works and to the obtaining of any necessary prior consents from the responsible authority.
- 13.4 The Contractor shall take measures to minimise the effect of construction noise by applying those recommendations contained in BS 5228 Code of Practice for Noise Control on Construction and Demolition Sites (or any amendment or substitution of that BS), and in particular clauses 15 and 16 of Section 5 and table 15 of Appendix D of that Code.
- 13.5 The Contractor shall comply with the "Code of Practice for the Control of Noise, Vibration and Dust from Major Civil Engineering Projects" April 1996, published by Environmental Protection Services ERS and the British Standard for demolition (BS 6187:1982) (or any amendment or substitution of that BS).
- 13.6 Appropriate use should be made of acoustic screens and fences to protect sensitive areas from disturbance caused by noisy plant both within the compound and on the site generally.
- 13.7 Plant likely to cause a disturbance shall only be used within periods in accordance with the Consents and within the periods set out at paragraph 5 (Hours of Work) above.
- 13.8 The Contractor shall ensure that all ancillary pneumatic percussive tools and other machinery are fitted with silencers as recommended by manufacturers.
- 13.9 Refer also to paragraph 17 (Radios, Televisions and Similar) in Part A (Staff Conduct Requirements).

14. Dust

- 14.1 The Contractor shall control dust in accordance with the Consents, the requirements of the City Council's Neighbourhoods and Housing Department (environmental health division), Legislation, Guidance, Good Industry Practice and the principles and recommendations of the Considerate Contractors scheme.
- 14.2 The Contractor shall use the most effective dust suppression measures available having regard to Good Industry Practice.

- 14.3 The Contractor shall ensure that dust is controlled on and off site and shall prevent damage, loss, injury or nuisance from dust by appropriate methods of working.
- 14.4 The Contractor shall ensure that all property and other items owned by the Service Users and the City Council are protected from dust during any works.
- 14.5 The Contractor shall provide (and remove on completion) such screens, dustsheets, and similar as it considers necessary to minimise the nuisance caused by the distribution of dust including the prevention of damage to property.
- 14.6 Where site activities are likely to create a large amount of dust (not including asbestos) then specific precautions shall be undertaken.
- 14.7 Precautions may include:
- 14.7.1 Screening the works,
 - 14.7.2 Sealing openings adjacent to the works,
 - 14.7.3 Enclosing the work area,
 - 14.7.4 Damping down the work area,
 - 14.7.5 Localised dust extraction,
 - 14.7.6 Use of power tool dust extractors on saws, planers and the like,
 - 14.7.7 Collection and bagging of dust and dirt and placing in skips for disposal.
- 14.8 Notwithstanding these precautionary measures, the Contractor shall forewarn the City Council of any specific problems so that additional cleaning provisions may be considered for the duration of these activities. For works that take place following Service Commencement the Contractor shall forewarn both the City Council and the cleaning contractor.
- 14.9 The Contractor shall take adequate precautions to protect Service Users, the City Council, visitors, the general public and site operatives from dust arising during any works.

15. Hazardous Substances

- 15.1 The Contractor shall ensure that the use of hazardous materials, plant or equipment is minimised in carrying out the works in accordance with Legislation, Guidance and Good Industry Practice.
- 15.2 The Contractor shall ensure that any hazardous materials, plant or equipment used or intended to be used in the provision of the works are kept under control and in safe keeping in accordance with all relevant Legislation, Guidance and Good industry Practice.
- 15.3 The Contractor shall ensure that all such materials are properly and clearly labelled on their containers, and shall promptly inform the City Council's Representative of all such materials being used or stored at the Sites and shall comply with any other reasonable requirement of the City Council in respect of such materials, plant and equipment.
- 15.4 The Contractor shall maintain a COSHH register in relation to each [Site] and shall ensure that a copy of each register is held at the relevant [Site] and at the Contractor's registered office, and shall ensure that a copy is given to the City Council.

16. Pollution

- 16.1 The Contractor shall take all reasonable precautions to prevent any pollution occurring from carrying out the works including the release of smoke, fumes, fuel or lubricants.
- 16.2 The Contractor shall control pollution which arises during any works.
- 16.3 The Contractor shall meet the requirements of the City Council's Neighbourhoods and Housing Department (environmental health division), the Environment Agency and other relevant statutory authorities.
- 16.4 The Contractor shall control and render harmless and remove any polluted discharges or deposits.
- 16.5 The Contractor shall not, in breach of any Legislation or Guidance, permit any oil, grease or deleterious, dangerous, poisonous, explosive or radioactive matter to be discharged from the Sites into any rivers or any ditches or services media on the Sites and/or any Adjoining Property and shall not permit or suffer the blockage of any of such rivers, ditches and services media by reason of anything done or omitted on the Sites or any land upon which the works are being undertaken, and shall comply at the Contractor's expense with any requirements of the Environment Agency or any other relevant statutory authority so far as such requirements relate to or affect the works.

17. Contaminated Land

- 17.1 The Contractor shall be responsible for ascertaining, managing, treating, removing and disposing of any contamination on the Sites.
- 17.2 The Contractor shall undertake such works and investigations in accordance with Legislation, Guidance and Good Industry Practice, including relevant codes of practice and the requirements of the HSE and any other relevant statutory authority.
- 17.3 Refer also to Site Matters of the main text of the Project Agreement.

18. Asbestos and other Hazardous Materials

- 18.1 The Contractor shall be responsible for ascertaining, managing, treating, removing and disposing of all asbestos and other hazardous materials on the Sites.
- 18.2 The Contractor shall undertake such works and investigations in accordance with Legislation, Guidance and Good Industry Practice, including relevant codes of practice and the requirements of the HSE and any other relevant statutory authority.
- 18.3 The Contractor shall develop and implement an asbestos management plan and monitor the condition of asbestos by regular inspection and update the asbestos register records, all in accordance with Legislation, Guidance and Good Industry Practice including relevant codes of practice.
- 18.4 Any asbestos removal works shall be reported to the City Council's Representative 14 days prior to the work being undertaken. The Contractor shall also inform the City Council's Representative of the methods proposed for safe removal.
- 18.5 In the event of any suspected leak of the asbestos contaminated dust into adjacent areas, that area shall be evacuated immediately and the Contractor is required to collaborate in this matter as may be appropriate, including the provision of a immediate warning to the City Council about the possible hazard and the prompt provision of suitable air and / or dust samples for laboratory examination.
- 18.6 The Contractor shall report to the City Council's Representative any suspected asbestos based material discovered during any works immediately. The Contractor must avoid disturbing such materials.

- 18.7 If any asbestos materials are encountered during demolition they must be analysed and dealt with in accordance with Health and Safety Executive Guidance notes, reference GS29 Parts 1-4, and in accordance with BS 6187 (or any amendment or substitution of that BS).
- 18.8 All asbestos material must be disposed of in accordance with Special Waste Regulations 1996 and the Control of Asbestos at Work Regulations 2002 (and any amendment or substitution).
- 18.9 If any hazardous materials are found, they must be removed by a specialist who is to notify the appropriate authorities and remove the materials to a licensed tip.
- 18.10 The Contractor should also cease operations and contact the Health and Safety Executive 18.11 The Contractor's attention is also drawn to Leeds City Council's Management Standard for the Control of Asbestos and Asbestos Containing Materials.
- 18.12 Refer also to asbestos matters in the main text of the Project Agreement.

19. Gas, Vapour, Smoke and Fumes

- 19.1 The Contractor shall take all precautions necessary in accordance with Legislation, Guidance and Good Industry Practice to prevent any pollution to occur from the carrying out of the works including the release of smoke and fumes.
- 19.2 The Contractor shall prevent fire or explosion caused by gas or vapour.
- 19.3 The Contractor shall take all precautions necessary to protect Service Users, and the City Council, visitors, the general public and site operatives from dangerous fumes arising during the works.
- 19.4 Where applicable, the Contractor shall comply with the requirements and recommendations of Building Regulation Approved Document 'C' containments section and also to the BRE report entitled 'The Construction of New Buildings on Gas Contaminated Land'. Both documents provide details on the control and excavation of methane and the necessary action on site.

20. Fire

- 20.1 The Contractor shall ensure that all necessary precautions to prevent personal injury and death and damage to the works or other property from fire are identified and implemented.
- 20.2 The Contractor shall take all reasonable precautions to prevent the outbreak and spread of fire and shall provide and maintain suitable and adequate fire fighting equipment at appropriate locations in respect of the works (including storage of materials, plant and equipment), and shall observe strict fire prevention measures throughout the duration of the works.
- 20.3 Potential hazards shall be discussed and fire precautions shall be agreed with an appropriate Fire Officer from the local fire brigade and the City Council's Representative prior to commencement of work.
- 20.4 The Contractor shall comply with Joint Code of Practice, Fire Prevention on Construction Sites published for the Building Employers Confederation and the Loss Prevention Council.
- 20.5 The Contractor must at all times maintain a fire barrier of a minimum of half-hour fire resistance between the works and the occupied areas of the Sites.

- 20.6 The burning of materials on site is prohibited. The Contractor's attention is drawn to the provisions of the Clean Air Act 1993 and regulations made thereunder.
- 20.7 The Contractor must make arrangements with the Service User(s) and City Council's Representative (as appropriate in the circumstances) to co-ordinate fire alarm and safe evacuation procedures between occupied areas of the Site(s) and the works area(s).
- 20.8 The Contractor shall ascertain the required access routes for the fire brigade and those routes are to be kept open and maintained throughout the Contract Period including nights and weekends.
- 20.9 Emergency exit routes from existing buildings must be maintained at all times. The Contractor shall liaise with the Service User(s) and City Council's Representative (as appropriate in the circumstances) when defining such exit routes.
- 20.10 The Contractor shall allow facilities for any visits the Fire Officer may make to inspect the sites and buildings in order to ensure that fire precautions are adequate. The Contractor shall comply with any reasonable request made by the Fire Officer in this connection.
- 20.11 The Contractor shall be responsible for calling the fire brigade in case of fire on a works site.

21. Explosives

The use of explosives will not be permitted except with the express consent of the City Council's Representative in his/her discretion.

22. Waste and Similar

- 22.1 The Contractor shall ensure that all waste, dust, dirt and debris are controlled on and off site.
- 22.2 Waste, dust, dirt and other debris caused by any works shall be cleared regularly and placed in skips.
- 22.3 Skips shall be sited to cause the minimum of inconvenience to service users, staff, visitors and the general public.
- 22.4 All special waste skips shall be lockable and shall be locked when not in use.
- 22.5 If the skips are located outside the works perimeter or barrier fence, they should be adequately fenced off from the surrounding areas.
- 22.6 The Contractor shall ensure that there is no throwing or tipping of materials from upper stories into skips unless an enclosed chute is used.
- 22.7 At the Contractor's sole cost transport all surplus materials arising from the works and arrange for the tipping of the same at such places as may lawfully be used for tipping and the Contractor shall ensure that such materials will not cause or give rise to pollution of the environment as defined by Section 29(3) Environmental Protection Act 1990.
- 22.8 The Contractor shall ensure that all surplus materials arising from any works are cleared and salvaged or removed to a licensed tip.
- 22.9 The Contractor shall use all reasonable endeavours to prevent excavated spoil, rubbish, surplus materials and the like arising from the works being dumped on an area other than a public or private tip controlled or recognised by the local City Council and shall comply with the Civic Amenities Act 1967 and all other Legislation and Guidance governing the controlled tipping of refuse.

- 22.10 If any excavated spoil, rubbish, surplus materials and the like arising from the works have been deposited elsewhere other than at a recognised tip, the Contractor will be held responsible for clearing away such deposits at its own cost and ensuring that they are placed in such a recognised tip.
- 22.11 The Contractor to produce evidence, when requested, that only licensed tips are used.
- 22.12 Note also the requirements of the Output Specification generally and the City Council's environment policy set out at Appendix 26 (City Council Policies) regarding minimising waste and maximising re-use and recycling.

23. Specific Protection of the Environment

- 23.1 The Contractor shall carefully protect all trees, hedges, shrubs and lawns (except those to be removed) on and adjacent to the works site(s) from unnecessary disturbance or damage in accordance with the requirements of the Consents, Good Industry Practice, and (where applicable) Legislation and Guidance.
- 23.2 Should the roots of any trees project into the excavations, great care shall be taken to avoid damage to those roots.
- 23.3 The Contractor shall carefully protect wildlife on and adjacent to the works site(s) in accordance with the requirements of the Consents, Good Industry Practice and (where applicable) Legislation and Guidance.
- 23.4 Before commencing work the Contractor shall enter the sites, including the existing buildings (subject to the reasonable requirements of the City Council's Representative), and check for the presence of bats, badgers or other wildlife included in Schedule 1 (Birds) and 5 (Animals) of the Wildlife and Countryside Act 1981, and as amended by the Countryside and Rights of Way Act (CROW) 2000.
- 23.5 The Contractor shall make all reasonable efforts to determine what the impacts of their proposed actions will be and take appropriate mitigating steps where necessary to protect any species listed in the above schedules.
- 23.6 The Contractor shall carefully protect all water courses and service media on and adjacent to the works site(s) in accordance with the requirements of the Consents, statutory undertakers, the Environment Agency, Good Industry Practice and (where applicable) Legislation and Guidance.

24. Pests and Vermin

- 24.1 Precautions shall be taken to avoid infestation of any works by pests and vermin.
- 24.2 When drains are being laid, precautions shall be taken to avoid the entry of rodents, including providing temporary stoppers to pipe ends and setting inspection chamber covers in position as the work proceeds.

25. Fossils and Antiquities

Refer to clause 18.11 (Fossils and Antiquities) of the main text of the Project Agreement for details on the treatment of fossils and antiquities.

26. Trade Boards and Advertising

- 26.1 The Contractor shall not erect or exhibit or permit or suffer to be erected or exhibited on any part of the Sites any signs or trade boards save those previously approved in writing by the City Council (such approval not to be unreasonably withheld or delayed).
- 26.2 Refer also to the requirement at paragraph 12.25 (Undertake Construction Works) of the main Output Specification document regarding the City Council's requirements for a nameboard at each Site during the initial works period.

27. On Completion

- 27.1 On completion of each stage of the works the Contractor shall remove all temporary fences, structures, connections and any other temporary facility and reinstate the area to:
- 27.1.1 in the case of areas which form part of the Project Area (including the grounds), to the condition required of that area by this Agreement;
- 27.1.2 in the case of areas which do not form part of the Accommodation (including the grounds), to a condition no worse than the area was in prior to the commencement of the works.

28. Notification

The Contractor shall notify the City Council's Representative as soon as reasonably practicable following receipt by the Contractor (including for the purposes of this Part B all Key Sub-Contractors and any sub-contractors) of any notice issued by a statutory authority or of any complaint relating to the carrying out of the works, providing reasonable details of the same and of any actions taken or proposed to be taken in response.

PART C WORKING METHODS - SERVICES

1. Introduction

- 1.1 The Contractor shall comply with and ensure compliance with the following Working Methods - Services in the provision of the Services.
- 1.2 These Working Methods - Services apply to the Contractor and all Key Sub-Contractors and any sub-contractors. For the purposes of this Part C 'Contractor' shall include all Key Sub-Contractors and any sub-contractors.
- 1.3 In addition, the Contractor shall ensure that any other Contractor Related Parties (for example their visitors) shall comply with the relevant requirements of these Working Methods - Services.
- 1.4 Refer also to the main text of the Project Agreement, and to the Access Protocol set out at Appendix 25 (Protocols) of this Output Specification.
- 1.5 Services which constitute maintenance of a like nature to 'works' must be delivered in accordance with Part B of this Annex (Working Practices).

2. General

- 2.1 The Contractor shall ensure that the Services are carried out in accordance with working methods recommended or required by Legislation, Guidance and Good Industry Practice (including the requirements of statutory authorities and the Consents).
- 2.2 The Contractor shall ensure that during the provision of Services affected areas are maintained in good order and clean and tidy so far as practicable having regard to the nature of the Services.
- 2.3 The Contractor shall ensure that the working methods are in accordance with relevant City Council Policies set out at Appendix 26 (City Council Policies) of the Output Specification.
- 2.4 The Contractor shall ensure that all individuals involved in providing the Services comply with the Staff Conduct Requirements set out in Part A of this Annex (Working Practices) of the Output Specification.
- 2.5 The Contractor shall ensure the reasonable requirements of the City Council's Representative are met.

3. Safety

- 3.1 The Contractor shall take all precautions necessary in accordance with Legislation, Guidance and Good Industry Practice to ensure the health and safety of Accommodation Users, the Care and Support Provider, the City Council, visitors and the general public is protected.
- 3.2 The Contractor shall take all precautions necessary in accordance with Legislation, Guidance and Good Industry Practice to ensure the health and safety of those employed to provide the Services are protected.
- 3.3 The Contractor shall ensure that all hazards are controlled.
- 3.4 The Contractor shall have regard to the nature of the Accommodation User groups (learning disability and mental health) occupying or visiting the Sites and the nature of the use and users of Adjoining Property.

4. Working Alongside Others

- 4.1 The Contractor shall devise and implement appropriate working practices to take account of facilities in use or in occupation.
- 4.2 Facilities in use or in occupation may include facilities on the Sites or on Adjoining Property, including properties occupied by City Council Related Parties and properties occupied by third parties.
- 4.3 The Contractor shall ensure that the Services are provided so as to cause the minimum inconvenience and nuisance to such occupiers.
- 4.4 Prior to providing any Services the Contractor shall submit detailed Service delivery programmes, safe systems of working, risk assessments and method statements to the City Council for comment and shall amend the same to reflect the reasonable requirements of the City Council's Representative.
- 4.5 The Contractor must ensure that the Services are provided in accordance with the agreed programmes and method statements.

4.6 The Contractor should note that in many cases the neighbouring properties to the Sites will be residential properties, and without prejudice to the obligations and liabilities in the Project Agreement, the Contractor shall take full responsibility for any complaints or claims resulting from the provision of any Services.

5. Hours of Work

5.1 The timing of the performance of the Services on Site, particularly those which may cause interference or disturbance to occupiers or adjoining occupiers, must be approved in advance by the Service User(s) or the City Council's Representative (as appropriate in the circumstances and all parties acting reasonably).

6. Use and Ownership of Property

6.1 Refer to paragraph 20 (Use of Property) of Part A (Staff Conduct Requirements).

7. Protection of Property

7.1 The Contractor shall take all reasonable precautions to prevent loss of or damage to property arising from the provision of the Services, and to prevent trespass caused by the Contractor, including with respect to:

7.1.1 the assets provided by this Project;

7.1.2 property and other items belonging to City Council Related Parties (including if applicable Adjoining Property);

7.1.3 property and other items belonging to third parties (including Adjoining Property).

7.2 The Contractor shall be responsible for and shall make good within a reasonable timescale any damage caused.

8. Utilities and Buildings Services

The Contractor shall take all reasonable precautions to ensure there is no loss or interruption of utilities supplies or deterioration in the environmental conditions of any area as a result of the provision of the Services.

9. Containment of Services

9.1 The Contractor shall ensure that facilities management areas (for example cleaners' stores) are protected from damage and are secure against trespass.

9.2 The Contractor shall not permit or suffer the storage of materials, plant or equipment in any Area of the Sites (other than facilities management areas) other than for reasonable periods necessary for loading and unloading.

9.3 The Contractor shall ensure that all reasonable measures are taken to prevent access by Service Users and visitors to materials, plant and equipment used to provide the Services which would pose a risk to health, safety or security of persons or a risk of damage to property.

9.4 The Contractor shall ensure that at all times materials, plant and equipment are either kept under supervision or are stored and secured.

10. Services Outside the Boundaries of the Sites

The Contractor shall take all necessary measures to ensure that where the provision of any Service requires work to be carried out beyond the boundaries of the Sites, such work is carried out safely, protecting persons and property.

11. Traffic Management

11.1 The Contractor shall agree parking arrangements for its staff and visitors with the Service User(s) and the City Council's Representative (as appropriate in the circumstances and all parties acting reasonably) and shall ensure that the agreements reached are complied with.

11.2 The Contractor shall ensure that access for emergency vehicles is maintained at all times.

12. Highways and other Circulation Routes

12.1 The Contractor shall ensure that public and private roads, footpaths and pavings whether on or adjacent to the Sites are kept in a clean, unobstructed and safe state.

12.2 The Contractor shall use all practical means to prevent grass cuttings or rubbish of any kind being carried on to the roads, footpaths or pavings on or adjacent to the Sites.

12.3 Where, in spite of such precautions, grass cuttings or rubbish are carried onto the roads, footpaths or pavings, the Contractor shall clean up such grass cuttings or rubbish to the reasonable satisfaction of the Accommodation User(s), the Care and Support Provider, the City Council's Representative or the owners and occupiers of Adjoining Property (as appropriate in the circumstances).

13. Noise

The Contractor shall control noise in accordance with Legislation, Guidance and Good Industry Practice.

14. Dust

No specific provisions.

15. Hazardous Substances

15.1 The Contractor shall ensure that the use of hazardous materials, plant or equipment is minimised in the provision of the Services in accordance with Legislation, Guidance and Good Industry Practice.

15.2 The Contractor shall ensure that any hazardous materials, plant or equipment used or intended to be used in the provision of the Services are kept under control and in safe keeping in accordance with all relevant Legislation, Guidance and Good Industry Practice.

- 15.3 The Contractor shall ensure that all such materials are properly and clearly labelled on their containers, and shall promptly inform the City Council's Representative of all such materials being used or stored at the Sites and shall comply with any other reasonable requirement of the City Council in respect of such materials, plant and equipment.
- 15.4 The Contractor shall maintain a COSHH register in relation to each [Site] [property] and shall ensure that a copy of each register is held at the relevant [Site] and at the Contractor's registered office, and shall ensure that a copy is given to the City Council.

16. Pollution

- 16.1 The Contractor shall take all reasonable precautions to prevent any pollution occurring from the provision of the Services including the release of smoke, fumes, fuel or lubricants.
- 16.2 The Contractor shall control pollution which arises as a result of the provision of the Services.
- 16.3 The Contractor shall meet the requirements of the City Council's Environment and Neighbourhoods Department (environmental health division), the Environment Agency and other relevant statutory authorities.
- 16.4 The Contractor shall control and render harmless and remove any polluted discharges or deposits.
- 16.5 The Contractor shall not, in breach of any Legislation or Guidance, permit any oil, grease or deleterious, dangerous, poisonous, explosive or radioactive matter to be discharged from the Sites into any rivers or any ditches or services media on the Sites and/or any Adjoining Property and shall not permit or suffer the blockage of any of such rivers, ditches and services media by reason of anything done or omitted on the Sites or any land upon which the Services are being provided, and shall comply at the Contractor's expense with any requirements of the Environment Agency or any other relevant statutory authority so far as such requirements relate to or affect the Services.

17. Contaminated Land

No specific provisions.

18. Asbestos and other Hazardous Materials

No specific provisions.

19. Gas, Vapour, Smoke and Fumes

- 19.1 The Contractor shall take all precautions necessary in accordance with Legislation, Guidance and Good Industry Practice to prevent any pollution to occur from the provision of the Services including the release of smoke or fumes.
- 19.2 The Contractor shall prevent fire or explosion caused by gas or vapour.
- 19.3 The Contractor shall take all precautions necessary to protect Service Users the City Council, visitors, the general public and site operatives from dangerous fumes arising from the provision of the Services.

20. Fire

- 20.1 The Contractor shall ensure that all necessary precautions to prevent personal injury and death and damage to the Project assets or other property from fire are identified and implemented.
- 20.2 The Contractor shall take all reasonable precautions to prevent the outbreak and spread of fire and shall provide and maintain suitable and adequate fire fighting equipment at appropriate locations and shall observe strict fire prevention measures in the provision of the Services.
- 20.3 The burning of materials on site, including waste arising from the Grounds and Horticulture Service, is prohibited. The Contractor's attention is drawn to the provisions of the Clean Air Act 1993 and regulations made thereunder.
- 20.4 The Contractor shall allow facilities for any visits the Fire Officer may make to inspect the Sites in order to ensure that fire precautions are adequate. The Contractor shall comply with any reasonable request made by the Fire Officer in this connection.

21. Explosives

No specific provisions.

22. Waste and Similar

In accordance with the requirements of the Output Specification the Contractor shall be responsible for the safe and prompt containment and disposal of waste generated by its activities at the Sites.

23. Specific Protection of the Environment

- 23.1 The Contractor shall carefully protect all trees, hedges, shrubs and lawns on and adjacent to the Site from unnecessary disturbance or damage in accordance with Good Industry Practice and (where applicable) Legislation and Guidance.
- 23.2 The Contractor shall carefully protect wildlife (other than pests and vermin) on and adjacent to the Site in accordance with the Good Industry Practice and (where applicable) Legislation and Guidance.
- 23.3 The Contractor shall carefully protect all water courses and service media on and adjacent to the Site in accordance with Good Industry Practice and (where applicable) Legislation and Guidance.

24. Pests and Vermin

In accordance with the requirements of the Output Specification the Contractor shall take all necessary precautions to prevent infestation by pests and vermin and where despite such precautions pests or vermin are present at the Sites, the Contractor shall take all necessary steps to eradicate the same.

25. Fossils and Antiquities

No specific provisions.

26. Trade Boards and Advertising

The Contractor shall not display trade boards or advertising at the Sites.

27. On Completion

On completion of service delivery tasks, the Contractor shall ensure:

27.1 that the area is left in a clean and tidy state;

27.2 that materials, plant and equipment used to provide the service are removed and securely stored away;

27.3 that items of furniture or personal belongings are placed back in their original position; and

27.4 that any loss or damage caused is rectified in a reasonable timescale.

28. Notification

The Contractor shall notify the City Council's Representative as soon as reasonably practicable following receipt by the Contractor (including for the purposes of this Part C all Contractor Related Parties) of any notice issued by a statutory authority or of any complaint relating to the provision of the Services, providing reasonable details of the same and of any actions taken or proposed to be taken in response.

ANNEX 12: Unavailability: Temporary Rectification Repair

1.0 REQUIREMENTS OF A TEMPORARY RECTIFICATION REPAIR

1.1 A temporary rectification repair must comply with the following criteria:

1.2 **(a)** the work necessary to give effect to the repair is undertaken:

- i. in a good and workmanlike manner so that the Property is safe and habitable and the situation is otherwise made safe to a standard which satisfies minimum statutory standard;
- ii. in accordance with Good Industry Practice as being a suitable temporary measure to deal with the defect or fault concerned and so that the repair;
- iii. is carried out with sufficient skill and materials appropriate for the type and life expectancy of the repair and;
- iv. does not have a health and safety risk to the Service Users.

1.3 **(b)** it is a repair which:

- i. reinstates the function and capability of the element, attribute or service it provides to the Property, albeit on a temporary basis;
- ii. is designed so that the Service User is not required to support the temporary repair;
- iii. takes full and proper account of the age, health and abilities of the Service User.

1.4 **(c)** the temporary repair shall be designed to last until the permanent measure to deal with the defect or the fault is completed.

ANNEX 13: Unavailability: Temporary Alternative Accommodation

1.0 CIRCUMSTANCES IN WHICH TEMPORARY ALTERNATIVE ACCOMMODATION IS REQUIRED

- 1.1 In circumstances where the nature of the failure or the fault is such that it has given rise to an emergency repair and
- a permanent repair cannot be completed within 24 hours from the date and time of the initial report or identification of the event; or
 - a temporary rectification repair is not permitted as identified in Annex 12; or
 - the Contractor is unable to provide a temporary rectification repair which satisfies the criteria in Annex 14 or the temporary rectification repair fails and is not made good within 3 hours or fails on more than one occasion; or
 - the permanent repair is not completed within the 3 calendar days.

The Contractor is required to offer temporary alternative accommodation, if necessary following consultation with the tenant, which satisfies the conditions and criteria set out below.

2.0 NATURE OF THE TEMPORARY ALTERNATIVE ACCOMMODATION

- i. The Temporary Alternative Accommodation for Dwellings may consist of:
- (a) subject to paragraph 2, below, hotel accommodation or;
 - (b) accommodation in any other building designed or adapted for residential use which is not of a temporary nature.
- ii. Hotel accommodation may not be offered to the following persons:
- (a) persons who receive support from statutory and / or voluntary agencies or family in order to remain in their homes in the community where this support cannot be provided in hotel accommodation or;
 - (b) persons with physical disabilities who require specific facilities, aids or adaptations which cannot be made available at hotel accommodation.

3.0 STANDARD OF THE TEMPORARY ALTERNATIVE ACCOMMODATION

- i.** All Temporary Alternative Accommodation must satisfy the requirements within this Annex
- ii.** If the Temporary Alternative Accommodation does not comprise hotel accommodation, the following equipment (which must be in working order) shall be available at the Temporary Alternative Accommodation for use by the tenant and his household:
 - (a)** oven and hob in the kitchen;
 - (b)** microwave in the kitchen;
 - (c)** washing machine in the kitchen;
 - (d)** television in a living room;
 - (e)** sufficient beds, furniture and furnishings (including carpets and curtains) to meet the needs of the tenant and his household at the Temporary Alternative Accommodation;
 - (f)** where babies or small children are being relocated, appropriate facilities for accommodating them (including a high chair and a cot for each child that might require one);
 - (g)** such household items as may be necessary to meet the needs of the tenant and his household at the Temporary Alternative Accommodation (including without limitation kettle and cooking pots, pans, utensils and cutlery).

The Contractor shall be entitled (at no cost to the City Council or the tenant) to make appropriate arrangements with the agreement of the tenant for the removal of any of the above items from the tenant's Dwelling to the Temporary Alternative Accommodation provided that the Contractor also makes appropriate arrangements with the agreement of the tenant for the return of the same upon the tenant's return to the household.

- iii.** If the Temporary Alternative Accommodation comprises hotel accommodation:
 - (a)** the tenant and all members of the household must:

- (i) be provided there with breakfast, lunch and dinner (including at least one cooked main meal per day) or, where appropriate, suitable alternative provision (e.g. packed lunches may be provided to school children and working adults) at nil cost to the tenant or the City Council;
 - (ii) have access to laundry facilities at nil cost to the tenant or the City Council;
 - (iii) have access to their rooms at all times during the course of their stay;
 - (iv) be entitled to and receive the same standards and levels of service as other hotel guests.
- (b) the rooms provided to the tenant and household members must have as a minimum:
- (i) en suite facilities;
 - (ii) a television;
 - (iii) facilities for making hot and cold drinks;
 - (iv) sufficient beds to meet the needs of the tenant and the household;
 - (v) where babies or small children are being relocated, appropriate facilities for accommodating them (including a high chair and a cot for each child that might require one).
- iv. The Temporary Alternative Accommodation offered to a tenant must cater for and meet the medical, physical and social needs of all persons who reside (whether permanently or temporarily) at the Dwelling and who will require use of the Temporary Alternative Accommodation.
- v. It shall not be necessary for the Temporary Alternative Accommodation to be capable of accommodating family pets. However, where the household has any family pets, the costs of homing such pets at facilities which ensure their welfare throughout the period of Temporary Alternative Accommodation shall be borne by the Contractor.

4.0 LOCATION OF THE TEMPORARY ALTERNATIVE ACCOMMODATION

All Temporary Alternative Accommodation must be located:

- i.** so that the journey to work or school of all working residents or resident students is not more than 1 mile longer than as from the Dwelling from which such residents have been relocated and where there is a conflict between the requirements of the residents, the journey of the head of the household shall be measured;
- ii.** not more than one quarter of a mile from a bus stop, reasonably suitable to the needs of the residents, in particular access to schools and work;
- iii.** so that the journey that any resident must make to receive any ongoing medical or social services care is not more than 3 miles longer than as from the Dwelling from which such residents have been relocated.

5.0 SLEEPING ARRANGEMENTS

The Temporary Alternative Accommodation must have sufficient bedrooms available to ensure that:

- i.** no persons of the opposite sex who are aged 10 years or over are required to share a room unless they are living together as partners and both are above the age of consent;
- ii.** persons of the same sex who are aged 18 years or over are not required to share a bedroom unless such persons previously shared a room at the Dwelling they came from to the Temporary Alternative Accommodation;
- iii.** subject to paragraph i above, more than 2 persons who are aged under 18 may be required to share a bedroom:
 - (a)** if they did so at the Dwelling they moved from (in which case they may be required to share a room with the same persons at the Temporary Alternative Accommodation) and;
 - (b)** provided that the room to be shared at the Temporary Alternative Accommodation must be of equivalent size to allow sharing by the same number of persons as previously without any more overcrowding than existed at the Dwelling from which the tenant and his household have been relocated.
- iv.** no person is required to sleep in a room that is not a bedroom.

6.0 OFFERS/ACCEPTANCE OF ALTERNATIVE ACCOMMODATION

- i.** The offer of Temporary Alternative Accommodation shall be communicated by the Contractor directly to the Tenant/Leaseholder who will decide whether to accept/reject the offer. This decision shall be made within 2 working days otherwise it will be deemed to have been rejected.
- ii.** The offer shall be communicated by way of a notice in writing within 2 working days of the start of such Unavailability at no additional cost to the City Council or the Tenant/Leaseholder.
- iii.** A copy of such notice shall also be served on the City Council within 1 working days of the notice being issued to the individuals referred to in paragraph 6.0 i.
- iv.** Any notice sent by the Contractor pursuant to paragraph 6.0 ii shall:
 - Describe the Temporary Alternative Accommodation including the address;
 - Where it is reasonably practicable to do so invite the individuals named under paragraph 6.0 i to inspect the proposed Temporary Alternative Accommodation within a reasonable period of time prior to any relocation to the Alternative Accommodation;
 - Set out its proposals regarding the timing and co-ordination of relocation of the Tenant/ Leaseholder to the Temporary Alternative Accommodation;
 - Advise of the date by which the Contractor reasonably expects the Tenant/ Leaseholder will be able to relocate back;

- Confirm that the costs of occupation in paragraph 7.0 will be met by the Contractor.
- v. Where the Contractor makes an offer of Temporary Alternative Accommodation, upon written request from the City Council the Contractor shall give the City Council reasonable notice of a time and date when the City Council may inspect the Temporary Alternative Accommodation offered, provided that (for the avoidance of doubt):
- There shall be no requirement on the Contractor to ensure that such inspection takes place prior to relocation of the Tenant/Lease holder;
 - Both Parties acknowledge that the purpose of the inspection is for the City Council to satisfy itself that the Temporary Alternative Accommodation complies with the specification laid out in paragraphs 2.0 to 5.0
- vi. The Contractor shall use its reasonable endeavours to obtain the acceptance or refusal of the Alternative Accommodation by the relevant Parties under paragraph 6.0 i as soon as reasonably practicable following the notice being served in writing. For the avoidance of doubt, the City Council shall have no obligation in relation to the obtaining of a decision of the Tenant/Leaseholder in relation to the acceptance/refusal of the Alternative Accommodation.

7.0 COSTS OF OCCUPATION OF ALTERNATIVE ACCOMMODATION

- i. The Contractor shall be responsible for the payment of all invoices as detailed in paragraph 5.2 below.
- ii. If the Alternative Accommodation is accepted as per 6.0 I above then:
- the Contractor shall be responsible for the Decanting of the Tenant/Leaseholder to and from the Temporary Accommodation;
 - the Contractor shall bear any costs incurred by it in providing the Alternative Accommodation and any costs

incurred as a result of Decanting the Tenant/Leaseholder to and from the Temporary Alternative Accommodation;

- the Contractor shall bear all reasonable costs incurred by the City Council or the Tenant/Leaseholder as a result of the provision or occupation by a Service User of the Temporary Alternative Accommodation.

8.0 RELIEF FROM UNAVAILABILITY DEDUCTIONS

- i.** To incentivise the Contractor to minimise the length of stay experienced in Temporary Alternative Accommodation, relief from deductions will be limited to:
 - A maximum of twenty eight (28) working days from the commencement of the Unavailability, in the case of whole Dwelling Unavailability.
 - or such longer period as may be agreed between the Contractor and the City Council acting reasonably providing the Contractor can demonstrate to the City Council's reasonable satisfaction that rectification is not reasonably practicable in such period, after which time no relief from deductions will be given.
- ii.** Such relief will be deemed to commence from the time that Tenants/Leaseholders commence occupation of the Temporary Alternative Accommodation and will cease when they are re-housed back into their own accommodation.

9.0 REFUSAL OF ALTERNATIVE ACCOMMODATION

- i.** Any offer of Temporary Alternative Accommodation made by the Contractor may be reasonably refused if it fails to meet the specifications laid out in paragraphs 2.0 to 5.0. This will result in deductions being made from the Unitary Charge payment as per Part 3 of the Payment Mechanism.

- ii. In the event of the Contractor disputing the reasons for the refusal under 9.0 i, it shall be entitled to request a meeting with the City Council to discuss the position. This request shall be made to the City Council Representative within [x] Working Days of the refusal being made.
- iii. If the Tenant/ Service User elects to stay within their own accommodation under any circumstance highlighted under paragraph 9.0 i above, then the Contractor will be obliged to make a re-offer of Alternative Accommodation after every seven (7) working days until the necessary repair work has been completed.

10.0 CITY COUNCIL ALTERNATIVE ACCOMMODATION

- i. The City Council may itself provide Temporary Alternative Accommodation where permitted to do so pursuant to paragraph 3.15 of the Payment Mechanism.

11.0 FAILURE TO AGREE TERMS OF THE ALTERNATIVE ACCOMMODATION PROTOCOL

- i. In the event of any failure to agree any matters relevant to this Alternative Accommodation Protocol, the matter may be referred for determination pursuant to the Dispute Resolution Procedure.

ANNEX 14: Repairs: Classification and Prioritisation

1.0 CATEGORIES OF REPAIRS

1.1 The Contractor shall adopt a system for the classification and prioritisation of repairs and maintenance using the following categories:

- responsive repairs;
- tenant responsibility: those repairs which are the responsibility of the tenant;
- insurable events;
- planned, programmed, preventative and cyclical maintenance:
 - lifecycle renewals, planned and preventative maintenance works
 - cyclical maintenance
 - servicing and testing
 - inspections

2.0 RESPONSIVE REPAIRS

2.1 Responsive Repairs are those day to day repairs or replacements which are requested by a Tenant or a Leaseholder or a member of the public or of which the Contractor becomes otherwise aware, carried out on a responsive basis and not forming part of a planned maintenance programme. This includes 'Minor Adaptations' as detailed in the Adaptations Protocol.

Any repair that is identified as part of a planned maintenance programme will be undertaken outside of the maintenance programme if the repair is categorised as either an emergency or a priority repair.

2.2 Responsive Repairs shall be prioritised into the following three categories:

- emergency repairs
- priority repairs
- general repairs

For the avoidance of doubt, performance standards shall be measured over the periods contained in annex 6 and annex 14. In terms of actual deductions, the permanent rectification periods contained in annex 10 and the Payment Mechanism shall apply.

2.3 **Emergency Repairs**

- repairs shall be categorised as “emergency repairs” where urgent action is required to prevent or limit damage to health or safety to persons, property or personal belongings;
- the classification of emergency repairs shall always include any failure of Availability where this would cause the need for an emergency repair;
- the emergency element of the fault must be responded to within 3 hours of the initial report or identification of the fault and a permanent repair completed within 24 hours from the time of the initial report or identification of the repair;
- where a permanent repair cannot be completed within 24 hours, the events set out in Volume 1, Annex 12, 13 and the Payment Mechanism will apply;
- emergency repairs will be measured as a non – Availability event and will be considered under the rule governing Availability as detailed within the Payment Mechanism;
- where a permanent repair is not completed within the rectification period, the Property will be deemed to have been unavailable from the date and time of the first report or identification of the failure.

2.4 **Priority Repairs**

- “priority repairs” provide for those circumstances where responsive action is required to limit the risk of damage to health or safety to persons, property or personal belongings but the failure or fault is not deemed to warrant an emergency repair;
- the rectification period for priority internal repairs is 4 working days. The period commences on the date and time of the initial report or identification of the fault and ceases on the day and time 4 working days thereafter;
- where a permanent repair cannot be completed within 4 working days, the events set out in Volume 1, Annex 12 and the Payment Mechanism will apply;
- all priority internal repairs will be considered against the Service Performance Standards.

2.5 **General Repairs**

- general repairs provide for those situations where action is required to limit the inconvenience to a tenant’s or a resident’s enjoyment of land or property;
- The rectification period for general repairs is 15 working days. The period commences on the date and time of the initial

report or identification of the fault and ceases on the day and time 15 working days thereafter;

- where a permanent repair cannot be completed within 15 working days, the events set out in Volume 1, Annex 12 and the Payment Mechanism will apply;
- Rectification of general repairs will always be considered against Service Performance Standards.

Where a general repair is included within a maintenance programme and is scheduled for completion within 6 months of such a request, identification or report, the Contractor may choose to defer the work subject to the Contractor's assessment that the repair will not deteriorate into a priority repair or an emergency repair within that period.

2.6 **Major Adaptations**

Major adaptations are to be provided following an assessment of the individual needs by an Occupational Therapist. This may be required due to a requirement of removal, alteration or renewal of existing adaptations or the provision of new adaptations.

An indicative list of major adaptations is included in the Project Agreement, Schedule 26.

Timescales will be dependent upon the urgency of the individual's situation/need. The period commences on the date and time of the initial report or identification of need from the Occupational Therapist, the three timescales for major adaptations are as follows:

- Priority 3 need - 235 days
- Priority 2 need - 112 days
- Priority 1 need - 74 days

Rectification of Major Adaptations will always be considered against Service Performance Standards.

2.7 **Repairs by Appointment.**

The Contractor is required to offer an appointment service for all internal repair works. The minimum service should be allow appointments to be provided on working days between the hours of 8 a.m. to 8 p.m. Monday to Friday and 8 a.m. to 1 p.m. Saturdays and within the time bandings of: morning, afternoon and evening.

Appointments must be arranged for a day and time period which is convenient for and agreed by the Tenant or Leaseholder and

must be confirmed verbally at the time of the report and in writing, including electronically where applicable, and dispatched within 1 working day of the report.

The repair appointments are to cover all repair visits that require internal access to the home, including all internal repairs, internal adaptations and all external repairs that require access to the interior of the home to complete the works.

3.0 TENANT RESPONSIBILITY

Responsive Repairs, as outlined above, exclude minor repairs for which the Tenant is responsible (refer to tenancy agreement for Tenants' full responsibilities).

Examples of repairs which are categorised as such are:

- filling of minor cracks in internal plasterwork, including preparatory work for re – decoration;
- replacing light bulbs and electric plugs;
- repairs to portable appliances and cookers;
- replacing clothes lines;
- internal decoration, including floor coverings fitted by tenants.

4.0 INSURABLE EVENT REPAIRS

Insurable event repairs are those which are covered by the Required Insurances as outlined in the relevant clause of the Project Agreement and shall be categorised and recorded as such.

5.0 PLANNED, PROGRAMMED, PREVENTATIVE AND CYCLICAL MAINTENANCE

The Contractor shall deliver planned, programmed, preventative and cyclical maintenance programmes and provide life cycle renewals to ensure that the Properties continue to meet the Availability Standards and that it satisfies its obligations under this Agreement.

The Contractor shall also routinely service and test all services, installations, equipment and appliances within the Properties

which require servicing and testing.

It will also be expected to undertake the inspections and risk assessments pursuant to the Regulatory Reform (Fire Safety) Order 2005.

The particular service requirements and the Contractor's obligations in respect of planned, programmed, preventative and cyclical maintenance are set out in Annex 16.

6.0 CLASSIFYING AND ACTIONING REPAIRS

- i. On receiving a request for a repair the Contractor shall gather sufficient information to enable it to categorise the repair correctly.
- ii. Categorisation of repairs must not be judged solely on the type of work but should also take account of the household's personal circumstances. The Contractor shall exercise a degree of flexibility when dealing with vulnerable people who may need priority treatment because they are less able to cope with the anxiety or the problems that a defect causes.
- iii. The Contractor shall notify customers of the repair classification and the appropriate rectification period at the time that the request for the repair is made and it shall send written confirmation of the same within 1 working day.

7.0 QUALITY OF REPAIRS AND RECALLS ON REPAIRS

The Contractor is required to operate a robust quality control process for the repairs service, that should include clear standards of workmanship to be met, be in accordance with good industry practice and capable of being verified through inspection. The quality control processes should include arrangements for programmed and sampled inspection both during the works, as appropriate, and on completion,

The contractor should have processes to deal with repair recalls, where a tenant (or other party in relation to communal repairs) reports a fault with the works undertaken, or where the same repair has been requested indicating that the original repair was not undertaken correctly or has prematurely failed.

For the purposes of the performance regime the recall period will be 20 working days. However the Contractor should have processes to monitor and review the potential for repair recalls generally.

8.0 SATISFACTION WITH THE REPAIRS SERVICE

The Contractor is required to seek feedback from Tenants on the outcome of the repair work or adaptation work that has been undertaken. Tenants should be satisfied with the result of the repair work and the conduct of the repair operative. This process should be used to assist the Contractor in its process of continual improvement for the repairs service.

The Contractor should have processes in place to monitor all feedback and ensure that all adverse feedback is followed up and resolved.

The Contractor will be required to report on all feedback as part of the monthly performance report.

Pest Control: Service Requirements

Pest Type	Pest Control Service Required.
Rats – communal areas	Eradication service provided and to prevent infestation spreading into Dwellings from communal or external areas. Advice service to tenants and referral to City wide service.
Rats – external areas	Eradication service to remove rat infestation to outer areas and communal areas
Mice	Eradication service for communal areas. Advice service only to tenants.
Squirrels – communal	Prevention action to prevent access and damage to communal areas, and to prevent access into Dwellings from communal or external areas
Feral Pigeons – communal balconies	Clean up service provided to communal external balconies.
Insects (other than wasps) – communal	Eradication in communal areas only and advice to tenants.
Wasps – communal	Removal of wasps nests in communal areas.
Wasps – external	Removal of wasps nests in external areas.
Woodworm – communal & Dwellings	Eradication service to be provided as part of repairs service to prevent / resolve fabric damage to Dwellings and Communal Areas

Cockroaches – communal	Eradication service provided to all communal areas infested, and to prevent infestation spreading into Dwellings
Fleas	Eradication in communal areas. Advice only to tenants.
Ants	Eradication in communal areas. Advice only to tenants
Voids	Full pest control service to be provided to ensure that void is free from infestation in accordance with Annex 17 below.

Pest Control: Target Response and Resolution Times

Pest Type	Response Times (to respond with ? days of receipt)	Resolution Times (working days, to eradication of infestation)
Rats - inside	a) If the call is received before 12:00 the same day	25
Rats - inside	b) If the call is received after 12:00 the next day	25
Rats - outside	5	25
Mice	3	25
Squirrels	3	25
Feral Pigeons	5	10
Insects (other than wasps)	3	1
Wasps emergency	1	1
Wasps other	3	1
Woodworm	14	1
Cockroaches	3	25
Fleas	3	10
Ants	3	3

Note: Bees are missing from the table above. Bees (all species) are now looked upon as insects beneficial to the environment and should only be destroyed/controlled as a last resort i.e. only when there is an imminent and unavoidable threat to human health.

ANNEX 15: Responsive Repair Classifications and Prioritisation

The following table provides an indication of types of repair for each category but is not exhaustive.

Emergency Repairs (E)	Priority Repairs (P)	General Repairs (G)
Emergency repairs are defined as: Repairs or maintenance required to prevent or limit damage to health or safety to persons, property or personal belongings.	Priority repairs are defined as: (Internal) Limit the risk of damage to health and safety to persons, property or personal belongings. (External) Limit the risk of damage to health and safety to persons, property or personal belongings slightly reduced.	General Repairs are defined as: Repairs where action is required to limit inconvenience to the tenants, visitors or service users enjoyment of land or property.
Structural Safety and Security		
Serious damage to the exterior of property e.g. serious storm or gale damage, failure of chimney stack, failure of roof.	Loose, but not unsafe external materials e.g. slipped slate, loose gutter, disconnected fall pipe.	All other external repairs to structural building elements.
Serious damage to the interior of the property e.g. failure to staircase, collapse to floor, insecure internal wall.	Damage to interior of property e.g. Loose banister or handrail, decay to timber floor or stair tread.	All other internal repairs to structural building elements.
Works to secure property / make property safe following a fire.	Making good minor internal fire damage.	Making good external fire damage including smoke damage.
Insecure or unsafe external window, door or lock.	Failure of window seals, putty pointing, mastic, sealants where water ingress occurs. Cracked glazing.	All other window and door repairs.
Security or safety problem after break in, attempted break in or forced entry by Police or Fire etc.	Re-glazing after temporary security repairs.	Renewal of doors and windows after temporary security repairs.
Securing Properties which have been abandoned or which are tenanted but unoccupied	-	-
Gaining access to a Property where urgent access is required or tenant has lost key (rechargeable).	-	-
Electrics		
Total loss of electric power: no electric power or lights (including failure of emergency, security and staircase lighting).	Partial loss of electric power (including failure of front and rear door security lighting to low rise dwellings).	-
Dangerous or unsafe power or lighting socket or electrical fitting.	Faulty or broken light fittings or sockets.	-
Checking electrics after water leak.	-	All other electrical repairs.
Heating, Gas and Plumbing		
Total or partial loss of space or water heating between 31 st October and 1 st May.	Total or partial loss of space or water heating between 30 th April & 1 st November.	-

Emergency Repairs (E)	Priority Repairs (P)	General Repairs (G)
Heating, Gas and Plumbing (cont)		
Total or partial loss of space or water heating between 30 th April and 1 st November for vulnerable households.	Low water temperature of hot water or lack of heat from radiator.	Broken control to radiator. Loose radiator.
Total or partial loss of gas supply.	-	-
Gas works following leakage of gas or fumes and referral from Northern Gas Networks.	-	-
Dangerous and loose gas installations, fittings or equipment.	Minor damage to gas installations e.g. loose casing	-
Blocked flue to open fire or boiler. Includes poor combustion – yellow flames, soot on burners.	-	-
Inoperable fire or storage heater.	Broken control to fire or storage heater.	Advice on use of heating system and controls.
Total loss of water supply.	Partial loss of water supply.	-
Low pressure on pumped water supply to multi-storey.	Intermittent loss of pressure on pumped water.	Low water pressure (possible referral to Water Authority).
Serious leak from water or heating pipe, tank, cistern or associated fittings.	Minor leaking from water or heating pipe, tank, cistern or associated fittings.	-
Drainage		
Blocked or leaking foul drain, soil stack or suspected blocked stack.	Blocked waste pipe.	Loose waste pipe or soil stack.
Blocked or leaking drains.	Blocked gulley.	Missing gulley grate.
Blocked and leaking internal rain water down pipes.	Blocked or badly leaking gutter joint or rain water down pipes).	Minor leaking gutter joint or rain water down pipe.
Bathroom and Kitchen Facilities		
Blocked WC (where there is no other working toilet in the dwelling).	Blocked WC or faulty flush, on second W/C.	Extractor fan not working in a kitchen or bathroom with no other venting.
Toilet not flushing (where there is no other working toilet in the dwelling).	Overflows from WC constantly running.	Dripping overflow.
Blocked sink, bath or basin in a Flat or Maisonette. (other than ground floor).	Blocked sink, bath or basin (houses, bungalows and ground floor flats and maisonettes).	
Tap, running full bore, which cannot be turned off.	Dripping tap.	Stiff operation of tap.

Emergency Repairs (E)	Priority Repairs (P)	General Repairs (G)
Bathroom and Kitchen Facilities (cont)		
-	Loss of use of shower or bath.	Other Minor repairs to toilets, baths, sinks, including renewal of cracked or stained baths, basins etc.
-	Failure of cooker connection – gas or electric.	-
-	Loose wall cupboards and failed kitchen drawers.	Other general repairs to kitchen fittings.
-	Failure of suitable ventilation that allows the normal operation of appliance where such ventilation is required.	In operation of bathroom or kitchen facilities or associated services.
Communal Facilities and Dwelling Services		
Breakdown of lifts.	Broken control to lift (lift still operable).	General repairs to lifts.
Door entry system not working to block of flats (Failure of controlled entry systems).	Door entry system not working for individual flat.	Other general repairs to door entry and intercom systems.
Blocked waste chute.	Repairs to chutes to prevent blockage, repairs to chute hoppers. Loss of access to external.	Other general repairs to chutes and chute rooms, including access doors.
Total loss of communal lighting.	Broken communal lights to access ways and lobbies. Total loss of external lighting.	Broken external lighting.
Failure of fire alarm system or emergency lighting.	Other repairs to fire alarm system or emergency lighting.	-
Failure of fire doors and screens.	Other repairs to fire doors and screens.	-
-	Failure of communal ventilation plant.	Other repairs to ventilation systems.
Failure of communal TV (IRS) system.	Poor reception on communal TV (IRS) system.	Other general repairs to communal TV (IRS) system.
-	Total failure of communal facilities e.g. laundry or kitchen facilities	Other repairs to communal facilities e.g. failure to single washing machine, failure of kitchen cooker.
Adaptations		
Breakdown of stair lifts, through floor lifts, hoists and step lifts.	Broken control to lift (lift still operable) and other general repairs to lifts.	-
Failure of adaptations: specialist bathing equipment, thermostatic showers, shower pumps and access intercoms.	Other repairs to adaptation equipment.	-
-	Minor adaptation requests e.g. lever taps, grab handles, kitchen handles.	-

Emergency Repairs (E)	Priority Repairs (P)	General Repairs (G)
External Areas		
Serious structural fault to walk way or access way.	Significant trip hazard to footpath or access way.	All other footpath, access way and road way repairs including broken or uneven flags, potholing of roads and footpaths.
Serious structural fault to external feature providing risk to health and safety.	Blown down fencing – access onto main road or bus route.	All other fencing repairs and gate repairs
Garages		
-	Loss of access to garage.	Other repairs to garages

ANNEX 16: Planned, Programmed, Preventative and Cyclical Maintenance

- 1.0** The Contractor shall assess the demand for life cycle replacements and planned, programmed, preventative and cyclical maintenance to cover the periodic overhaul, refurbishment and renewal of building components to ensure that the Properties meet the Availability Standards.

Planned Maintenance to include:

- life cycle renewal;
- planned maintenance works;
- planned and cyclical servicing and testing;
- cyclical maintenance.

The programmes of action should be outlined in an annual Maintenance Plan as detailed below.

- 1.1** Life cycle replacements should be considered with due regard to Annex 10 and to BS/ISO 15686 when assessing the durability and life expectancy of property elements, products and components.
- 1.2** Planned and cyclical servicing and testing, as outlined in section 4 and table 16.1 below should cover all necessary checks and inspections as required, including all statutory servicing and testing.
- 1.3** Programmed, preventative and cyclical maintenance works to include all necessary repair, maintenance and renewal to seek to avoid undue responsive maintenance and breakdown, including programmes of redecoration as outlined in table 16.2 below.

2.0 MAINTENANCE PLAN

(a) Contents

No later than January 31st in each Contract Year, the Contractor must provide the City Council with a draft programme of its proposed life cycle works and its planned, programmed, preventative and cyclical maintenance (collectively termed the Maintenance Works) including its schedule for servicing and testing for the next Contract Year and, in outline only, for the next four Payment Years following that.

The programme shall:

- i include the commencement date, details and duration of such life cycle works and planned, programmed, preventative and cyclical maintenance;
- ii be prepared on the basis and demonstrate that disturbance and Availability problems can be minimised;
- iii provide a breakdown of the maintenance works to illustrate how the Contractor will thereby meet its obligations under this Agreement;
- iv provide separate estimated costs of proposed life cycle works and of the other planned works;
- v provide a schedule of its checking, servicing and testing regime for the services, installations, equipment and appliances including dates and time periods, for the following payment year.

(b) Agreeing the Maintenance Plan

The City Council and the Contractor will jointly consider the Contractor's Proposals in the draft Maintenance Plan in order to agree:

- arrangements for the life cycle works and the planned and cyclical maintenance to be carried out, as far as is practicable, in a manner and at times which will allow the Contractor to deliver its obligations under this Agreement and the City Council and the City Council's Tenancy Management Contractor to deliver their services;
- the planned duration of such life cycle works and planned preventative maintenance;
- the schedule for the checking, servicing and testing of the services, installations, equipment and appliances.

In the event that the City Council and the Contractor cannot agree, the procedures as set out in clause 23 of the Project Agreement will apply.

Following agreement or determination, the Contractor will finalise the Plan and provide a copy to the City Council.

(c) Changes to the Maintenance Plan

The Contractor may make minor variations to the Maintenance Plan within the Payment Year to which it relates to the extent

that the variations, either individually or together, will not give rise to the application of the Review Procedure.

3.0 MAINTENANCE WORKS

3.1 The Contractor shall provide the City Council with at least 3 months notice, in writing, of the anticipated commencement date, the expected duration and the details of its life cycle works and its planned, programmed, preventative and cyclical maintenance.

In delivering these life cycle works and its planned and cyclical maintenance programmes, the Contractor shall follow its maintenance plan.

3.2 In addition, the Contractor shall ensure that:

- where it requires internal access to a Dwelling in order to carry out its planned and cyclical maintenance it contacts the tenant or leaseholder, as the case may be and makes arrangements to undertake the work on a day and at a time that is convenient for the tenant or leaseholder in compliance with the Access Protocol.
-
- each programme of works is completed within 5 working days of the scheduled completion date as set out within the maintenance plan;
- all other relevant clauses within this Agreement apply.

4.0 SERVICING AND TESTING

4.1 Table 16.1 sets out

- an indicative list of the lifts and other services, installations, equipment and appliances, plant and mechanical systems routinely and periodically serviced and tested by the City Council;
- an list of the indicative frequencies of the servicing and testing of the lifts and other services, appliances, installations and equipment, plant and mechanical systems currently operated by the City Council; the frequencies stated are for information only and it is the Contractor's responsibility to ensure that all such servicing and testing is in accordance with 4.2 below.

4.2 The Contractor shall service and test all lifts and other services, installations, equipment and appliances, plant and mechanical

systems required to be serviced and tested in communal areas and in individual dwellings to an equivalent or better standard than that outlined in Table 16.1 or as otherwise required or recommended in accordance with all applicable legislation, good industry practice and manufacturers' guidance, recommendations and the like.

- 4.3 The Contractor shall also be required to service and test any appliances, installations, equipment, services, plant or mechanical systems that it installs in the course of its operations under this Agreement to the standards and frequencies required or recommended in accordance with any applicable legislations, good industry practice or manufacturers' guidance or recommendations or the like.
- 4.4 No later than the 31st of January in each payment year, the Contractor shall provide the City Council with a schedule of its proposed programme of servicing and testing for the following payment year.

This schedule will be incorporated into the Maintenance Plan, as detailed in 2.0 (a) above

- 4.5 In delivering its programmes of servicing and testing, the Contractor shall:
- comply with its schedule as set out and agreed in the Maintenance Plan;
 - comply with the requirements in respect of appointments as detailed in 3.2 above, save for in respect of the servicing and testing of gas services, installations, equipment, appliances and ventilation, which is referred to in Volume 1, Annex 6;
 - ensure that each programme or instance of serving and/or testing is completed within 2 working days of the programmed dates as set out in the Contractor's schedule.
- 4.6 Following all servicing and testing, certificates must be retained and stored for at least 6 years by the Contractor.

Save as otherwise required in accordance with legislation, the City Council must be provided with a faxed or electronic copy of such certificates within 1 working day of a request.

5.0 LEASEHOLD PROPERTIES

- 5.1 The Contractor shall undertake a safety check and test all flues, installations, equipment and/or appliances, which are supplied by, or are provided for the supply of, gas in leasehold properties to the same frequencies and standards as in tenanted dwellings

The extent of the Contractor's obligations in this regard will be:

- i.** to undertake a safety check and test the said flues, services, installations, equipment and appliances to ensure that they meet the required safety standards and;
- ii.** where the standards are not met, to take the appropriate action to ensure that the said flue, service, installation, appliance or equipment is made safe and does not compromise the safety of persons and / or of property;
- iii.** to undertake any works which are necessary to rectify faults which have been identified and which are the Contractor's responsibility under this Agreement.

5.2 Where the Leaseholder of the Property provides a gas safety certificate completed by and signed by a person authorised to complete and sign such a gas safety certificate, the Contractor, having satisfied itself as to the validity of the document, may accept the said gas safety certificate as evidence that the required safety checks have been carried out.

In these circumstances, the Contractor will not be required to undertake the tests and safety checks in the relevant dwelling but will be responsible for completing any remedial works in accordance with (iii) above.

Table 16.1 Servicing and Testing

Indicative list of items to be covered, but not limited to:

Equipment	Frequency of Checks – servicing/inspection Minimum Frequency Required	Notes on servicing and inspection
Communal Services to blocks of flats		
Lifts – passenger and goods lifts	Monthly inspection	Servicing to The Lifting Operations and Lifting Equipment Regulations 998 (LOLER) at least every 6 months. 10 monthly servicing visits. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Communal Fire alarms	Weekly checks	Servicing to BS5839-1 2002/A2 2008. 24 hour / 365/6 days a year callout emergency repair and breakdown cover.
Communal Smoke detectors / systems	Checks at not more than every 6 months	Servicing to BS5839-1 2002/A2 2008. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Communal Fire extinguishers and equipment	Annual inspection	Responsive repair cover for defects or renewal.
Dry Risers (Fire)	Annual inspection	Responsive repair cover for defects or repairs.
Emergency Lighting	Daily checks	Servicing to BS 50172-2004 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Fire Doors	Weekly checks	Responsive repair cover for defects or repairs.
Glazed fire screens	Weekly checks	Responsive repair cover for defects or repairs.
Door closers	Weekly checks	Responsive repair cover for defects or repairs.
Communal Fire Risk Assessments	Annual risk assessment	The Regulatory Reform (Fire Safety) Order 2005
Equipment	Frequency of Checks – servicing/inspection	Notes on servicing and inspection

	Minimum Frequency Required	
Communal Lightning Conductors	11 Monthly	Responsive repair cover for defects or repairs.
Ventilations fan system	Annual	Responsive repair cover for defects or repairs.
Communal CCTV	Annual	Responsive repair cover for defects or repairs.
Communal Door Intercom Systems	Annual	Callout and repair service to all
Communal TV Aerials systems and networks	Annual	Callout and repair service to all
External structural steeple jack inspection to high rise blocks > 4 storey	At least every 18 months	This item may vary dependent upon the external cladding solution chosen for the multi storey blocks.
Communal Water Pumps and Rising Mains	Annual	An annual safety and maintenance check should be undertaken as a minimum. 24 hour/36/65 days a year callout emergency repair and breakdown cover.
Communal heating plant.	Annual	An annual safety and maintenance check should be undertaken as a minimum. 24 hour/36/6 days a year callout emergency repair and breakdown cover.
Communal water storage, hot and cold water systems (including communal bathrooms, shower rooms and kitchens).	Annual	An annual safety and maintenance check should be undertaken as a minimum. Monthly testing of all communal plant, bathroom and kitchen outlets for legionella bacteria. 24 hour/36/6 days a year callout emergency repair and breakdown cover.
Internal/external communal soil stacks	Annual	Annual CCTV examination of the communal soil stacks, or CCTV examination as necessary to examine potential repairs or faults. Responsive repair cover, priority dependent on fault.
Internal/external communal rain water drainage stacks	Annual	Annual CCTV examination of the communal soil stacks, or CCTV examination as necessary to examine potential repairs or faults. Responsive repair cover, priority dependent on fault.

Equipment	Frequency of Checks – servicing/inspection Minimum Frequency Required	Notes on servicing and inspection
Rubbish Chutes and Chute Hoppers	Annual	Annual CCTV examination of refuse chute, with weekly checks on chute hoppers. Examination as necessary in the case of blockage or repair. Responsive repair cover, priority dependent on fault. Day time emergency cover for chute blockage.
Communal refuse storage	Daily	Checks on use and condition of bins. Rotation of bins in chute rooms to prevent over flow.
Communal Rooms and Facilities		
Communal Electrical appliances/PAT testing	Annual	Responsive repair cover, priority dependent on fault.
Induction Loops	Annual	Responsive repair cover, priority dependent on fault.
Communal gas appliances	Annual	Within 12 months of last safety inspection. Alternate between strip down service one year and safety check the alternate year. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Communal laundry equipment	Annual	Responsive repair cover, priority dependent on fault.
Sheltered Dwellings (additional specific requirements)		
Electrical appliances/PAT testing – kitchen cookers in dwellings (where applicable)	Annual	Responsive repair cover, priority dependent on fault.
Residential Accommodation		
Electrical installation testing.	10 year rolling programme	A detailed installation test to be undertaken at least every 10 years.
Intercoms – door entry	N/A	Callout and repair service to all dwelling units. (Servicing of main system where linked to communal door intercom system).
Gas appliances (If applicable) including leaseholders flues and gas installation (not appliances)	Annual	Within 12 months of last safety inspection. Alternate between strip down service one year and safety check the alternate year. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Adaptations Equipment, including specialist bathing, toilet or sleeping equipment.	As required	As per manufacturers recommendations.

Equipment	Frequency of Checks – servicing/inspection Minimum Frequency Required	Notes on servicing and inspection
Stair lifts	6 monthly	The Lifting Operations Lifting Equipment Regulations (LOLER) - 6 monthly examination. 24 hour/365/6 days a year callout emergency repair and breakdown cover
Over Bath Hoist	6 monthly	The Lifting Operations Lifting Equipment Regulations (LOLER) - 6 monthly examination. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Over Bed Hoist	6 monthly	The Lifting Operations Lifting Equipment Regulations (LOLER) - 6 monthly examination. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
External step lifts	6 monthly	The Lifting Operations Lifting Equipment Regulations (LOLER) - 6 monthly examination. 24 hour/365/6 days a year callout emergency repair and breakdown cover.
Intruder alarms	Annual	Responsive repair cover.
Smoke detectors / systems	Annual	Responsive repair cover.

Table 16.2**Redecoration/Frequency Requirements.**

The following redecoration frequency is proposed for the exterior of properties and blocks .

Room Type	Includes	Frequency
External walls.	Painted render surfaces, painted lintols and cills	5 years
Windows and external doors	Timber and other painted materials	5 years
Windows and external doors (upvc etc)	Clean down	5 years
Roof eaves and drainage goods	Fascias, soffits, eaves, gutters, soil pipes, rain water pipes and waste pipes.	5 years
Fences and gates	Timber and metal fences and gates.	5 years

The following redecoration frequency is proposed for the interior communal areas of multi -occupancy block of Dwellings.

Room Type	Includes	Frequency
Entrance lobbies	Painted render surfaces, painted lintols and cills	3 years
Access lobbies and lift lobbies	Timber and other painted materials	3 years
Staircases	Clean down	5 years
Refuse and drying rooms	Fascias, soffits, eaves, gutters, soil pipes, rain water pipes and waste pipes.	5 years

The following redecoration frequency is proposed for the interior communal rooms of sheltered accommodation and blocks of flats.

Room Type	Includes	Frequency
Social Areas	Sitting areas, lounges, communal rooms	2 years
Hygiene Areas	Bathrooms showers, toilets	2 years
Domestic Areas	Kitchens and Laundry rooms	2 years
Office Areas	Those rooms used as office accommodation or as meeting rooms	2 years

Room Type	Includes	Frequency
Circulation Areas	Corridors, lobbies, reception areas, telephone kiosks/areas and lifts	2 years
Entrance Areas	Main entrance areas	Annually
Stairs and Landings		5 years
Cloakroom Areas		5 years
Storage/miscellaneous	Stock rooms, store rooms and meter rooms, lift motor room.	5 years
Bedrooms	Guest Bedroom	5 years

ANNEX 17: Void Letting Standards

FOR THE AVOIDANCE OF DOUBT: None of the following requirements which comprise the Letting Standard are to be deemed or otherwise considered as Qualifying Costs (save where the Tenant and Third Party Damage and Tenant Improvement Protocols apply in respect of Availability).

A Property Inspection Report is to be provided by the Contractor for all void properties to detail compliance with the following Standards.

VOID RE-LET STANDARD		
1.	Availability	The Property is brought up to the relevant Availability Standards. All voids should meet the Initial Availability standard where they become void prior to the planned refurbishment programme. All voids should meet the Full Availability Standard and Certification Standards where refurbishment has been undertaken, or where full refurbishment to the Property would have been undertaken but for a Service Denial Event.
2.	Gas, Fire Safety and Electric Checks	For all voids there should be a full safety inspection of the gas and electric installations to the property. Relevant Certificates are provided to the incoming tenant. All fire safety equipment and installations, including smoke detectors should be inspected and confirmed to be in proper working order.
3.	Stock Condition Survey	Where the property has not been subject to a stock condition survey within 5 years, or is planned to be undertaken in the current year, a full stock condition survey should be undertaken including Assessment of the property against the Decent Homes Standard, Housing Health and Safety Rating and Energy Efficiency Rating. Details should be collected on any tenant improvements or damage and forwarded to the Council's Representative.
4.	HHSRS	The Housing Health and Safety Rating System (HHSRS) assessment of the property should be verified at the time of the void inspection.
5.	Energy Efficiency	The Energy Efficiency Rating for the property should be verified at the time of the void inspection and completion of the Energy Performance Certificate for the property.

VOID RE-LET STANDARD		
6.	Goods and belongings	<p>Any goods, furnishings and belongings that have been left in the void should be itemised and photographed. Subject to confirmation from the City Council Representative such materials are to be suitably disposed, or where confirmed by the City Council Representative, are to be removed from the property and stored in a safe and secure location for at least 28 days. On expiry of 28 days goods, furnishings and belongings still in the possession of the Contractor are to be returned to a location as advised by the City Council Representative.</p> <p>Carpets and curtains that are in good condition can be left in situ subject to the agreement of the City Council Representative.</p> <p>All external goods and belongings relating to the previous tenant, including sheds and play equipment should be removed, unless otherwise agreed by the City Council Representative.</p>
7.	Health and Safety	<p>A full inspection of the property is to be undertaken to verify the presence of hazardous materials, including asbestos. All dangerous or hazardous materials, such as needles, broken glass, bodily fluids, and waste food are cleared from the Property and disposed of. Action on any asbestos containing materials should be undertaken in accordance with suitable risk plan.</p>
8.	Security	<p>The property should be suitably secured for the period defined in 3.2.51 and annex 18 column 4. Security can be by way of physical security, alarms or 'softer' approaches e.g. retention of curtains etc.</p> <p>The City Council Representative will advise if security is required to the property following the letting of the tenancy.</p> <p>The contractor is responsible for all fixtures, fittings and equipment for the period defined in 3.2.51 and annex 18 column 4, if appropriate temporarily remove items, for example boilers and fires, for refixing at tenancy commencement.</p>
9.	Rubbish	<p>All rubbish is to be cleared from the Property and be disposed of:</p> <ul style="list-style-type: none"> - including from all external areas within the curtilage, sheds, outhouses, garages.
10.	Cleanliness	<p>A full clean is to be carried out to the dwelling and any associated garden space:</p> <ul style="list-style-type: none"> - including sanitary ware, kitchen facilities, all floor surfaces and coverings and, where applicable, painted surfaces, wall finishes and coverings. <p>Cracked and/or badly stained sanitary fittings are to be replaced.</p>
11.	Infestation & Graffiti	<p>All interior and exterior walls, brickwork and paintwork are to be free from pest infestation, graffiti and fly posters.</p>
12.	Locks and Cylinders	<p>The locks and cylinders to the external doors are to be changed and two sets of keys are to be provided to the incoming tenant. Two keys or fobs are to be provided for the communal entrance doors, where appropriate. Keys are to be provided for all</p>

		<p>window locks, where appropriate.</p> <p>Where other keys are required as a result of Works (e.g. if pedestrian walkways are gated), two sets of keys are to be provided.</p>
	VOID RE-LET STANDARD	
13.	Decorations	<p>All surfaces are to be in a reasonable decorative order. It is permissible to fully strip old wallpaper from walls to leave the walls ready for decoration. (All holes and damage to plaster should be made good).</p> <ul style="list-style-type: none"> - All painted surfaces to be clean and free from obvious markings, dirt etc; - All wallpapered surfaces to be in good condition and free from defects; - The woodwork to be painted to a reasonable standard with gloss paint. <p>In sheltered housing accommodation, where decorations are old or damaged, redecoration should be included to the appropriate rooms. Such decoration to include repainting of ceilings, emulsion paint or wallpaper to walls and gloss paint to timber surfaces, as necessary.</p> <p>All polystyrene tiles are to be removed from the dwelling and the surfaces plaster skimmed.</p>
14.	Utilities	<p>Gas and electric supplies are to be connected for the tenancy commencement.</p> <p>A record should be kept of meter readings on void inspection. Any deficit on token or card meters should be removed and a working credit of at least £5 is available on the meter.</p> <p>Where required, arrangements are available through the City Council Representative for the provision of new or reconnection of supplies. However the contractor should also make provision for the provision and reconnection of supplies direct.</p>
15.	Exterior	<p>The exterior areas to the property should be sound condition and free from hazard.</p> <p>All gardens to be in a manageable condition for ready maintenance, including grass, hedges, shrubs, beds, borders, any other vegetation and trees. Hedges should be cut back if overgrown beyond 1 meter high at the front or more than 1.8 meter high at the side or rear, self seeded trees should be removed if causing nuisance. Grassed areas should be cut if more than 15 cm in height.</p> <p>All boundaries are to be in good state of repair. All gates to be in working order. All paths and paving to be free form hazard.</p>
16.	Refuse	<p>Appropriate refuse bins are provided, where applicable.</p>
17.	Cooker point	<p>A Gas and/or Electric cooker point should be available for connection of a suitable appliance by the Tenant.</p>
18.	Washing Machine	<p>The appropriate plumbing and electrical fittings to allow for installation of washing machine should be available (where washing machine space is provided in kitchen).</p>

	VOID RE-LET STANDARD	
19.	Fuse box, cylinder	Gas and electric meters, fuse box and hot water cylinder are housed within cupboards which are fitted with childproof latches on the doors.
20.	Curtain batten	Curtain battens are to be provided, securely fitted above all windows where possible.
21.	Insulation	All insulation to the loft space and to tanks and cylinders to be in good condition. All hot water tanks to be provided with a suitable jacket, if not already pre-insulated.
22.	Fire surround	All fire surrounds and/or hearths are to be in good condition. Where they are a tenant fitting, all such surrounds and hearths should be removed, unless advised by the City Council Representative that retention is permissible.
23.	Ventilation	Spinner vent(s) are to be removed and windows reglazed, where located on ground floors
24.	Plugs and chains	Missing or defective plugs and chains are to be renewed.
25.	Tiling and Sealant	All wall tiling to be in a clean and sound condition. Cracked or crazed tiles are to be replaced to match. Tenants own tiles to be removed and the wall made good. Silicon sealant to kitchen and bathroom fittings to be renewed where stained or defective.
26.	Bath panel	All defective bath panels are to be renewed.
27.	Showers	Prior to refurbishment: tenant's showers are removed unless compliant with standards set out in the availability standards. Renew any shower curtain rails or shower spray heads where defective.
28.	Floor Tiles	All broken and damaged floor tiles are to be replaced to match existing, this includes those floor tiles which have been damaged by the fitting of "carpet grippers"
29.	Light bulbs	Energy efficient light bulbs should be fitted throughout the property.

Tenant Specific Standards		
30.	Tenancy Commencement	<p>The City Council Representative will advise the contractor on the details of the incoming tenant and date of tenancy commencement.</p> <p>The contractor should make arrangements for a final fix and hand over visit with the Tenant, normally on the day of tenancy commencement.</p>
31.	Tenant Requirements at hand over	<p>The Contractor should at the date of handover make arrangements for the following issues:</p> <ul style="list-style-type: none"> • connection of services; • reconnection of any temporarily removed fixtures, fittings or equipment; • removal of any security fixtures or equipment. <p>The Tenant should be requested to confirm, in writing, satisfactory handover of the property. This process should link to the final quality control check on the void at handover.</p>
32.	Information Pack and Advice	<p>At the hand over visit the contractor should provide the tenant with all necessary advice and information together with a Tenant "Information Pack".</p> <p>Advice and information should include:</p> <ul style="list-style-type: none"> • Contact details for the contractor; • Copies of all safety certificates; • Copy of Energy Performance Certificate; • Details on location of electric consumer unit, water stop tap and gas meter; • Use of electric consumer unit; • Instruction on the use of all equipment including heating system controlled entry system, communal TV system, Care Alarm system, if appropriate; • Arrangements for future repairs, planned maintenance and servicing.

Adaptations		
33.	Existing Adaptations	<p>The contractor should advise the City Council Representative following the void inspection on the details and condition of any adaptations works and equipment in the property.</p> <p>The City Council Representative will advise the contractor whether to retain and repair/renew the adaptations as appropriate, or remove the adaptations.</p>
34.	Servicing and Inspection of Adaptations	Where adaptation equipment is to be retained it should be subject to a detailed inspection as appropriate, including all stair lifts, through floor lifts, step lifts and hoists.
35.	Adaptations for New Tenants	<p>The City Council Representative will advise the contractor where the City Council Representative is aware that an incoming Tenant may require adaptation.</p> <p>Where the adaptations impact on the proposed voids works the scope of work may be agreed in by both parties in accordance with the Adaptations Protocol and Change Protocol.</p> <p>All adaptations, other than defined minor alterations, may be subject to advice from the relevant Occupational Therapist.</p> <p>Where the adaptations do not impact on the void works, arrangements for the adaptations works can be agreed following tenancy commencement. In accordance with the Adaptations Protocol.</p>

Garages		
36.	Availability	The garage is brought up to the relevant Availability Standards.
37.	Goods and belongings	Any goods and belongings that have been left in the void should be itemised and photographed. Subject to confirmation from the City Council Representative such materials are to be suitably disposed, or where confirmed by the City Council Representative, are to be removed from the garage and stored in a safe and secure location for at least 28 days.
38.	Health and Safety	A full inspection of the garage is to be undertaken to verify the presence of hazardous materials, including asbestos. All dangerous or hazardous materials, such as needles, broken glass, bodily fluids, and waste food are cleared from the garage and disposed of. Action on any asbestos containing materials should be undertaken in accordance with suitable risk plan.
39.	Rubbish	All rubbish is to be cleared from the garage and be disposed.
40.	Graffiti	All interior and exterior walls, brickwork and paintwork are to be free from graffiti and fly posters.
41.	Locks and Cylinders	The locks and cylinders to the doors are to be changed and two sets of keys are to be provided to the tenant.

ANNEX 18: Void Categories and Time Periods

(For the avoidance of doubt, the value of works and timescales will also apply to garages)

Void Category	Value of Work Required	Timescale in Working Days from the Commencement of the Void Property Period	Void Security Period in Working Days from Commencement of the Void Property Period *
Basic	Up to £500	3	15
Minor	£501 to £1000	5	15
Major 1	£1001 to £3000	10	15
Major 2	£3001 to £5000	15	20
Major 3	£5001 to £7500	20	25
Major 4	Above £7500	25	30
Refurbished Void	N / A	8 Weeks	13 Weeks

* Where the Contractor fails to carry out the void works within the relevant time scales, then the corresponding Void Security Period shall be extended to the date as detailed in the relevant void category, after the date on which the void works were completed.

Exceptions

Refurbished Void: the Contractor may seek a relaxation on the timescale to complete certain external works – refer to Part 3 for details.

Extension of time: as necessary, the Contractor is responsible for submitting a “request to extend void period” notification proforma to the [City Council Representative] where the Contractor believes they have a valid reason to extend the void period. Extensions of time will be approved/declined, giving the reason(s) for the decision by the [City Council Representative].

VOID PROPERTY PERIOD

The Void Property Period is the period of time between:

- a) the City Council Representative, in writing:
 - notifying the Contractor that the property is void and;
 - authorising the Contractor to enter the Dwelling.
- b) the Contractor returning the keys to the City Council and notifying it that the Dwelling satisfies the requirements of the Letting Standard.

In each instance, where notification is provided prior to 12.00 noon on a working day, the void property period will commence or cease, as the case may be, on that day.

Where notification is provided after noon on a working day, the void property period will commence or cease, as the case may be, on the following working day.

The Contractor will confirm the relevant void period for each void by provision of the details of work required to each void and the estimated cost of those works (based on the agreed catalogue of low value change included within Appendix 1 to Schedule 26 of the Agreement (Change Protocol)).

VOID SECURITY PERIOD

The Void Security Period is the period of time between:

- a) the City Council Representative, in writing:
 - notifying the Contractor that the property is void and;
 - the end of the period defined in 3.2.51 and column 4 of the foregoing table in this annex.

VOID PERFORMANCE

To clarify the approach on performance monitoring of the void repair service a worked example is included below.

Void performance is designed to incentivise the Contractor to repair the void properties as quickly as possible and minimise the loss of rent to the City Council. There are two Key Performance Indicators (KPI) included to cover the service.

One KPI relates to the failure to repair voids within the above relevant void periods, with performance judged on the number of voids that fail to be repaired within the indicated time scales.

The second KPI relates to the overall time taken to repair Voids compared to the relevant Void Period outlined in this Annex.

Example 1: Month X - 10 voids repaired within the month all with 5 day void periods

- 8 voids repaired within the relevant void periods, but two voids exceed the relevant void period – ‘Minor Failure’.
- The aggregate time in days to complete the voids – 8 x 5 days and 2 x 10 days = 60 days (A) compared to aggregate of void periods for works required – 10 x 5 days = 50 days (B)
- $((A-B)/B) * 100 - ((60-50)/50 * 100 = 20\%$ - ‘Minor Failure’

Example 2: Month X - 10 voids repaired within the month all with 5 day void periods

- 8 voids repaired within the relevant void periods, but two voids exceed the relevant void period – ‘Minor Failure’.
- The aggregate time in days to complete the voids – 8 x 5 days and 2 x 6 days = 52 days (A) compared to aggregate of void periods for works required – 10 x 5 days = 50 days (B)
- $((A-B)/B) * 100 - ((52-50)/50 * 100 = 2\%$ - ‘No Failure’

ANNEX 19: Caretaking and Cleaning Service: Properties and Locations

The Contractor will be responsible for providing a Caretaking and Cleaning Service to the properties listed at Annex 7 of Volume 2 (Sections 1 and 2).

Room Types (Indicative list)

The following room types are found within those properties:

Room Type	Includes
1 Hygiene Areas	Bathrooms, showers, toilets
2 Domestic Areas	kitchens and laundry rooms
3 Social Areas	sitting areas, lounges, communal rooms
4 Office Areas	those rooms used as office accommodation or as meeting rooms
5 Circulation Areas	corridors, lobbies, reception areas, telephone kiosks/areas and lifts
6 Entrance Areas	main entrance areas, entrance lobbies and foyers
7 Stairs and Landings	
8 Cloakroom Areas	
9 Storage / Miscellaneous Areas	stock rooms, store rooms and meter rooms, lift motor room
10 Bedrooms	Guest rooms
11 Refuse Collection Areas	dustbin rooms, chute rooms, external refuse collection areas

ANNEX 20: Cleaning Standards

Item	Area	Standard
1.0	Planned Cleaning	
1.1	General	<ul style="list-style-type: none"> Ensure that all items and areas to be reasonably free of litter, dirt, standing water, grease, smear marks, finger-marks, deposits, stains or accumulations of any other soiling, particularly in isolated and difficult to reach areas such as corners; Ensure that high level ledges and surfaces shall be cleaned appropriately, using the correct access equipment. The process should render them reasonably free from ingrained dirt and dust, void of all stains and markings; Ensure that difficult to access areas (e.g. edges, corners, folds and crevices) are reasonably free of dust, grit, lint and spots; Ensure that the general communal environment shall be tidy and uncluttered, with clear floor spaces and unhindered access to emergency escapes. All Areas within the control of the Contractor during Required Periods shall appear clean, tidy and free of unpleasant or distasteful odours. Carry out cleaning only when appropriate safety measures have been taken; Ensure that all cleaning products are used and stored in accordance with the manufacturer's instructions and in accordance with health and safety regulations and COSHH (The Control of Substances Hazardous to Health) Regulations 1998; Replace furniture, etc, to its original position after a task is completed; Where reasonably practicable, use only such cleaning products, materials and substances that are "environmentally friendly"; Not wilfully damage or disfigure any part of the Building, or its fixtures or fittings, in the course of cleaning; Ensure that all equipment used in the delivery of services meets Good Industry Practice for electrical and mechanical requirements; In the event of graffiti inside or outside the Building the Contractor must take appropriate measures to ensure that it is removed or temporarily obscured from public display.
1.2	Floor Coverings	<ul style="list-style-type: none"> Shall be cleaned in such a way to preserve the floor coverings. The process should ensure all floor areas are reasonably free from debris, dust, dirt, spillage and scuff marks to display an even lustre on completion. They should be reasonably clear from removable stains, marks and adhesions. No fresh stains shall be evident; Floor surfaces designed to be slip resistant shall remain slip resistant; Both sides of all entry-matting and the floor areas beneath the matting shall be reasonably free of dust, debris and soiling. Top side of entry-matting shall be reasonably free from all litter, debris, dirt and soiling.
1.3	Stairs (internal and external including treads, risers, nosing, banisters, balustrades, handrails, ledges and guards)	<ul style="list-style-type: none"> Must be free from debris, dust, dirt, spillage and scuff marks. They should be free from stains marks and adhesions; Handrails must be clean and free from stains and rough edges.
1.4	Fixed Furniture and Equipment	<ul style="list-style-type: none"> All mirrors, glass partitions and windows including surrounds, ledges, paintwork and fittings shall be reasonably free of dirt, dust, void of fingerprinting, stains, markings and verdigris, with a dry streak/smear free finish; Light fittings, reflectors and diffusers should be cleaned appropriately and periodically. The process shall render them reasonably free from ingrained dirt, dust and debris dead insects and void of all stains and markings;

Item	Area	Standard
1.4	Fixed Furniture and Equipment	<ul style="list-style-type: none"> • All furniture, fixtures, fittings, soft furnishings and architectural Ironmongery shall be cleaned appropriately and periodically. The process should ensure the above to be reasonably free from dust, void of stains and scuff marks, with a streak/smear free finish achieved. All furniture, fixtures and fittings shall be void of fresh stains, spillages and dirt. Chewing gum shall be removed on a periodic basis; • External furniture shall be reasonably free from dirt, smears mould and any other marks or deposits; • Electrical fixtures and appliances shall be reasonably free of grease, dirt, dust, deposits, marks, stains and cobwebs and kept free from signs of use or non-use; • Hygiene Standards are satisfied where the fixture or appliance is used in food preparation (loose equipment such as pots, pans, hand held devices, table top mixers etc are the responsibility of the City Council); • Motor vents, etc., are reasonably clean and free of dust and lint; • Blinds shall be cleaned appropriately and render them reasonably free from dust and stains; • Waste bins including those to be provided at entrance points and in other pedestrian Areas are to be reasonably free of dust, dirt, smears, mould and any other marks or deposits and reasonably odour free.
1.5	Windows	<ul style="list-style-type: none"> • External glazing shall be cleaned periodically (intervals to be stated within the agreed Service Delivery Plan) to maintain reasonable standards; • Internal surfaces of glass to communal areas are reasonably clear of all streaks, chewing gum, spots and marks, including fingerprints and smudges; • Frames, tracks and ledges are reasonably clear and free of dust, grit, marks and spots.
1.6	Communal Areas	
1.6.1	1) Internal Finishes	<ul style="list-style-type: none"> • All paint work, wall and door finishes, including framework, shall be reasonably free of stains and markings (non graffiti), scuff marks, ingrained dust, dirt and cobwebs with a streak/smear free, even finish achieved with no visible water marks/tidemarks. No fresh stains shall be evident; • All ceilings shall be reasonably free from cobwebs and other debris; • All ventilation outlets are kept unblocked and reasonably free of dust, grit, chewing gum, soil, film, cobwebs, scuffs and any other marks; • All ventilation outlets are kept clear and uncluttered following cleaning.

Item	Area	Standard
1.6.2	<p>2) Hygiene Areas (bathrooms, shower rooms, toilets, laundries etc.)</p> <p>Laundries include: (work surfaces, fixtures, fittings and furnishings, washing machines and driers and their drums and filters).</p>	<ul style="list-style-type: none"> • Provision should be made to ensure that toilet facilities will be free of any permanent odours. All sinks, baths, w.c.'s, urinals, troughs, cisterns, shower heads, splash backs, pipework, chains and plugs should be reasonably free of all soiling, stains, ingrained dirt, build up of lime scale and dry germ, streak/smear free finish achieved; • Metal surfaces, shower screens and mirrors are reasonably free from streaks, soil, smudges, soap build-up and oxide deposits; • Wall tiles and wall fixtures (including soap dispensers and towel holders) are reasonably free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits; • Showers are reasonably free from stains, smudges, smears, odours, mould and body fluids; • Plumbing fixtures are reasonably free of smudges, dust, soap build-up and mineral deposits; • Fixtures are free from unpleasant or distasteful odours; • Polished surfaces are of a uniform lustre; • Sanitary disposal units are clean and functional; • Dispenser outlets free from blockage; • Electric driers in working order.
1.6.3	<p>3) Kitchen</p> <p>includes:(all food preparation and storage areas and provisions, washing areas and the means of making and serving refreshments and meals, including, without exception: worktops, cupboards and storage units, sinks and drainers and appliances and equipment as cookers, fridge freezers, fridges, microwaves, water heaters, toasters, kettles and all other fixtures and fittings)</p>	<ul style="list-style-type: none"> • Fixtures, surfaces and appliances are reasonably free of grease, dirt, dust, deposits, marks, stains and cobwebs; • Electrical and cooking fixtures and appliances are kept reasonably free from signs of use or non-use; • Cooker hoods (interior and exterior) and filters are reasonably free of grease and dirt on inner and outer surfaces; • Refrigerators/freezers are reasonably clean and periodically cleared of ice build-up.

Item	Area	Standard
1.7	Waste Disposal	
1.7.1	1) Refuse bins including receptacles/containers, (e.g. paladins, plaza bins, small bins, trade bins)	<ul style="list-style-type: none"> • free from rubbish, dirt and debris • Internal and external surfaces of the refuse bin washed and sanitised and reasonably free from malodours
1.7.2	2) Bin rooms/areas	<ul style="list-style-type: none"> • Free from debris, litter, dirt and items of discarded rubbish • Free of dirt, stains, spillages and pungent odours • Walls and floor disinfected
1.7.3	3) Refuse collection areas	<ul style="list-style-type: none"> • Free from debris, litter and items of discarded rubbish • Free from dirt, marks and stains
1.7.4	4) Chutes (and hopper heads to chutes).	<ul style="list-style-type: none"> • Inside and outside of hopper heads are free from all dirt, debris, food etc • Free of dirt, stains, spillages and pungent odours • Free from debris, litter and items of discarded rubbish • Appropriate cleaning agents are used to treat chute to remove malodours
1.8	External Walls	<ul style="list-style-type: none"> • Clean and reasonably free from marks, stains, graffiti or fly-posters.
1.9	Canopies	<ul style="list-style-type: none"> • Free from debris.
1.10	Lift Motor Rooms.	<ul style="list-style-type: none"> • Clean, tidy, free from rubbish and combustible material and otherwise maintained in accordance with applicable regulations.

Item	Area	Standard
1.11	Pest Control	<p>The Contractor shall deliver a Pest Control Service that meets the following requirements:</p> <ul style="list-style-type: none"> • Hire of specialist Contractors to undertake pest control; • The service shall be responsive enough to cope with incidents without jeopardising the Availability of accommodation and health and safety of the Service Users; • Preventative pest control measures will be provided where required for compliance with statutory provisions and otherwise where necessary to ensure that the premises remain free of pests. This requirement applies to the infestation by pests which can be deemed as preventable as far as is reasonably practicable; • Upon discovery by the Contractor or notification to the helpdesk, the Contractor will investigate and respond accordingly to every occasion where the Facility or grounds become subject to pest infestation. Action and monitoring will continue until the infestation is eradicated. This requirement applies to any infestation by any pests; • The Contractor will compile and maintain records of surveys and treatments initiated (including materials used in eradication) to demonstrate compliance with the objectives of statutory requirements and the City Council Requirements; • Measures taken must not endanger any protected species on or adjacent to the Facility Site; • Toxic materials are not to be used in the treatment processes unless there is demonstrable evidence that the use of such materials provides greater overall benefit to the health and welfare of the users of the Facility than the failure to employ such materials. • When selecting the method of removing any pests, consideration shall be given to the consequences of the death and decomposition of the target species within the Building structure; • When selecting the method of removing and pests, consideration is to be given to situations where the target species has been confined alive but in a distressed state. <p>Refer to Annex 14 for current City Council Pest Control target response times and resolution times.</p>
2.0 Reactive Caretaking/Cleaning		
2.1	Criminal Occurrences (Including Vandalism) and Accidents	<ul style="list-style-type: none"> • Free from breakages, damage, graffiti, obstructions, broken glass, spillage etc. • Free from obstructions in showers, toilet sinks, drains and other water outlets.
2.2	Medical Emergencies and Hazards / Health and Safety Compromised	<ul style="list-style-type: none"> • Free from bodily fluids – faeces, vomit, bloods, hypodermic needles, medical dressings.
2.3	Leaking Water During Inclement Weather	<ul style="list-style-type: none"> • Leaking water from pipes, windows, roofs, doors, balconies and walls is mopped up. • Suitable receptacles placed beneath any leakage so that further leakage can be caught and contained within the receptacles.
2.4	Leaking waste from soil pipes, drains and waste pipes.	<ul style="list-style-type: none"> • Leaking waste from soil pipes, drains, gulleys, manholes and waste pipes is cleaned away using suitable equipment. • Suitable arrangements should be made to restrict the impact of on-going leakages including use of receptacles, sand bags or other appropriate equipment.
2.5	Snow, Ice and Leaf Clearing	<ul style="list-style-type: none"> • Access paths leading to public footpaths are clear of snow, ice, fallen leaves and debris. • Path surfaces provide a safe walking surface in snow and ice.
2.6	Bulky Discarded Items	<ul style="list-style-type: none"> • Items removed.

ANNEX 21: Performance Indicators

Best Value Performance Indicators

BV – 184a	The proportion of Local Authority dwellings which were decent at the start of the financial year
BV – 184b	The percentage change in the proportion of non – decent dwellings between the start and the end of the financial year
BV – 63	The average SAP rating of Local Authority owned dwelling
BV – 211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings
BV – 211b	The proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non – urgent repairs expenditure to HRA dwellings
BV – 212	Average time to re – let Local Authority Housing
BV – 74a	The percentage of all council tenants or a representative sample of council tenants stating that they are satisfied with the overall service provided by their landlord, when surveyed
BV – 74b	Satisfaction of ethnic minority council tenants (excluding white minority tenants) with the overall service provided by their landlord
BV – 74c	Satisfaction of non – ethnic minority council tenants with the overall service provided by their landlord
BV – 75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord
BV – 75b	Satisfaction of ethnic minority council tenants (excluding white minority tenants) with their opportunities for participation in management and decision making in relation to housing services provided by their landlord
BV – 75c	Satisfaction of non – ethnic minority council tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord

Best Value Performance Indicators

- BV – 164** Does the Authority follow the Commission for Racial Equality’s Code of Practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in “Tackling Racial Harassment: Code of Practice for Social Landlords”
- BV – 2a** The level of the Equality Standard for Local government to which the Authority conforms in respect of gender, race and disability
- BV – 2b** The quality of an Authority’s Race Equality Scheme (RES) and the improvements resulting from its application
- BV – 157** The number of types of interactions that are enabled for electronic delivery as a % of the types of transactions that are legally permissible for electronic delivery
- BV – 56**
CP – SSA50 Items of equipment delivered within 7 working days
PAF – D54

(The following list is indicative)

Local Key Performance Indicators	
LKI – HMA4	The average time taken to complete non – urgent responsive repairs (days)
LKI – HMA7	The percentage of urgent repairs completed within Government time limits
LKI – HMA13	The percentage of responsive (but not emergency) repairs during previous financial year for which the Authority both made and kept an appointment
LKI – HMA6	Proportion of properties currently untenanted, split between lettable and unlettable

Council Priority Indicators	
CP – HM53	Reduce the percentage of Leeds households that are vulnerable and suffer from fuel poverty
CP – AS50	Provide access to all principal Council services outside normal 9 – 5 working hours
CP – AS51	Answer more than 90% of public telephone calls to the City Council
CP – AS52	Ensure 80% of enquiries to the City Council (in person or by telephone) are resolved at first point of contact
LKI – CUS16	% of customers seen in person within 15 minutes
LKI – CU17	% of letters from the public responded to within 10 working days
Council Priority Indicators	
LKI – CU18	% of e – mails acknowledged within 1 working day
LKI – CU19	% of translation requests met within agreed timescales
LKI – CU0	% of interpretation requests met

ANNEX 22: Information Requirement

For ease of reference and clarity this Annex has been split into six distinct Appendices, these being:

- Appendix 1: Information Requirement;
- Appendix 2: List of Service/Inspection Types and Intervals;
- Appendix 3: Key to the Data Interface Information;
- Appendix 4: General Requirements: Information and Information Technology;
- Appendix 5: Data Interfaces;
- Appendix 6: Repair File Layouts.

ANNEX 22: Appendix 1, Information Requirement

The following is an indicative list of information required:

Information Required: Council

The Works

Technical information together with assistance and advice to be made available to the City Council in respect of the Works programmes and the progress of the Works

Such information to include:

- Information regarding completion of phases, stages and packages photographs illustrating progress.

Contractor shall allow the City Council access to the following documents:

- The Building Contractor's and any relevant Subcontractor's design and build quality plan (incorporating, where appropriate, the relevant part or parts of any quality plan produced by any Consultant);
- The drawing register;
- Detailed specifications for all building elements and external works;
- Detailed M & E plumbing, heating, mechanical and electrical design and specification at a scale of 1:100 or larger (inter alia) showing all services distribution routes within the Dwellings, including positions of services, voids and risers;
- Detailed proposals for drainage and underground services;
- Room data sheets showing kitchen layouts;
- Tenant choice of components and finishes (recorded by letter);
- The Building Contractor's and any relevant Subcontractor's safety policy (including the safety policy produced by any Consultant);
- The Technical Commissioning Programme together with all test certificates, statutory certificates and other like documents;
- Press photographs produced by the Contractor;
- Operation and maintenance manuals and as built drawings;
- Sufficient plans and sections of the structural and specialist elements of the Works (including foundations);
- The Health and Safety Plan and the Health and Safety File as defined in the CDM Regulations.

Performance

In order to:

- Accurately monitor performance and non – performance against the Performance Standards on a regular basis;
- Ensure that sufficient information is collected regarding the failure for the calculation of deductions;
- Provide evidence in any potential dispute or court action;
enable a review of performance improvement in line with Best Value;
- Enable the Contractor to provide the required information for the Contract Meetings;

Non - Availability

a. Each occurrence or alleged occurrence of a failure of an Availability Standard is to be fully recorded to correctly ascertain the extent of any failure and records supplied to the City Council;

Service Performance Standards

b. Performance against the Service Performance Standards is to be fully recorded to correctly ascertain performance levels and records supplied to the City Council.

Council Report

- a.** A statement of progress judged against the milestones set out in the Programme of Works and the relevant Package Commencement Date and (where relevant) the Package Completion Dates;
- b.** Status of all consents and approvals;
- c.** Resume of the reasons for any delay;
- d.** Actions to be taken to mitigate delays;
- e.** Works Changes requested by the Contractor and approved;
- f.** A statement as to current design development;
- g.** Outstanding information required from the Contractor;
- h.** Health and safety issues;
- i.** A progress report indicating agreed baseline, actual progress to date and remaining durations for each activity.

Asset Database

Database and all information to be available and accessible to the City Council.

Data and information to be available on the database within 1 month of the completion of the works or survey, as appropriate.

An accurate asset database of all Properties to be maintained with details of all works carried out to the Properties, including:

- Works undertaken under Maintenance Programmes including servicing and testing;
- Aids and adaptations;
- Tenant works undertaken under the “Right to Carry Out Improvements”

Details of the outcomes and results of property surveys as they are carried out from time to time to be incorporated into the database, including:

- Handover Survey, following completion of the Works
- Routine Surveys of the Properties
- Surveys undertaken pursuant to the Housing Health and Safety Rating System
- Handback Survey
- The updated Asbestos registers and risk assessments.

The Council currently operates an Asset Management system, Keystone ‘Workbench’. Details on all property assets are being held on this central database. Information includes:

- Asset details; type, age, size and construction of property
- Asset attributes; building element age and type, heating type, insulation type, sanitary facilities, adaptations undertaken.
- Condition attributes; survey results indicating estimated replacement or modernisation timescale
- Asset information to permit assessment for the Decent Homes standard, Energy Rating (SAP and NHER) and the Housing Health and Safety Rating System.

The Council will require data to be provided from the Asset Database to update its Corporate Keystone Workbench system at a minimum of quarterly intervals.

Decent Homes

The Council is required to report on a quarterly basis the condition of the local authority housing stock in

comparison to the Decent Homes standard. A quarterly report will be provided detailing which properties have met the standard and which properties have failed the standard, together with the reasons for the failure.

Provision of the data for the Council's Keystone Asset Management system on a quarterly basis will meet the requirement to provide a Decent Homes assessment for the dwellings within the contract.

Energy Rating

The Council is required to report on a quarterly basis the energy efficiency and carbon impact of the local authority housing stock. A quarterly report will be required on energy efficiency ratings (SAP 2005) of the properties and the carbon impact of the properties.

Provision of the data for the Council's Keystone Asset Management system on a quarterly basis will meet the requirement to provide an Energy Rating and Carbon assessment for the dwellings within the contract.

Asbestos Register and Management

The contractor is required to collect and retain information on all asbestos containing materials existing within the housing stock in accordance with the Control of Asbestos Regulations 2006.

The 'duty to manage' under the Regulations rests with the Contractor.

The Contractor is required to provide to the Council on a daily basis updated details relating to asbestos.

The Council holds an Asbestos Register database, PSI 2000 Asbestos Management Suite (AMS) to record the details of all asbestos materials in the asset stock (dwellings and non-domestic areas). The system holds details of surveys undertaken from April 2007 and all asbestos materials removed or encapsulated since that date.

Provision of the data for the Council's Asbestos Management System on a daily basis (for all new survey data or works undertaken) will meet the requirement to provide an asbestos assessment for the assets within the contract.

A quarterly report should be provided on the extent, condition and risk presented by asbestos materials evidenced within the asset stock, together with details of any works undertaken to remove, repair or encapsulate any asbestos containing materials.

Access will be required by the Council to examine asbestos records on a daily basis, in addition to the reporting requirement.

Fire Risk Assessment and Management

The Contractor is required to undertake regular fire risk assessments to all communal areas, community rooms and buildings, and the Housing Office in accordance with The Regulatory Reform (Fire Safety) Order 2005.

The contractor should take account of the following guidance on fire risk and assessments:

- Fire Safety Risk Assessment - Sleeping Accommodation 2006.
- Fire Safety Risk Assessment - Offices and Shops 2006.
- Fire Safety Risk Assessment - Small and Medium Places of Assembly 2006.

An annual report should be provided on the outcome of the risk assessments and risk evidenced within the asset stock, together with details of any works undertaken to remove, the risk or maintain protection against the risk.

Repairs and Maintenance

The Council holds all data on repair requests and repairs works undertaken on the ArchHouse Housing Management System.

The system holds the following details:

- Details of all repair requests, relating to dwellings, garages and communal parts of flat blocks.
- All requests note the date and time of the repair request, the person making the request, the person recording the request, a description of the works requested, priority of the repair requested, contractor allocated the repair, target completion dates, appointment dates, actual date and time for appointment and completion and actual works undertaken.

Provision of data will be required by the Council on all repairs requested and the implementation of those repairs compatible with the data held on the Council's Archouse system.

Data should be transferred on a weekly basis with the current status of the repair requested.

Customer Contact and Feedback

Data to be held, collated and maintained, ideally electronically in a database, to record and present the results of customer contact, customer interviews and satisfaction surveys covering tenants, leaseholders and other affected stakeholders, including:

- Details of tenant contact including any by telephone, letter or electronic contact, and the response to that contact. The details to be held to include dates and times of contacts, dates of responses, whether the contact is an enquiry or a complaint and whether the enquiry or complaint was able to be resolved at the point of contact e.g. repair logged, or had to be referred on consideration and resolution.
- Customer complaints and the response to those complaints, including the details of the complaint and complainant, dates and times of complaint, date or response and details on whether complaint has been

Customer Contact and Feedback (cont'd)

resolved. Details should also be collated where complaints have to be considered by further appeal stages of the complaints procedures including all relevant dates and response outcomes.

- Customer interviews and feedback, including general feedback on works and services.
- Satisfaction with the Property Modernisation Programme.
- Satisfaction with the Property Repairs and Maintenance Service, including any separate results on responsive, planned and void repairs.
- Any general Customer Satisfaction or feedback survey undertaken.
- any other such surveys as may be required in respect of the services provided under this Agreement.

Overall Programme Information Information should be made available to all customers and stakeholders in the regeneration areas on the proposed programmes of works and other actions on a regular basis.

Information to include the following :

- Programmes of new house building and development.
- Programmes of modernisation.
- Programmes of planned maintenance or life cycle renewal.
- Consultation events, opens days, tenant involvement initiatives.
- Contact arrangements and any changes to those arrangements.

Information should cover the details of proposed programmes and events, the timing, general details of the properties to be affected and details of any general impact on the community.

It is anticipated that use will be made of the required newsletters and Liaison Group meetings to assist implementation of this part of the Information requirement schedule.

Prior to the Works Detailed standards for prior contact with households regarding programmes of work are outlined in Schedule 26 Appendix 1A - Access Protocol.

Generally all households who are to be impacted by programmes of works to their home, or an immediately adjacent home in the cases of major works, should be informed in good time about the works proposed, the timing and duration and the scope of works and impact.

Prior to the Works (cont'd) Although generally the information will be provided to tenants and leaseholders in the programme, information will also be required to be provided to private owners impacted by the programmes of work.

Programmes of work include the planned modernisation programme and the planned life cycle programme.

Advice and information should be pertinent to the works proposed and would normally include:

- scope of works proposed
- availability of choices with regard to the work
- providing tenant choice on:
 - style and colour of external doors
 - style and colour of doors / worktops to kitchen units
 - position of electrical wall sockets and light switches (in so far as is reasonable and in accordance with Availability Standards)
 - other elements of choice to be provided by the Contractor

- timescales for the work including proposed start and duration of the works.
- arrangements needed to provide Contractor's access to properties
- information on the likely level of disruption to Properties and how this will be minimised
- arrangements to be made for the care of fittings, furnishings and belongings, including availability of storage facilities
- arrangements for dealing with vulnerable tenants and people with special needs
- arrangements for information and liaison for the programme of works; before, during and after completion of the works.
- arrangements for enquiries, complaints and compensation claims in respect of the Services provided under this Agreement
- arrangements open days, shows houses, provision of instructions and demonstrations on new equipment, in so far as provided by the Contractor
- providing instructions and demonstrations on new equipment in so far as provided by the Contractor.

Planned Maintenance Works

Tenants and Leaseholders should be informed about programmes of planned and cyclical maintenance to their homes.

The details noted above also apply to this section where appropriate.

**Planned Maintenance Works
(cont'd)**

Generally the planned and cyclical programme is of lower impact and forms part of the necessary maintenance regime for the stock.

Tenants and Leaseholders should be informed of planned programmes, for both dwelling and communal

programmes.

The details provided should include :

- Mandatory access required for statutory checks and inspections e.g. gas, lifts, hoists.
- Timescales for the works
- Impact of the works
- arrangements for enquiries, complaints and compensation claims in respect of the Services provided under this Agreement

Responsive Repairs Works

Generally the repairs service is provided in response to Tenants and Leaseholders requests for assistance.

The necessary information to be provided to tenants and leaseholders should include :

- details of the repair requested
- details of the priority to be given to the repair request
- response if request not to be treated as a repair
- timescales for repair to be completed
- agreed timing of appointment for internal works
- arrangements for quality control of repair
- arrangements for giving feedback on works undertaken and service provided
- arrangements for enquiries, complaints and compensation claims in respect of the Services provided under this Agreement

Some of the above information needs to be provided for each request received, but some may be provided generally through use of handbooks and website.

Transfer of Data and Information

Where the Contractor makes use of their own Information Technology Systems for the delivery of the project, it is a requirement that all data held by the contractor as outlined in this Annex be transferred on a regular basis to the City Council.

All such data will remain the property of the City Council in accordance with the Agreement. The City Council will have the right to access to such data throughout the contract and be provided with all necessary assistance by the Contractor in obtaining regular copies of the data.

Transfer of Data and Information

To facilitate the ready transfer of data and information between the Contractor and the City Council, an Information Protocol is included as part of this Output Specification.

(DN: A copy of the draft Information Protocol is attached at Appendix 3 for comment by the Contractor. The final

(cont'd)

agreed protocol will form part of this Output Specification).

Further to ensure that all data can be readily transferred the City Council will provide a detailed specification for all the data required to be provided as part of this Annex.

(DN: A copy of the data specifications is attached at Appendix 4 for comment by the Contractor. The final agreed set of data specifications will form part of this Output Specification)

Annex 22: Appendix 2, List of Service/Inspection Types and Intervals

The following identifies the types of inspections and/or servicing supported by the system used by Leeds City Council. Not all these may be appropriate to this contract but for those that are it specifies the types of data that is required from the contractor's system to keep it up to date.

List of Service/Inspection Types and Intervals

The system has the ability to support cyclical intervals in terms of calendar months and years (e.g. 3, 6, 12 months, 5 Years).

The list below must be supported by the provided system. Any new intervals must be communicated by the business to this HICT team and could incur additional cost once this document is signed off.

Currently the most frequent cycle is 3 months the most infrequent 10 years. The supplier should note it is expected that the system will support the configuration of new inspection types and intervals.

The table below indicates the frequency of the Service or Inspection.

Type	Description	Interval	Cert Req'd
Inspection	Adaptation Equipment	12 Months	
	Air Conditioning Units	12 Months	
	Smoke/Heat/Carbon Detectors	12 Months	
	Communal Electrical Testing	Variable	Yes
	Communal Ventilation	6 Months	Yes
	Communal Lifts	2.4 Months	Yes
	Communal Lighting (Internal/External)	1 Year	
	Dry Risers, Pumps and Hydrants	12 Months	Yes
	Electrical Periodic Testing	Variable	Yes
	Emergency Lighting	3 Months	Yes
	Fire Alarms	3 Months	Yes
	Fire Extinguishers, Blankets	12 Months	Yes
	Fire Risk Assessments	11 Months	
	Induction Loops	12 Months	
	Legionella Tests & Water Management Systems	12 Months	Yes
	Legionella Temperature Checks	1 Month	
	Legionella Risk Assessments	1 Year	
	Lightning Conductors	11 Months	

Type	Description	Interval	Cert Req'd
	Portable Appliance Testing (PAT)	12 Months	Yes
	Post Inspections	Variable	
	Refuse Chute (Sprinklers)	6 Months	
	Steeplejack Inspections	12 Months	
Service	Adaptation Equipment	12 Months	Yes
	Automatic Doors	6 Months	
	CCTV Inspection Sheet	12 Months	
	Communal Ventilation	12 Months	Yes
	Communal Lifts	2.4 Months	Yes
	Electric Warm Air	12 Months	
	Gas Appliances	12 Months	Yes
	Soil Stacks	18 Months	
	Water Storage Tanks, Pumps and Pipework	12 Months	Yes

Common Data

Common aspects of all service an inspection data

There are several data fields that are relevant to all types of Service/Inspection. Where fields are only relevant to a specific Service or Inspection, the fields have been detailed in the relevant section for that service or inspection type.

The generic data fields common to all Service/Inspection are:

Contract Number
Contract Description
Property Reference Number
Address
Tenant Name
Tenant Contact Number
Type of Visit
Engineer/Inspector Name
Last Visit Date
Date Visit Due
Visit Date
Date of Handover

Gas Installation Test (Gas)
 Overall Assessment (All electrical inspections)
 Observation/Recommendation Code (Fire Alarms, Periodic, Minor Work)

The following fields are common to certain service/inspection types but not all:

Field Definitions – Adaptation Lifting Equipment

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
1	Serial Number	Text	Identifies individual equipment		N	Y

Electrical Specifics

The plant and appliance details are held within the Keystone Asset Management System (KAM). This consists of approximately 60,000 properties which need Electrical Testing and 45,000 properties which contain gas appliances that require annual servicing.

Electrical Testing data may be collected through the use of PDAs and specific data will be imported into KAM via PS-Team once the inspection is completed. These fields will need to be specified to allow the relevant data to be transferred. All relevant certificates should be generated by the PDA software, otherwise paper certificates will be used. Certificates are to be passed to the Electrical Team on property handover. These certificates will then be either scanned and loaded or attached to the correct property in PS-Team.

CCTV Inspection Sheet

The CCTV Inspection sheet will be filled in using PDA technology. Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Emergency repairs will still stay as a responsive order through Orchard.

Field Definitions – CCTV

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
2	Overall Assessment	Yes/No			N	Y

Communal Lighting (Internal/External)

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Field Definitions – Communal Lighting (Internal)

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
3	Overall Assessment	Yes/No			N	Y

Field Definitions – Communal Lighting (External)

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
4	Overall Assessment	Yes/No			N	Y

Automatic Doors

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Field Definitions – Automatic Doors

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
5	Overall Assessment	Yes/No			N	Y

Electric Warm Air Inspection Sheet

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Field Definitions – Warm Air

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
6	Overall Assessment	Yes/No			N	Y

Emergency Lighting Inspection Sheet

The Emergency Lighting Inspection sheet will be filled in using PDA technology. Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Field Definitions – Emergency Lighting Inspection

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
7	Overall Assessment	Yes/No			N	Y

Fire Alarm Inspection Sheet

The Fire Alarm Inspection sheet will be filled in using PDA technology. Selective inspection data will be loaded into PS-Team populating the custom fields that will be defined via a file import.

Field Definitions – Fire Alarm Inspection

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
8	Observation/Recommendation Code	Number	Used to monitor recommendations raised		N	
9	Overall Assessment	Yes/No			N	Y

Induction Loops

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Field Definitions – Induction Loop Inspection

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
10	Overall Assessment	Yes/No			N	Y

Intruder Alarms

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import. Emergency repairs will still stay as a responsive order through Orchard.

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
11	Overall Assessment	Yes/No			N	Y

Lightning Conductor Inspection

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import. Emergency repairs will still stay as a responsive order through Orchard.

Field Definitions – Lightning Conductor Inspection

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
12	Overall Assessment	Yes/No			N	Y

Minor Electrical Installation Works

A PDF certificate will be produced and loaded against the property. There will be no additional custom fields required.

Periodic Inspection Report for an Electrical Installation

Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Field Definitions – Periodic Inspections

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
13	Overall Assessment	Yes/No			N	Y
14	Observation/Recommendation Code		Source system evaluates all codes and gives a score this code is required to be held for reporting purposes	0 1	N	Y

Communal Ventilation

Data to be specified when PDA solution determined for servicing if required. Selective inspection data will be loaded into PS-Team populating the custom fields below via a file import.

Emergency repairs will still stay as a responsive order through Orchard.

Field Definitions – Communal Ventilation

Field No	Field Name	Type of Field	Description	Drop Down Values	Keystone Update	Mandatory
15	Overall Assessment	Yes/No			N	Y

Mechanical Specifics

Gas Service CP12

The Gas CP12 information is currently captured by the gas contractors using their own hand held technology. The actual CP12 certificate is a PDF file generated by the Gas contractor system and is passed to the Mechanical Team on property handover. The designated consultant will load or scan the certificate against the correct property in PS-Team and the 'old' certificate will be archived.

The contractor also supplies electronic data via an Excel spreadsheet. Specific data will be imported into custom fields in PS-Team to allow the data to be interrogated or reported on. The custom fields are detailed on the following pages.

Known Issues regarding business process to be resolved:

When a property becomes void, the void contractors will perform a service on any gas appliances before the property is re-let. A CP12 is generated, this CP12 and all associated data must be transferred to PS-Team to maintain the business process for data collection. The void contractor should attach the CP12 certificate to the property and contact the Service Contractor to remove the property from the service cycle. If this is not done the original service date may not be re-scheduled and therefore the property may be serviced again as part of the original service cycle.

Field Definitions - Gas Service CP12 Fields

Field No	Field Name	Type of Field	Description	Drop Down Values (if required from PDA)	Keystone Update	Mandatory
16	Gas Installation Test	Text		Pass Fail Not Tested	N	

Gas CP1 Certificates

The Gas CP1 information is currently captured by the gas contractors manually on paper. The possibility of using their own hand held technology to capture the information electronically is to be investigated by Property Management Services. Ideally a PDF certificate could be produced by the contractor which could be attached to the relevant PS-Team property. The contractor could also supply electronic data via an Excel spreadsheet. Specific data would be imported into the custom fields in PS-Team to allow the data to be interrogated or reported on.

Known Issues regarding business process to be resolved:

When a property becomes void, the void contractors may install new gas appliances before the property is re-let. A CP1 is generated, this CP1 and all associated data must be transferred to PS-Team to maintain the business process for data collection. The void contractor should attach the CP1 certificate to the property in PS-Team and contact the Service Contractor.

Water Storage Tanks, Pumps and Pipework

Essential information is captured by sub contractors working on behalf of the main gas contractors with regards to these particular components. This is because the area of work is specialist and must be carried out by approved companies who follow the HSE ACOP L8 Guidelines.

The main inspections are carried out annually and update central Risk Assessments prepared initially for each of the respective installations and their components in the communal properties. The Risk Assessments only need completely renewing if there is a 'change of use' with the building itself. Any recommendations for remedial works are made in the annual inspections, flagged and then brought to the main contractors attention. In turn the main contractor will raise these with the client.

Further monitoring inspections are carried out on these communal properties on a monthly basis with the reports made available to the main contractor highlighting any change that has occurred with the installation and its components. If remedial works are required the standard process will be followed. Hard copies of the monthly inspections will be kept both on site with the full Log Book/Risk Assessment and stored electronically in PS-Team.

The following custom fields will be manually entered, there will be no file import.

Field No	Field Name	Type of Field	Description	Drop Down Values (if required from PDA)	Keystone Update	Mandatory
17	Gas Installation Test	Text		Pass Fail Not Tested	N	

Additional Requirements

The following pages contain any further requirements that do not fall into the Service and Inspection specific details outlined above.

Engineer Registration Details

The system needs to be able to record the registration details for the contracting company, plus the details for all engineers who work on LCC properties on behalf of the contracting company. If an engineer moves from contractor to contractor, the engineer's details need to be updated accordingly. Maintenance of this information is critical as engineers are not permitted to carry out any work on behalf of the council without up to date evidence of their registration.

The system should be able to update registration details, both on an individual engineer basis, and as a "batch process". Registration details are generally updated by the contractors on an annual basis.

The system must allow a scanned image of both sides of the original copy of the engineer's registration documentation (e.g. the Registration Card) to be uploaded annually with the 'old' version being archived.

Different fields may be required for each of the Registration Authorities, the Gas Safe Registration fields required in PS-Team are detailed below:

Contractor Gas Safe Registration Details

Field No	Field Name	Type of Field	Description	Drop Down Values (if required from PDA)	Keystone Update	Mandatory
18	Contractor Company Name	Text			N	Y
19	Registration Number	Text			N	Y
20	Address	Text			N	Y
21	Address2	Text			N	Y
22	City	Text			N	Y
23	Post Code	Text			N	Y

Engineer Registration Details

Field No	Field Name	Type of Field	Description	Drop Down Values (if required from PDA)	Keystone Update	Mandatory
24	Engineer Name	Text			N	Y
25	Contractor Company Name	Text			N	Y
26	Card Serial Number				N	Y
27	Expiry Date	Date/Time			N	Y

Engineer Competencies – Domestic NG

Field No	Competency	Expiry Date	Code
28	Core Gas Safety/Pipework	Date	CCN1
29	Cookers	Date	CKR1
30	Gas Fires	Date	HTR1
31	Water Heaters	Date	WAT1
32	Central Heating Boilers	Date	CEN1
33	Warm Air Heating	Date	DAH1
34	Laundry Equipment	Date	LAU1
35	Leisure Equipment	Date	LEI1
36	Meters	Date	MET1
37	Combustion Performance Analysis	Date	CPA1

Engineer Competencies - Domestic LPG

Field No	Competency	Expiry Date	Code
38	LPG Core Safety	Date	CCLP1
39	Closed Gas Fires – Caravans	Date	HTRLP2
40	Space Heaters – Caravans	Date	HTRLP3
41	Water Heaters – Caravans	Date	WATLP2
42	Refrigerator – Caravans	Date	REFLP2

Engineer Competencies – Commercial NG

Field No	Competency	Expiry Date	Code
43	Core Gas Safety Assessment	Date	COCN1
44	Core Gas Safety / Changeover from Domestic	Date	CODNCO1
45	Core Gas Safety for Pipe Installers	Date	COCNPI 1LS
46	1st Fix Appliances (Limited scope for Pipe Installers)	Date	ICAE1 (LS)
47	1st Fix Pipework above 35mm	Date	ICPN1
48	Install, Service, Comm, Repair Indirect Fired Gas Appliances	Date	CIGA1
49	Install, Service, Comm, Repair Direct Fired Gas Appliances	Date	CDGA1
50	Install, Service, Comm, Repair Overhead Radiant Tube Heaters	Date	CORT1
51	Install, Service, Comm, Repair Gas Bosters and Compressors	Date	CBHP1
52	Testing, Purging of Pipework to IGE/UP/1 (Large Installations)	Date	TPCP1
53	Testing, Purging of Pipework to IGE/UP/1 (Small Installations)	Date	TPCP1A

Engineer Competencies – Commercial LPG

Field No	Competency	Expiry Date	Code
54	Install, Service, Comm, Repair LPG Leisure Equipment	Date	LEILP1
55	Install U/G Pipework up to 63mm (Electro-Fusion)	Date	EFJLP1
56	Install Pipework from Storage Vessel to Property operating at 37 mb	Date	VESPL1
57	Install Pipework from Storage Vessel to Property operating at Intermediate Pressure (0.75 – 2 Bar) Includes Electro – Fusion up to 63 mm)	Date	VESPL2

Engineer Competencies – Commercial Catering NG

Field No	Competency	Expiry Date	Code
58	Core Catering Gas Safety Assessment	Date	CCCN1
59	Install, Service, Comm, Repair Commercial Catering Appliances	Date	COMCAT1 &3
60	Install, Service, Comm, Repair Commercial Catering Appliances with Forced Draught Burners	Date	COMCAT5

Engineer Competencies – Miscellaneous

Field No	Competency	Expiry Date	Code
61	Installation of Unvented Hot Water Storage Systems	Date	UDHW
62	Energy Certification – Part L	Date	
63	Solar Heating Accreditation	Date	SDHW1LS
64	Health and Safety / Site Competent	Date	CSCS

Field No
65

Competency
Water Regulations / Part G

Expiry Date
Date

Code

Annex 22: Appendix 3, KEY TO THE DATA INTERFACE INFORMATION

Repairs File Layouts	specification of completed job repair details interface
Servicing specification	general data specification for the various servicing categories (interface to be agreed)
Keystone Configuration	spreadsheet of the servicing/equipment types used within the Keystone system
Asbestos Management	general data specification for the asbestos survey information (interface to be agreed)
Energy Audit data sample	sample data from an energy audit (agreement as to whether this is the interface format still to be confirmed)
Proposed Data Interfaces	list of proposed interfaces for which the exact data fields and interface format need to be agreed
	<ul style="list-style-type: none">• New Properties• Demolished Properties• Properties – Changed Details• Properties – Initial Download Details

FREQUENCY OF DATA TRANSFER

In general, the level of frequency we propose is weekly. However there may be some interfaces which may need to be more frequent (eg Asbestos) or less frequent such as the ad hoc transfer. Agreement on all interfaces and frequencies will be finalised before commencement of the contract.

Annex 22: Appendix 4, GENERAL REQUIREMENTS: INFORMATION AND INFORMATION TECHNOLOGY

Scope

The Contractor is required to provide and maintain a robust approach to the collection, storage and handling of data and the reporting of information required for the undertaking of the requirements of the Agreement.

The Contractor should make use of appropriate information technology to assist in meeting the requirements set out in this Output Specification. As noted below the Contractor can either opt to provide their own system or seek approval to make use of the City Council's information technology system, or opt for an approach on information technology in combination with the City Council's system.

Whichever approach is adopted the following requirements should be met with regard to information and Information Technology, being applicable across all of the Contractors activities relating to the following:

- The use and development of an appropriate information technology system(s) compatible with the requirements to provide information as set out in Annex 22 should be employed by the Contractor to support any activities related to their contractual obligations within the Agreement;

- Provision of data and information as required by the Agreement; and

- Management of any information and records relating to the Contractor's contractual/legal obligations within the Agreement and in accordance with Annex 23.

In particular the Contractor is required to operate in accordance with Schedule 1, Volume 1, Annex 22 and 23 of this Output Specification and, Clause 32, 57 and 64 of the Project Agreement.

Information and Information Technology Strategy

The Contractor will develop and document a strategy which sets out the Contractor's approach to the handling of data and information, and appropriate use of Information Technology and how it will be used to meet its contractual obligations;

The Contractor will develop and maintain the information and Information Technology strategy with due regard to the City Council's own ICT and e-Service Delivery strategies to ensure a common and complementary development path;

The City Council will offer its own Housing Management System (arcHouse Plus) for use by the Contractor in the area of Repairs and Maintenance. The Contractor should note that the City Council operates an amended version of arcHouse Plus to the normally available system.

The City Council will also offer its own asset management system, Keystone Asset Management, and asbestos management system, PSI2000 AMS, for use by the contractor.

The use of these systems may assist the Contractor in achieving the reporting requirements specified within this Output Specification;

The systems are deployable with either a browser or a GUI interface and, unless otherwise agreed, the City Council will provide browser-based access to their installation. The Contractor will be responsible for the provision and maintenance of suitable hardware in the form of a modern business specification PC or laptop for each seat and for the provision of broadband connectivity with sufficient capacity to support operation of the systems and for the provision of compatible browser software.

The Contractor will be responsible for the support and maintenance of any IT systems hardware or software other than that provided by the City Council;

If the Contractor chooses not to use the City Council's systems then it will be required to develop and test a suitable process for updating tables in the City Council's system. This should be based on standard Extraction Transformation and Load (ETL) processes using XML as specified in e-Government Interoperability Framework (e-GIF) published by the UK Government Cabinet Office at <http://www.govtalk.gov.uk/>;

The minimum specification of information to be held on the contractor's system is detailed in Annex 22;

The City Council will supply 'start up' data sets to the Contractor relating to all properties included in the Agreement;

In respect of the Data Protection Act (1998), the Contractor will take the role of a 'data processor' on behalf of the City Council and comply with all relevant legislation;

The Contractor shall develop, document and implement a set of standards based on quality assured and auditable operating procedures for the management of information and data, which has regard to the standards used by the City Council and ensures compliance with relevant legislation and the statutory obligations of the City Council;

The Contractor will facilitate the on-line availability of all data to the nominated City Council Officers and provide any necessary training and support to the nominated City Council Officers to be able to access that data;

The Contractor will also provide detailed information on the procedures and processes being adopted to protect all data and information and to ensure the integrity of the security of the Information Technology system. The Contractor will be required to assist the City Council in undertaking audit checks on data and security, including the commissioning of penetration testing of the system.

Performance Reporting and Standards

The Contractor will be expected to establish robust processes and systems to monitor their performance in the execution of their responsibilities as set out in the Agreement. Performance monitoring reports will be provided to the City Council at a regularity and level of detail as detailed in Annex 22 and in accordance with the requirements of the Payment Mechanism.

The Contractor will be expected to provide nominated City Council Officers or City Council Representatives with access to the base data underlying performance monitoring reports for the purpose of audit.

The Contractor are required to ensure that their Information Technology system is capable of reporting on meeting the Availability Standards, as outlined in Annex 10 of this Output Specification, and reporting accurately on periods of Unavailability as required by the Agreement.

The Information Technology system will also be required to meet the requirements for reporting on the Performance Standards as outlined in Annex 6 of this Output Specification. .

The Contractor's performance in delivering against these will be measured and considered against the Key Service Performance Standards.

Data Security and transfer

Where the Contractor opts to make use of the City Council's Information Technology Systems there will be no requirement to pass data back to the City Council. However where the Contractor opts to utilise their own systems the City Council requires copies of the project data to be provided by the Contractor to allow the City Council to populate it's own systems.

In accordance with the Agreement all the data held for the purposes of the project remain the property of the City Council. The Contractor is therefore required, where utilising their own systems, to ensure that the data and the Information Technology systems used to hold the data remain secure in accordance with Annex 23 of this Output Specification and that data is backed up on a regular basis (normally at least daily) in accordance with the approved Information Security Policy.

Where data is required to be transferred between the Contractor and the City Council a specific Information Protocol will be agreed between the parties to cover the arrangements necessary to ensure safe, accurate and reliable data transfer. The Information Protocol covers arrangements for processes to be used, quality control, responsibilities, fault reporting and problem solving, response times and support arrangements.

Annex 22 details the range of data that the Contractor is required to provide to the City Council. Included in the Annex there will be a detailed data specification for each set of data identified, the required regularity of data to be transferred and the specific format and scope of the data required.

Annex 22: Appendix 5, DATA INTERFACES THAT WILL NEED TO BE DISCUSSED AND AGREED

The following represent new interfaces that will need to be developed in order to satisfy the needs of the information transfer requirements of the contract.

New Properties

The ArcHouse system will need to be made aware of new properties being built or properties brought into charge. The exact details would need to be defined and the interface developed.

Demolished Properties

Likewise the ArcHouse system will need to be aware when properties are demolished so they can be removed from the system. The exact details would need to be defined and the interface developed.

Properties – Changed Details

When basic property details and/or servicing details change then these changes will need to be transferred to the contractor's system. Which changes would be relevant and the exact format of transfer details will need to be agreed.

Properties – Initial Download Details

At the start of the contracts an initial download of basic property details and maintenance/servicing information will need to be transferred to the contractor's system. The details of the fields and appropriate formats will need to be agreed between the two parties.

Annex 22: Appendix 6, REPAIR FILE LAYOUTS

The following file layouts are used to transfer completed Job Details to the ArchHouse system.

1. Job Details Extract File Format

Field	Description	Type	Format	Start	Req in Loader?	Test Criterion	Default	Comments	
1	dpt-cde	Client Department Code	char	x(3)	1	n		To be set to a specific Dept. Code available from a system parameter	XXX Parameterised to Code XXX (code for PFI contractor)
2	pr.user-cde	Property Usercode	char	x(15)	4	y		Extracted from field user-cde on pr file	
3	con-num	Contract Number	int	>>>>9	19	y		To be set to a specific Contract Number extracted from a logical System Parameter (CONNUM)	
4	dsc[1]	First Line of Job Description	char	x(50)	24	y			
5	dsc[2]	Second Line of Job Description	char	x(50)	74	n			
6	reported-dat	Date Reported	date	ddmmyyyy	124	y			
7	reported-by-nam	Reported by Name	char	x(25)	132	n			
8	pre-inspect-target-dat	Pre-inspection Target Date	date	ddmmyyyy	157	n			
9	practical-completion-dat	Practical Completion Date	date	ddmmyyyy	165	n			
10	overall-target-dat	Overall Target Date	date	ddmmyyyy	173	n			
11	post-inspect-target-dat	Post Inspection Target Date	date	ddmmyyyy	181	n			

Field		Description	Type	Format	Start	Req in Loader?	Test Criterion	Default	Comments
12	tot-val	Total Value	dec	>>>,>>9.99-	189	n	Optionally set to Zero for all jobs, depending upon a logical parameter setting else extract from job (TOTVAL).		Parameter set to 0 or take from database
13	pty-cde	Priority Code	char	x(1)	200	y	Extracted from field cde on pty file and then translated (See Appendix B)		Translation Table 2LP (See Appendix B)
14	sortrd-cde	Principal Trade Code	char	x(2)	201	y	Extracted from field cde on sortrd file and then translated (See Appendix B)		Translation Table 2LT (See Appendix B)
15	exptyp-cde	Expense Type Code	char	x(2)	203	n	Optionally set to blanks for all jobs, depending upon a parameter setting else extract from field cde on exptyp file or blank (EXPTYP)		Parameter set to blank or take from database
16	job-no	Job Number	int	9(7)	205	y	Extracted from job reference number on Job Record		Existing job reference number
17	jobsts-cde	Job Status Code	char	x(2)	212	y	Extracted from field cde on jobsts file and then translated (See Appendix B)		Translation Table 2LJ (See Appendix B)

Field		Description	Type	Format	Start	Req in Loader?	Test Criterion	Default	Comments
18	complete-val	Completed Value	dec	>>>,>>9.99-	214	n	Optionally set to Zero for all jobs, depending upon a parameter setting else extract from database (COMVAL).		Parameter set to blank or take from database
19	inv-no	Invoice Number	char	x(30)	225	n	Optionally set to blanks for all jobs, depending upon a parameter setting else extract from database (INVNO).		Parameter set to blank or take from database
20		Actual Overall Target Date	date	ddmmyyyy	255	n	Extracted from job record		
21	contr-target-dat	Contractor Target Date	date	ddmmyyyy	263	n	Extracted from job record		
22		Principal Trade Description	char	X(15)	271	n	Description according to Principal Trade Code on Job Record		
23		Priority Description	char	X(15)	286	y	Description according to Priority Code on Job Record		
24		O/R Time Adj	dec	>>9+	301	n	Extracted from job record		
25		O/R Time Hours	dec	>9+	305	n	Extracted from job record		

2. Systems Job Events File

Field	Description	Type	Format	Start	Req. in Loader?	Test Criterion	Default	Comments
1	seq-no	Sequence No	inte	>>9	1	y		
2	dpt-cde	Client Department Code	char	x(3)	4	n	Same as Job Details Record	XXX Parameterised to Code XXX
3	num	Job Number	inte	>>>>>9	7	y	Same as Job Details Record	
4	jobevtcls-cde	Job Event Class Code	char	X(3)	14	y	Extracted from System Event Record	
5	cde	Job Event Code	inte	999	17	y	Extracted from System Event Record	
6	dat	Date of Event	date	99/99/99	20	y	Extracted from System Event Record	
7	coff-cde	Officer Code	char	X(5)	28	y	Extracted from System Event Record and then translated (See Appendix B)	Translation Table 2LO (See Appendix B)
8	tim	Time Event Entered	inte	>>>>9	33	y	Extracted from System Event Record	
9	txt	Text	char	X(30)	39	y	Extracted from System Event Record	

Appendix B: Translation Tables

Priorities - Translation Table

Original Code	Original Description	Trans Code	Trans Description
0	Availability	!	Little London PFI
1	Emergency	!	Little London PFI
2	Urgent	!	Little London PFI
3	Routine	!	Little London PFI
4	Non-Routine	!	Little London PFI
5	Planned	!	Little London PFI
6	Pre Insp Routine	!	Little London PFI
7	Pre Ins Non Routine	!	Little London PFI
8	Urgent Internal	!	Little London PFI
9	Urgent External	!	Little London PFI
A	Void Cat 1	!	Little London PFI
B	Void Cat 2	!	Little London PFI
C	Void Cat 31	!	Little London PFI
D	Void Cat 4	!	Little London PFI
F	Void 5000-7000	!	Little London PFI
H	Void > 7500	!	Little London PFI
V	Void Inspection	!	Little London PFI

Trade - Translation Table

Original Code	Original Description	Trans Code	Trans Description
1	2002 GAS SORS	XX	LITTLE LONDON PFI
2	PROGRAMMED SCHD	XX	LITTLE LONDON PFI
3	COMM CARETAKER	XX	LITTLE LONDON PFI
4	CH LOST TIME	XX	LITTLE LONDON PFI
0A	ASPHALTER	XX	LITTLE LONDON PFI
0B	BRICKLAYER	XX	LITTLE LONDON PFI
0C	CARPENTER	XX	LITTLE LONDON PFI
0D	PAINT/DECORATOR	XX	LITTLE LONDON PFI
0E	ELECTRICIAN	XX	LITTLE LONDON PFI
0F	FENCER	XX	LITTLE LONDON PFI
0G	GAS FITTER	XX	LITTLE LONDON PFI
0H	SERVICE CONTRACT	XX	LITTLE LONDON PFI
0I	TENDERED WORK	XX	LITTLE LONDON PFI
0L	PLASTERER	XX	LITTLE LONDON PFI
0M	MINIMUM CHARGE	XX	LITTLE LONDON PFI
0O	FLOORER	XX	LITTLE LONDON PFI
0R	ROOFER	XX	LITTLE LONDON PFI
0S	SCAFFOLDER	XX	LITTLE LONDON PFI
0T	TILER	XX	LITTLE LONDON PFI
0W	GROUND WORKER	XX	LITTLE LONDON PFI
0Z	GLAZIER	XX	LITTLE LONDON PFI

0P	PLUMBER	XX	LITTLE LONDON PFI
0X	DISABLED ADAP	XX	LITTLE LONDON PFI
0Y	DEFECTS	XX	LITTLE LONDON PFI
05	INSPECTION	XX	LITTLE LONDON PFI
06	SWARCLIFFE SPEC	XX	LITTLE LONDON PFI
GE	GAS ELECTRICAL	XX	LITTLE LONDON PFI
GG	GAS FITTER	XX	LITTLE LONDON PFI
GP	GAS PLUMBER	XX	LITTLE LONDON PFI
GW	GAS LABOURER	XX	LITTLE LONDON PFI
JA	ELECTRICAL	XX	LITTLE LONDON PFI

Job Event Officer Code

Original Code	Original Description	Trans Code	Trans Description
*	*	XXXXX	PFI Contractor

Job Status Codes

Status Code	Status Description	Status Code	Status Description
0	AWAITING DETAILS	99	Loaded From PFI
10	AWAITING INSPECT	99	Loaded From PFI
11	INSPECTION BOOKED	99	Loaded From PFI
15	PRE-INSP DD/MM/YY	99	Loaded From PFI
16	NO DETAILS	99	Loaded From PFI
20	AWAITING CONTRACTR	99	Loaded From PFI
25	INSPECTED DD/MM/YY	99	Loaded From PFI
26	NO DETAILS	99	Loaded From PFI
27	AWAIT CNTRCTR APPT	99	Loaded From PFI
28	INSPECTED DD/MM/YY	99	Loaded From PFI
29	NO DETAILS	99	Loaded From PFI
2G	AWAITING AUTHORISATION	99	Loaded From PFI
2L	INSPECTED DD/MM/YY	99	Loaded From PFI
2M	NO DETAILS	99	Loaded From PFI
2Q	SMV ISSUE LIMIT EXCEEDED	99	Loaded From PFI

30	AWAITING ISSUE	99	Loaded From PFI
35	INSPECTED DD/MM/YY	99	Loaded From PFI
36	NO DETAILS	99	Loaded From PFI
40	ISSUED DD/MM/YY	99	Loaded From PFI
50	MADE SAFE DD/MM/YY	99	Loaded From PFI
60	PRCT.COMP DD/MM/YY	99	Loaded From PFI
62	RDY INVC. DD/MM/YY	99	Loaded From PFI
64	INV RCVD. DD/MM/YY	99	Loaded From PFI
65	AWAIT POST-INSPCT	99	Loaded From PFI
66	POST-INSPCT BOOKED	99	Loaded From PFI
67	POST-INSP DD/MM/YY	99	Loaded From PFI
68	REJECTED DD/MM/YY	99	Loaded From PFI
69	RE-ALLOCATED DD/MM/YY	99	Loaded From PFI
6B	AWAITING AUTHORISATION	99	Loaded From PFI
6D	AWAITING AUTHORISATION	99	Loaded From PFI
6G	AWAITING AUTHORISATION	99	Loaded From PFI
70	INV ACCPT DD/MM/YY	70	Financially Complete
75	DEFAULTED DD/MM/YY	99	Loaded From PFI
90	CANCELLED DD/MM/YY	90	Cancelled

ANNEX 23: Information Security

Part 1 : General Requirements

The Contractor will provide an Information Security Manual which covers the key areas addressed by the ISO 27001 Standard, as set out below.

1. **IT Contingency Plan** A Business Continuity Plan is in place to mitigate interruptions to business activities and to critical business processes in the event of major failures or disasters in accordance with Clause 32.1.3 of the Agreement.

2. **Systems Access Controls** Systems Access Controls are in place:
 - to control access to information;
 - to prevent unauthorised access to information systems;
 - to ensure the protection of networked services;
 - to prevent unauthorised computer access;
 - to detect unauthorised activities;to ensure information security when using mobile computing and tele - networking facilities

3. **System Development and Maintenance** System Development and Maintenance Controls are in place
 - to ensure security is built into operational systems;
 - to prevent loss, modification or misuse of user data in application systems;
 - to protect the confidentiality, authenticity and integrity of information;
 - to ensure IT projects and support activities are conducted in a secure manner;
 - to maintain the security of application system software and data.

4. **Physical Environment Controls are in Place** The Physical Environment is secure to prevent
 - unauthorised access;
 - damage and interference to business premises and information;
 - loss, damage or compromise of assets and interruption to business activities;
 - compromise or theft of information and information processing facilities.

- 5. Compliance and Audit Procedures**

Procedures are in place to assure compliance in order to:

 - avoid breaches of any criminal or civil law, statutory, regulatory or contractual obligations and of any security requirements;
 - ensure compliance of systems with organisational security policies and standards;
 - maximise the effectiveness of and to minimise interference to / from the system audit process.
- 6. Management Processes and Procedures**

Management Processes and Procedures for personnel are designed to:

 - reduce risks of human error, theft, fraud or misuse of facilities;
 - ensure that users are aware of information security threats and concerns and support the corporate security policy in the course of their normal work;
 - minimise the damage from security incidents and malfunctions and learn from such incidents.
- 7. Information Security Management Processes**

Information Security in the Organisation is managed to:

 - maintain the security of organisational information processing facilities and information assets accessed by third parties;
 - maintain the security of information if the responsibility for information processing is outsourced to another organisation;
 - maintain a system of data backup to ensure the safe retention of all project data.
- 8. Infrastructure Management Processes**

All computer and network infrastructure is managed to:

 - ensure the correct and secure operation of information processing facilities;
 - minimise the risk of systems failures;
 - to protect the integrity of software of information;
 - maintain the integrity and availability of information processing and communication;
 - to ensure the safeguarding of information in networks and the protection of the supporting infrastructure;
 - to prevent damage to assets and interruptions to business activities;
 - to prevent loss, modification or misuse of information exchanged between organisations.
- 9. Classification of Information Assets**

Information assets are classified and controlled to:

 - maintain appropriate protection of corporate assets;
 - ensure that information assets receive an appropriate level of protection.
- 10. Security Policy**

A Security Policy is in place to encompass all the procedures and processes to ensure the safe use and retention of all data and information required for the project, and to ensure continuity of business operation and delivery of critical business processes.

Part 2 : Data Processing

This Part 2 to Annex 23 sets out the data processing requirements further to clause 57 (*Data Protection*) of the Agreement.

1. Data Processing Requirements

- 1.1 This Annex outlines the required approach for ensuring compliance with the DPA. Any processing of Personal Data must comply with the provisions of the DPA. The City Council reserves the right to check compliance with this Annex by the Contractor or any Contractor Related Party.
- 1.2 The purpose of data disclosure between the City Council and the Contractor is to facilitate the delivery of the required Works and Services for the Project, including repairs and maintenance (responsive, void, cyclical and planned), refurbishment and life cycle actions and new build development.
- 1.3 Appendix A below sets out the Personal Data proposed to be disclosed by the City Council, as Data Controller, and the Personal Data proposed to be collected by the Contractor and/or a Contractor Related Party, as Data Processor, for delivery of the required Works and Services programmes.

2. Definitions

2.1 The following words and phrases are used in this Annex and shall have the following meanings:

“**Data Controller**” has the meaning set out in section 1(1) of the Data Protection Act 1998;

“**Data Processor**” has the meaning set out in section 1(1) of the Data Protection Act 1998;

“**Data Subject**” means individual who is the subject of Personal Data; and

“**processing**” has the meaning set out in section 1(1) of the Data Protection Act 1998 and "**process**" shall be construed accordingly.

3. Information provision

- 3.1 The information being processed is all tenant and property related Personal Data required for the provision of the Works and Services by the Contractor and/or a Contractor Related Party, as detailed in Appendix A, and any extra data deemed reasonably necessary by the City Council during the term of the Agreement.
- 3.2 Ownership of the Personal Data shall at all times remain with the City Council as Data Controller.

4. Use, Disclosure and Publication

- 4.1 The Personal Data will be used by the Contractor solely for the purpose of meeting its obligations in connection with the Project.
- 4.2 Subject to Appendix A below, the Personal Data will not be matched with any other Personal Data otherwise obtained from the Data Controller, or any other source, unless specifically authorised in writing by the Data Controller.

4.3 Subject to clause 57.2 (*No Disclosure*) of the Agreement, the Personal Data will not be disclosed to any third party without the written authority of the Data Controller.

4.4 Access to the Personal Data will be restricted to those employees of the Data Processor or authorised third parties directly involved in the processing of the Personal Data as identified in clause 57.2.1.1 of the Agreement.

4.5 No steps will be taken by the Data Processor to contact any Data Subject identified in the Data other than for the purpose of meeting the obligations of the Agreement.

5. Data Protection

5.1 The use and disclosure of any Personal Data shall be in accordance with the obligations imposed upon the parties by the DPA.

5.2 The parties undertake to comply with the provisions of the DPA and to notify as required any particulars as may be required to the Information Commissioner.

5.3 The receipt by the Data Processor from any Data Subject of a request to access to the Personal Data covered by this Agreement must be reported immediately to the person nominated representing the Data Controller, who will arrange the relevant response to that request.

5.4 If any party receives a request under the subject access provisions of the DPA and Personal Data is identified as belonging to the other party, the receiving party will contact the other party to determine if the latter wishes to claim an exemption under the provisions of the DPA.

5.5 It is acknowledged that where a Data Controller cannot comply with a request without disclosing information relating to another individual who can be identified from that information, he is not obliged to comply with the request, unless;

5.5.1 the other individual has consented to the disclosure of the information to the person making the request; or

5.5.2 it is reasonable in all the circumstances to comply with the request without the consent of the other individual. In determining whether it is reasonable, regard shall be had, in particular, to:-

(a) any duty of confidentiality owed to the other individual;

(b) any steps taken by the Data Controller with a view to seeking consent of the other individual;

(c) whether the other individual is capable of giving consent; and

(d) any express refusal of consent by the other individual.

5.6 If the Data Controller receives a request for information under the provisions of the FOIA identified as belonging to the Data Processor, the provisions of clause 55.10 (*Freedom of Information*) shall apply.

5.7 Where the Data Processor receives a request for information under the provisions of the FOIA in respect of information provided by or relating to the Data Controller, the provisions of clause 55.10 (*Freedom of Information*) shall apply.

5.8 Where any party receives a notice under Section 10 of the DPA, that party shall contact the person nominated below to ascertain whether or not to comply with that notice.

5.9 The Data Processor shall give reasonable assistance as is necessary to the Data Controller in order to enable him to:

5.9.1 comply with request for subject access from the Data Subjects;

5.9.2 respond to information notices served upon him by the Information Commissioner;

5.9.3 respond to complaints from Data Subjects; and

5.9.4 investigate any breach or alleged breach of the DPA.

in accordance with the statutory obligations under the DPA.

5.10 The Parties shall nominate throughout the term of this Agreement personnel to be authorised to assume responsibility for data protection compliance, notification, security, confidentiality, audit and co-ordination of subject rights and freedom of information.

5.11 On reasonable notice, periodic checks may be conducted by the Data Controller to confirm compliance by the Contractor with the Agreement.

6. Confidentiality

6.1 The Data Processor shall comply with the obligations of the Contractor at clause 57.2 (*No Disclosure*) of the Agreement with regards to disclosure of Personal Data.

6.2 The Data Processor shall ensure that any individuals involved in the Project and to whom Data is disclosed under the Agreement are aware of their responsibilities in connection with the use of that Data.

6.3 For the avoidance of doubt, the obligations imposed on the parties by the Agreement shall continue in full force and effect after the expiry or termination of the Agreement until the Data Processor no longer holds and retains Personal Data relating to the Project. The parties shall ensure respect for the privacy of individuals at all stages of the Project.

7. Retention, Review and Deletion

7.1 The Data Processor will retain the Personal Data for a period not to exceed 6 years after the earlier of (i) the termination or expiry of the Agreement or (ii) the date on which the Personal Data was last used by the Data Processor. Personal Data shall, wherever possible, be securely deleted from all physical and electronic storage media. The Data Controller will be notified in writing by the Data Processor that this has been undertaken.

8. Security

8.1 The Data Processor recognises that the Data Controller has obligations relating to the security of Personal Data in his control under the Data Protection Act 1998. The Data Processor will continue to apply those relevant obligations as detailed below on behalf of the Data Controller during the term of the Agreement.

8.2 The Data Processor agrees to apply appropriate security measures, commensurate with the requirements of principle 7 of the DPA to the Personal Data, which states that: “appropriate technical and organisation measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data”. In particular, the Data Processor shall ensure that measures are in place to do everything reasonable to:

8.2.1 make accidental compromise or damage unlikely during storage, handling, use, processing transmission or transport;

8.2.2 deter deliberate compromise or opportunist attack; and

8.2.3 promote discretion in order to avoid unauthorised access.

8.3 During the term of the Agreement, the City Council shall carry out any checks as are reasonably necessary to ensure that the above arrangements are not compromised.

8.4 The Data Controller may wish to undertake suitability checks on any persons having access to City Council premises and the Personal Data and further reserves the right to issue instructions that particular individuals shall not be able to participate in the Project in accordance with clause 31.6 (*Removal from Project Sites*) of the Agreement.

8.5 The Data Processor will ensure that Personal Data accessed is not used other than as identified within the Agreement, and that the Agreement is complied with.

8.6 The Data Processor will carry out periodic security tests to ensure confidence in the physical and logical integrity of the Personal Data and their systems and provide assurance to the Data Controller.

8.7 The Data Controller reserves the right to undertake a review of security provided by any Data Processor and may request reasonable access during normal working hours to the Data Processor premises for this purpose.

8.8 Access to the Personal Data will be confined to authorised persons only. These will be the individuals identified and agreed between the Data Controller and Data Processor

9. Confirmation of Indemnity

9.1 The Contractor shall indemnify the City Council in accordance with clause 57.3 (*Indemnity by Contractor*) of the Agreement.

10. Disputes

10.1 Disputes will be dealt with in accordance with the
Dispute Resolution Procedure.

11. Miscellaneous

11.1 This Part 2 to Annex 23 acts in fulfilment of part of the responsibilities of the Data Controller as required by paragraphs 11 and 12 of Schedule 1, Part II of the DPA.

Appendix A

Personal Data required for the Project	Data held by the City Council to be transferred to the Contractor and Contractor Related Party	Data to be collected by the Contractor and Contractor Related Party
Tenant and leaseholder names and contact addresses	Yes	Confirmation only
Tenant and leasehold contact details including telephone numbers	Yes	Yes
Tenant information to assist access and liaison including ethnicity, preferred language and warning advice on disability, tenant vulnerability, as well as warnings on dangerous dogs and tenant aggression.	Yes	Yes
Case conference to review tenant and household vulnerability in accordance with the Decant Protocol.	Data to be shared for the purposes of the case review only where necessary for the contractor to carry out their obligations under the terms of this contract.	Data to be collected and shared for the purposes of the case review only.

ANNEX 24: Handback Standards

On Handback properties will meet the Full Availability Standard as detailed in Annex 10 of the Output Specification.

ANNEX 25: Protocols

Summary of Protocols is listed below.

Protocol – Access

Protocol – Tenant Waiver

Protocol – Tenant Improvement

Protocol – Decant

Protocol – Disrepair Actions

Protocols – Adaptations

Protocols – Litigation

Protocols – Tenant and Third Party Damage

Protocols – Trees Protocol

Protocols – Media and Marketing

Protocols _ ICT Protocol

For full details refer to the Project Agreement.

ANNEX 26: City Council Policies

Full list of the appropriate City Council Policies is contained within Schedule 13 of the Project Agreement.

ANNEX 27: Design and Construction Plan

It is envisaged that the Design and Construction plan will be developed with the Contractor for both Refurbishment and New Build Works and will include the following detailed information to be included within Schedule 3 Contractor's Proposals:

- Masterplan drawings;
- Detailed Designs for Environmental works;
- Detailed designs for each house type;
- Health and Safety Plan;
- Full Details of materials used for different elements; e.g. Kitchens, sanitary ware, roof materials, external walls, light fittings, windows etc including details of manufacturer and range;
- Programme of works;
- Quality plan;
- Phasing Plan.

ANNEX 28: Service Delivery Plan

It is envisaged that a Service Delivery Plan will be developed with the Contractor for different aspects of the contract and each will include the following specific detailed information, these plans should be developed in accordance with the Project Agreement, Part 3, Services of the Output Specification and to be included within Schedule 3 Contractor's Proposals

Item	Description
1.1	General: Management and Organisation of Service Provision Scope and Services objectives; Approach;

Service Delivery Plan for meeting the City Council Requirements to include:

- Overall management structure, both for the project overall and the individual projects, detailing management roles, responsibilities and reporting structures;
- Job descriptions;
- Levels of decision making processes at contract level and local neighbourhood and facility level;
- Numbers of staff at each Project Area or responsible for individual services and generally across the Agreement to deliver Services;
- Regular working hours and availability of managers and employees;
- Where budget responsibilities lie;
- Training of City Council Related Parties;
- Details as to which Services will be carried out in-house and which will be subcontracted with details of sub service providers;
- Service performance monitoring;
- Help desk and overall management procedures;
- Management information systems and report production;
- Self monitoring procedures;
- Meeting details including level of attendees;
- Customer Satisfaction Surveys and complaints procedures;
- Quality assurance procedures;
- Inspections including condition surveys and records;
- General mobilisation procedures for Services Availability Date relating to TUPE transfers and proposals for transferring to new accommodation (and insitu decant requirements),
- Management and supervision outside working hours;

Item Description

1.2 Repairs and Maintenance and Re-Servicing Void Properties

As a minimum, the Repairs and Maintenance and Re-servicing of Void properties Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach (including the approach to an environmentally friendly regime); and
- Service Delivery Plan for the delivery of the City Council requirements in terms of;
- Operational structure;
- Key personnel;
- Procurement of sub contractors and materials;
- Management and supervision of the service;
- Method of access by Service Users;
- Appointment booking;
- Dealing with emergency repairs;
- Quality systems;
- Health & Safety;
- Reactive maintenance service;
- Reactive vandalism service;
- Void service;
- Staff identification.

1.3 Planned, Programme, Preventative and Cyclical Maintenance

As a minimum, the Planned, programme, Preventative and Cyclical Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach (including the approach to an environmentally friendly regime); and
- Service Delivery Plan for meeting the City Council Requirements;
- Operational structure;
- Planned, programme, preventative and cyclical maintenance and asset lifecycle replacement details;
- Quality statement;
- Procurement of Services;
- Scope of Service;
- Computerised system;
- Meet Availability requirements;
- Routine maintenance;
-

1.3 Planned, Programme, Preventative and Cyclical Maintenance (Cont'd)

- Formulation of the planned maintenance programme;
- Cyclical Maintenance Programme;
- Maintenance records;
- Inspections;
- Conservation;
- Maintenance and renewal;
- Management arrangements;
- Quality management;
- Operational liaison;
- Reactive maintenance service;
- Reactive vandalism maintenance service;
- Maintenance of all facility furniture including the repair of damaged facility furniture and the erection and installation of new facility furniture.

1.4 Caretaking, Cleaning, Waste Management and Pest Control

As a minimum, the cleaning, waste and pest control management Service Delivery Plan for should contain:

- Scope and Services objectives;
- Approach (including the approach to an environmentally friendly regime); and
- Service Delivery Plan for delivering the City Council Requirements in Terms of:
- Management and supervision of Services;
- Caretaking and site supervision;
- Caretaking duties including daily, weekly and other period inspections;
- Maintenance and management of CCTV, intruder alarms and lighting;
- Planned caretaking maintenance duties;
- Reactive maintenance tasks;
- Cleaning equipment and products to be utilised;
- Cleaning schedules, frequencies and indicative standard specification;
- Arrangements for essential ad-hoc out of sequence cleaning, including graffiti removal;
- Window cleaning frequency and methodology (internal and external);
- Feminine hygiene;
- Pest control methodology;
- Waste management;
- Health and safety;
- Emergency and out of hours service provision;

1.4 Caretaking, Cleaning, Waste Management and Pest Control (Cont'd)

- Training;
- Quality assurance;
- Risk identification and management;
- Service reviews;
- Staff Identification and key holding.

1.5 Estate and Environmental Maintenance

As a minimum, the Grounds Maintenance Management Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach;
- Programme of works;
- Service Delivery Plan for meeting the City Council Requirements:
- Management structure;
- Service team communications;
- Client Interface;
- Resourcing;
- Proposals for dealing with external litter;
- Bad weather preparation and action;
- Maintenance of soft landscape areas
- Maintenance of grassed Areas;
- Tree maintenance;
- Hard Landscape maintenance;
- Removal of bulky waste;
- Removal of graffiti;
- Equipment;
- Health & safety;
- Training;
- Risk identification and management.

1.6 Customer Access and Liaison

As a minimum, the Customer and Liaison Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach;

1.6 Customer Access and Liaison (Cont'd)

- Service Delivery Plan for meeting the City Council Requirements;
- Management and supervision of the services;
- Community Involvement and Communication Strategy;
- Local Neighbourhood Compact;
- Customer Charter;
- Customer contact arrangements including Helpdesk;
- Customer Liaison arrangement for the Services;
- Liaison arrangements with leaseholders and private owners for Services
- Proposals for achieving Customer satisfaction requirements and receiving Customer feedback and the Services.

1.7 Contract Management and Reporting

As a minimum, the Security Management Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach;
- Service Delivery Plan for meeting the City Council Requirements;
- Management and supervision of the Services;
- Contract Management and liaison arrangements with the City Council.
- Contract Liaison arrangements with the ALMOs and other key stakeholders
- Contract monitoring and reporting arrangements.
- Providing monthly, quarterly and annual report;
- Performance monitoring reporting, including Customer satisfaction survey results.

1.8 Information Technology

As a minimum, the Information Technology Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach;
- Service Delivery Plan for meeting the City Council Requirements:
- Management and supervision of the services;
- Systems to be provided;
- Integration with City Council systems;
- Approach proposed to provision of data and information as required by Annex 22

1.9 Health & Safety Plan

As a minimum, the Health and Safety Management Service Delivery Plan should contain:

- Approach;
- Service Delivery Plan meeting City Council Requirements;
- Health and safety policies and procedures; and
- Scope and Services objectives.

1.10 Staff Development

As a minimum, the Staff and Development Management Service Delivery Plan should contain:

- Scope and Services objectives;
- Approach;
- Service Delivery Plan for meeting the City Council Requirements to include:
- Staff Recruitment and HR Procedures
- Staff vetting and employee security checks, including CRB checks;
- Ongoing training requirements for staff;
- Training of City Council Related Parties;
- Mobilisation procedures for Services Availability Date relating to TUPE transfers;
- Proposals for any staff/caretaker's houses.

ANNEX 29: Certification Standard (Community Centre and Housing Office)

Not Used

ANNEX 30: Certification Standard (Retail Units)

Not Used

ANNEX 31: Certification Standards (Communal Areas & Facilities-Refurbishment & New Build)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up a Communal Area and Facility for Certification.

Item	Standard	Hand over documents for each block of flats.
1.	Compliance with Output Specifications, Contractors Proposals and any relevant planning approval.	Contractor checklist document to confirm compliance provided at hand over.
2.	Compliance with the latest Building Regulations and legislative requirements where applicable.	Contractor checklist document to confirm compliance and Building Control Certificate with approved drawing(s), where applicable shall be provided at hand over.
3.	Compliance with the Full Availability Standards, in Annex 10.	Contractor checklist document to confirm compliance provided at hand over.
4.	Number of windows/size of windows not reduced from that prior to refurbishment.	Contractor checklist document to confirm compliance provided at hand over.
5.	Compliance with current Disability and Access Legislation, including the Disability Discrimination Act and Premises Regulations where applicable.	Contractor checklist document to confirm compliance provided at hand over.
6.	Refurbished to meet "Secured by Design" (SBD) where applicable.	Contractor checklist document to confirm compliance with SBD requirements provided at hand over.

Certification will cause the Communal Areas and Facilities to be recognised as part of the facility charge mechanism within the Payment Mechanism, Appendix 3 (Facilities Charges) and Appendix 8 (Communal Works).

ANNEX 32: Certification Standards (Leasehold Dwellings)

These will form the basis of the Certification Procedure and should be achieved by the Contractor when offering up a Leasehold Dwelling for Certification.

Item	Standard	Hand over documents for each Leasehold Dwelling
1.	Compliance with Output Specifications, Contractors Proposals and any relevant planning approval.	Contractor checklist document to confirm compliance provided at hand over.
2.	Compliance with the latest Building Regulations and legislative requirements where applicable.	Contractor checklist document to confirm compliance and Building Control Certificate with approved drawing(s), where applicable shall be provided at hand over.
3.	Compliance with the Full Availability Standards, in Annex 10, Appendix 4.	Contractor checklist document to confirm compliance provided at hand over.
4.	Number of windows/size of windows not reduced from that prior to refurbishment.	Contractor checklist document to confirm compliance provided at hand over.
5.	No significant reduction in floor space from that prior to refurbishment.	Contractor checklist document to confirm compliance provided at hand over.
6.	Works undertaken do not reduce the acoustic performance of the Dwelling from that prior to refurbishment.	Contractor checklist document to confirm compliance provided at hand over.

For the avoidance of doubt, Leasehold Dwelling will continue to be subject to the interim service fee until such point as they are certified, upon which time, the full service fee will apply (as detailed in Part 2: Unitary Charge of the Payment Mechanism).