**SECTION 2**

**Specification**

**SERVICE INFORMATION**

 The Contractor provides the service in accordance with this Service Information. The Contractor installs all plant and materials in accordance with manufacturer’s instructions. The Contractor Provides the Service using workmanship of good quality.

1. **SPECIFICATION FOR NEW AND REPLACEMENT CONDENSING COMBINATION BOILERS, SYSTEMS AND APPLIANCES**

Remove any existing heating system including storage heaters, multi-point water heaters, back boilers, gas wall heaters and any associated pipe work and make good.

**This excludes Gas and Electric warm air heaters that must not be removed due the risk of asbestos. (This clause does not apply for the installation only of new heating systems). This is a general comment and must be included in the surveyors report/survey.**

Install a Vaillant Eco Tec Sustain 28 ERP Condensing Combination Boiler or a Worcester Bosch Junior 30i ERP or an Ideal Logic 30 ERP (to include external filling loop) in a position agreed with the customer. The type of boiler is dependent on the percentage agreed in the contract by Employers Agent. The installation shall include:

1. Security bracket and fixing bolt.
2. Connections to heating circuit.
3. Service/isolation valves.
4. Waste pipes for disposal of condensate from the boiler to drain, (solvent weld plastic pipe) to be run internally where possible.
5. Condensate pipe work run externally should be run in 32mm plastic pipe work to a maximum length of 3 meters. This must have an in 1 in 5 fall with an air break at the top and terminate into the drain cover out site the property.
6. Any additional external pipe work, foam insulation is to be used to cover or encase to protect from frost.
7. Horizontal flue and terminal where ever possible unless specified or agreed by Employers Agent.
8. Filling loop and Condense installed in accordance with Manufacturer’s instructions and British standards
9. Removal of existing cylinder and associated pipework.
10. Modification to existing hot and cold water services pipework to connect new boiler.
11. Modifications to airing cupboard comprising the supply and fitting of two slatted shelves, all making good and new plasterboard ceiling if required.
12. Modifications to fire places to enable installation of electric fire or similar mentioned separately. If wooden fire surrounds are to be fitted, the builders opening is to be adequately sealed and vent installed.
13. Flue liners to be removed and make good upon removal
14. Fix heating circuit as per specification comprising of Radiators, TRV's and Lockshield valves, drain cocks and all appropriate pipe work and connections to the index circuit.

(n) Install new gas supply correctly sized to boiler, gas cooker and fire where required.

(o) Disconnect any old/existing iron or lead supplies and seal/cap off all open ends.

(p) The correct volume of pipe from external gas meter box to inside property to be installed

(q) The index circuit must be installed to pipe manufactures specification (Uponor), to ensure adequate flow on the entire system.

(r) Combined lock shield valves are still to be fitted on the system; provision will be made for in line additional drain cock ½ BSP to be located at low level on the system. The Preferred location hallway /kitchen radiator.

(s) Machine pulled bends must be used when installing Uponor pipe work and be correctly sized. Fitting must be kept to a minimum if this process is not followed this will result in the contractors returning to site to rectify the installations at their own cost.

(t) Any night storage heaters that contain asbestos will to be identified at survey stage. All night storage heaters that do contain asbestos must be removed by a licensed contractor.

(u) The use of an external automatic by-pass is not required or included.

(V) Electrical work to be in accordance with the specification.

(W) The installation should be correctly flushed and an inline filter fitted. The installation must comply with BS 7593:2019 the new British Standard for preparation, commissioning and maintenance of domestic central heating.

(X) Flush system with the correct flushing agents Sentinel x300 with Worcester and Vaillant boilers or Fernox F3 with Ideal boilers, shall be required on boiler changes

(Y) Fit system filter. Either Sentinel Vortex with Worcester or Vaillant boilers or Fernox TF1 with Ideal Boilers.

**NOTE:**

This specification will be subject to regular review to reflect new technology and continuous improvement.

**2. ELECTRICAL WORK**

To be carried out by an NICEIC or equivalent approved contractor, to the current IEE Regulations.

All controls to be hardwired unless agreed by Employers Agent otherwise.

All surface wiring must be encased in trunking; all wiring that may contact heating pipes must be protected.

A switched spur must be installed adjacent to the boiler and the final connection made using a heat resistant flexible cable and correct fuse installed as per manufacturer’s instructions

**3. BOILER REPLACEMENTS**

Remove existing appliance and fit new appropriate appliance as specified in the material list.

Schedule to include the following items:

* Any alteration to pipework to accommodate new boiler
* New flue.
* Modification of existing controls to comply with Part L of Building Regulations.
* Alterations to wiring.
* Power flush system with the correct flushing agents Sentinel x800 with Worcester and Vaillant boilers or Fernox F5 with Ideal boilers, shall be required on boiler changes
* Fit system filter. Fit system filter. Either Sentinel Vortex with Worcester or Vaillant boilers or Fernox TF1 with Ideal Boilers.
* Add corrosion inhibitor to system
* Commissioning of system.
* The installation should be correctly flushed and an inline filter fitted & must comply with BS 7593:2019 is the new British Standard for preparation, commissioning and maintenance of domestic central heating.

Completion of Benchmark, Landlord's Certificate Electrical Test, Gas test, Building Regulation Compliance Notice & Print out of Gas Analyser Readings.

All paperwork is to be scanned and sent to client within 10 days of installation taking place & must be received before being approved for payment.

**Failure to provide documentation for an installation will result in withholding 50% of the final value of the individual installation.**

**4. SYSTEM CONVERSION**

System conversion shall consist of Draining down existing system, remove existing appliance and all redundant equipment making good upon removal, upgrade system to suit new appliance in accordance with service information.

**5. FLUES**

All flues must comply with manufactures instructions.

Flue termination must be in accordance with manufactures instructions and cut to the length required. If additional flue length is added and/or any change of direction this must be secured using correct flue brackets (supplied by the employers agent)and the flue joints screwed as per manufactures instructions

Where a vertical flue is to be fitted the contractor must conform to working at height regulations and provide safe access and egress equipment for their employee and the cost should be reflected in the tender price of installing a Vertical flue. The Employers agent will supply scaffolding above 2 storeys where safe access and egress equipment is unable to be used

**6. COMMISSIONING OF SYSTEM**

**ALL COMMISSIONING OF ALL BOILERS MUST BE CARRIED OUT TO MANUFACTURER'S INSTRUCTIONS**

Following the installation of the central heating system, the boiler and its associated system must be flushed in accordance with BS 7593:2019 the new British Standard for preparation, commissioning and maintenance of domestic central heating.

The system must be flushed using Sentinel X300 or Fernox F3. After chemically flushing the system, an inhibitor, Sentinel X100 or Fernox F1, shall be used in accordance with the BS7593 : 2019 and in accordance with the manufacturer's instructions (i.e. Sentinel/Fernox). A Water sample must be taken and issued to Employers Agent for Water Quality to be checked.

The DO NOT DRAIN sticker that is supplied with Sentinel X100 and Fernox F1 must be apparent on the system. Benchmark books to be completed and returned to the Supervising Officer, together with a copy of the Landlord's Certificate, Electrical Test Certificate, Gas test notice, Building Regulation Compliance Notice, print out of gas analyser readings & Water sample.

All paperwork is to be scanned and sent to client within 10 days of installation taking place & must be received before being approved for payment.

On completion, a full explanation of the system and controls must be carried out with the customer and all user instructions left.

**7. GUIDANCE NOTES**

* Appliances must be install in accordance with manufactures instructions and all associated pipework and fittings to comply with gas safety (installation & use) Regulations 1998
* Boiler Flues are to be terminated to an external wall where ever possible; if this isn’t possible any additional flue extensions must be supported, screwed and installed in accordance with manufactures instructions.
* All Horizontal flues must be fitted in a way to comply with manufactures instructions and the flues must be sealed inside and out using sand cement/plaster.
* Flue Termination must be cut in accordance with manufactures instruction and must be cut to required length.
* All vertical flues must be installed in a way to ensure that it is adequately secured and complies with manufactures instructions. Every flue length and/or change of direction must be secured using flue brackets and the flue joints screwed as per manufactures instructions.
* Where condense pumps are to be installed the outlet pipework must be ran in a way that the water will be drained safely to the outside. The pipework must be secured and fall in a way whereby the water will run away without aid and suitably protected from frost.
* Tenants will be consulted on radiator positions and a plan will be provided by Employers Agent
* Radiators to replacement systems will be as close as possible to the existing sizes and will be correctly sized to minimise damage to decorations.
* Drops from the first floor to ground floor radiators will be designed where ever possible to be in corners or behind curtains and a minimum of 50mm from light switches
* Heating circuits should not be installed in the roof spaces of any property, if this is not possible the location of pipe work should be agreed with the Employers Agent and be kept to a minimum and suitably insulated
* Heating pipes should not be installed in solid floors. If this is unavoidable preformed ducts should be used and the location agreed with the Employers Agent.
* A boiler interlock (room Stat) should be installed in the hallway in a neutral position and wired to ensure boiler interlock. The hallway radiator should be fitted with 2 lockshield valves and thermostatic valves fitted to all other radiators.
* Gas and hot water pipework dead legs to be removed as far as reasonably practical.
* Hot and cold water services pipework shall be installed in accordance with water regulations.
* Radiators should be fitted in every room possible in accordance with the design provided by the Employers Agent.
* A new copper gas supply should be installed from the meter to the boiler, fire and cooker positions unless the existing is in copper of the correct size and volume and earth bonding shall be installed to the current regulations.
* All new heating circuits will be installed in Uponor multi-layer pipe unless directed otherwise by the Employers Agent.
* All pipework runs shall be laid in such a manner that it is possible to vent and drain the entire system.
* Gas fires will only be fitted at the direction of the Employers Agent and installed in accordance with manufactures instructions. A focal point fire will be installed in this location if directed by the Employers Agent.
* If an electric fire, surround and hearth to be fitted in place then builder’s opening to be adequately sealed up all surplus pipework to be removed from opening and appropriately capped out Outside of the opening.
* Removal of the floor coverings is the responsibility of the customer, although exceptions may have to be made for the elderly, disabled and vulnerable as advised by the Employers Agent.
* Any holes formed in Pre-cast Reinforced Concrete (PRC) structures must be carried out with extreme care, core drills must be diamond tipped and used with no hammer action. Where concrete and steel joists are found, they should not be damaged and an alternative route for pipework agreed with the Employers Agent
* Any holes drilled must be filled using appropriate filler/plaster, larger holes must be filled using plaster internally and sand cement for external.
* Where old appliances, have been removed including electric storage heaters the old fixings holes must be filled.
* Asbestos survey to be provided with each job by Employers Agent
* Where loft insulation has been disturbed it must be correctly re-laid.
* On Completion of work all rubbish must be removed from site.
* Scrap must be collected and a receipt issued for each installation. This is to be paid back to the employer on a monthly basis. Scrap weight is estimated on site survey. If these figures do not appear to be accurate when you arrive at the job it is the contractors responsibility to raise as a matter of urgency to the contract administrator.
* On completion of work to an unoccupied property or dwelling the Contractor is expected to Return the boiler to the Employers stores
* Existing appliances to be serviced whilst contractor is onsite to coincide with installation date of new appliance.
* When a cupboard is to be built around the boiler, the cupboard shall be a fully height cupboard with a hinged access door and correct clearances as per manufactures instructions for boiler to be serviced, unless otherwise agreed with employers agent

**Notes:**

Allow access for servicing in accordance with boiler manufactures instructions

50mm x 50mm Stud wall Frame

18mm plywood panels

Fixed panel to be countersunk screws

Door to be minimum height of 1900mm to allow for access

Access Door to be hinged and to include a magnetic pressure touch catch

Skirting Board to butt up to cupboard

**8. PREABMBLES**

Heating systems must be designed and installed fully in accordance with the following

 British Standard Code of Practice

 Building Regulations and Part L in particular

 Gas Safety (Installations and Use) Regulations, 1998

 British Standards (in particular BS5449 and BS 7593)

 Water Regulations

 IEE Regulations, 18th Edition and Part P of the building Regulations

 Gas Safe manual

 Health & Safety at Work Act 1974

 Chess 255 (Second Option)

* The boiler shall be installed in accordance with the manufactures installation instructions supplied with the boiler, including requirements for combustion and ventilation and all in accordance with the installation instruction, BS5440, Part 2, Current Building Regulations and Gas safety regulations
* Systems shall be designed by the contractor in accordance with the parameters given in BS5449, Part 1, 1977, assuming an outside air temperature of – 3 and continuous operation of the systems to maintain the following design temperature:

 Living Rooms 21C

Dining Rooms 21C

Kitchens 18C

Bedrooms 18C

Bathrooms 22C

Cloakrooms 18C

Halls and Landings 18C

* Radiators shall be sized to achieve the correct heat output for the design temperature of the room.

**9.** **Air Source Heat Pump Specification**

Monobloc units and split units

The installation will consist of fitting an air source heat pump, hot water cylinder, and associated wiring centre and controls

All air to water heat pump systems are to be installed and commissioned in accordance with the manufactures instructions and It is expected that the engineer carrying out the installation is qualified in every aspect.

Primary’s to be ran in 28mm copper tube. Majority of circuit to be ran in 22mm copper tube with tails in 15mm copper.

All pipework to be installed as per manufacturer’s instructions and must be correctly sized.

**Refrigeration installation**

If carrying out the installation of the refrigerant part of the system, the engineer must hold the required City & Guilds 2079 certificate. This will also be required for decommissioning of existing heat pump systems.

**Water Installation**

If carrying out installation of an unvented cylinder the engineer must hold required certificate. The installation and commissioning shall be in accordance with manufactures instructions.

**Electrical installation**

Installation of electrical part of the system must be installed by a competent electrician.

On completion a heat pump commissioning certificate, electrical certificate, unvented benchmark certificate, MCS compliance certificate, MCS installation certificate, Energy performance certificate and a water sample handed over to Employers Agent. A full explanation of the system and controls must be carried out with the customer and all user instructions left with the customer, or issued to BCC if the property is Void.

**Servicing air to water heat pumps**

Maintenance check list to be followed whilst servicing heat pumps. Check list to be supplied by Employers Agent.

**10. STANDARDS FOR GOODS AND WORKMANSHIP**

Where an appropriate British Standards Specification or British Standard Code of Practice issued by the British Standards Institution or relevant EC standard, is current, all goods used or supplied and all workmanship shall, as a minimum requirement, be in accordance with that standard, or with any standard of a Member state of the European Community or an international standard recognized by another such Member state which offers equivalent guarantees of safety, reliability and fitness for purpose, but compliance with such standards shall be without prejudice to any higher standard required by the Contract.

**11.** **ACTIVITY REPORT SHEETS**

At the end of each week the contractor will hand to the Employers Agent a detailed account of all activities for that week. The report must be sent over digitally & will include:

* Addresses, Dates of visits for each property, as programmed.
* Type of work carried out
* Serial number of appliance installed

 At the end of each year the contractor will provide the Employers Agent with a report detailing all the activity on an aggregate basis for the past year.

The formats for both the Weekly and the annual reports will be submitted to the Employers Agent for approval at the start of this contract.

**12. Repairs**

 The Contractor shall ensure that new parts or materials are only replaced if economical repairs cannot be undertaken. The Contractor shall not under any circumstances encourage operatives to replace parts, or materials which do not require replacement. All parts which have been replaced shall be retained for a period of four weeks for inspection by the employer’s agent if so required. The criterion for the replacement of new parts or repairs shall be that once fitted or repaired the equipment or system shall then have an extended life span of at least another further 12 months. The Contractor shall be referred to the Employers Agent.

**13. HEALTH AND SAFTEY**

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| --- |
| The Contractor shall at all times comply with the requirements of any applicable law pertaining to the health and safety of employees, customers, residents and general public (including the provisions by the *contractor* of a copy of its risk assessment under these regulations when requested by the *Employer*). |
|  |

The Contractor must follow a logical sequence of works procedures that so far as is reasonably practicable, eliminate all Health and Safety risks during works on site, and follow an appropriate hierarchy of control. The Contractor must obtain confirmation from the Designer before installing any materials outside the agreed Specification, or in variation thereof. The Contractor is furthermore expected to observe and meet the requirements of design, materials & workmanship and general conditions as set out in the contract preambles. The Contractor must contain all relevant Risk Assessments and Method Statements. Safe methods of working must be adopted when using hazardous materials, or when working in hazardous environments. COSHH data must be retained and passed to the H&S Co-ordinator at completion of the works.

The Contractor must keep and maintain an accident report book for the duration of the project, recording any incident involving works on site and staff, site operatives, tenants, or members of the public, either in or out of normal working hours. The Contractor must provide suitable and sufficient PPE at all time as required under Health & Safety at Work Act 1974 and PPE Regulations 1992. The Contractor must comply with his duties under the Working at Height Regulations 2007, Control of Asbestos at Work Regulation 2012 and the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR).

The contractor must demonstrate they can follow the CLC guidance on how to operate safely with regard to Covid-19 spread and contamination.

 Meetings will be held between the Contractor and Employers Agent / H&S Co-ordinator as required to ensure that all Health & Safety requirements are met and discuss any necessary action

 The Contractors complete co-operation is essential for the satisfactory performance of this contract.

**Working at height**

The Contractor is to follow the hierarchy of control as set out in the Management of H&S Regulations 1999. Externally a scaffold / tower access will be provided by the contractor for any work over two stories; however industrial grade ladders and stepladders can be used for short term working. The contractor is to provide an SOR for scaffolding and this is to also be used by our in-house heating installation team if required.

The Working at Height Regulations 2005and Health and Safety at Work Act 1974 Sections 2 & 3 requires an employer to do all that is reasonablypracticable to prevent anyone from falling during a task or to minimise the severity of injuries in the event of a fall. Current HSE policy states that ‘so far as is reasonably practicable’ is not the same as ‘so far as is physically possible,’ and so limited ladder work is acceptable where three points of contact can be maintained at all times.

Where it is not possible to maintain three points of contact to a ladder at all times, a suitable and sufficient fall arrest system can be used subject to a checking and maintenance system to ensure its continued working effectiveness.

The system will incorporate a full body harness to EN 361, an anchorage device to EN795(b) and a connecting device to EN 62. Operatives will receive full training / induction of the proper use and care of the fall protection system and the method of placing eye-bolts and carrying out pull-out tests.

**Contractor to submit the following**

Risk assessments;

1. Manual handling,
2. Falls from height / use of ladders
3. Lone working
4. Prevention of water contamination from legionella bacteria,
5. Pressure testing,
6. Use of electrical power tools, including portable generator
7. Needle stick injury
8. Covid-19

Method Statements

1. Working at height, including fall arrest system,
2. Non-licenced asbestos working (artex etc) Where taking waste to, carriage licence
3. Roof working (flues etc)
4. Working in lofts (where required)
5. Boiler installation, gas meter installation
6. Hot works
7. Covid-19 safe method of working

**14**. **Asbestos**

The Contractor is to be aware that many of the 27,000 properties owned and managed by The Employer contain asbestos in the building fabric. Asbestos is a type 1 carcinogen associated with the development of lung cancer and mesothelioma, as well as asbestosis. Asbestos was widely used in construction materials between 1950 and 1980, the period during which a large proportion of THE EMPLOYER’S properties were constructed. In Great Britain asbestos has been banned outright since 1999 for all uses except research.

As required under Regulations 4, 5 and 6 of the Control of Asbestos at Work Act 2012, the Employers Agent will arrange for a suitable and sufficient targeted asbestos management survey to be carried out to the property. ACMs identified in the surveys which are broken, in a poor friable condition or are likely to be disturbed by the works will be removed by a licensed contractor prior to any heating works taking place, however some non-licenced asbestos working may be required under this contract, such as drilling holes through cement products / artex to allow the passage of pipes. This will be subject to the correct non-licenced regime being put in place e.g. Asbestos Essentials task sheet, damping, H vac equipment, PP3 masks, ongoing health surveillance for operatives.

Chrysotile asbestos will commonly be found in decorative coatings, cement products and in floor tiles. Amosite may be found in service panels, particularly in flats and in some cases in night storage heaters. The contractor is to be particularly vigilant with regard to containment measures to protect residents from fibre release during asbestos removal. When carrying out works inside properties, the Contractor must always assume the possibility that further asbestos may be present. This particularly applies to non–traditional buildings, where asbestos may be found in the external frame, and in the case of the *Easiform* type, where asbestos packers have previously been found under the upstairs floor boards.

Where asbestos panels have been previously removed from panels the contractor is to be alert to the possibility that ACM debris may remain in the duct, or been historically used as temporary shuttering for concrete. If the Contractor suspects the presence of ACMs they must cease operations in that area and contact the Employers Agent, who will arrange for sampling and / or removal by licenced contractor where required.

 The Contractor shall provide on an agreed form to the employers agent notice of any instance where the installation or equipment is unsafe and urgent remedial action is required. It shall be the Contractors responsibility under the Health and Safety at Work Act to ensure that (if noticed during a site visit) any potentially dangerous situation is isolated and left in a safe condition. Appropriate action consistent with the site conditions including notification of Responsible Persons shall be the responsibility of the Contractor. It will also be the Contractors responsibility to affix a warning ‘UNSAFE - DISCONNECTED - DO NOT USE' notice to any item of equipment or installation.

 Dependent upon the circumstances, if the Employers Agent cannot be contacted, the Contractor shall be responsible for arranging a temporary safe solution to the problem.

No asbestos or components containing asbestos or any deleterious Materials shall be installed in Employer buildings as a part of this contract

**15. Accidents**

 All/any accidents/incidents involving tenants, their property or the general public whilst undertaking this contract must be reported in writing to the Employers Agent immediately giving full details. This shall include, injury, damage and theft, and any accusation of any other impropriety. Private arrangements will not be acceptable without the written consent of the Employers Agent. The contractor will be expected to complete approved H&S incident forms at the earliest opportunity.

**16. Type of Materials**

Free issue of materials as specified in service information of the

contract data shall consist of

* Boiler
* Radiators
* Radiator Valves
* Flue
* Gas/Electric fire (when and if required)
* Uponor pipe and fittings
* Copper pipe and fittings
* Programmer and room stat
* Air source Heatpump and cylinder for air to water heating installations

Subsidiary’s / consumable materials and plant to fit the central heating system, boilers and heat pumps, any building materials to make good walls, floors etc as well as all electrical cables and fittings to wire up the heating system / boiler/ heat pumps and any other materials or items needed to complete the installations which are not included in the materials pack will be provided by the Successful Contractor and should be reflected in tender price.

 The Employers Agent may specify and use any particular make, or model of parts, or materials and the Contractor shall allow for this and amend his training requirements.

 The Contractor may be requested to provide a quotation for the provision of specific items of equipment as and when required.

**17. Removal of Rubbish & Scrap**

The Contractor shall clean out and remove from site all rubbish etc, it must not be allowed to accumulate, and leave the premises in a clean and tidy condition. The *Contractor* shall also remove from site all items of scrap, unless otherwise directed by the Employers Agent.Note that to satisfy the Control of Pollution (Amendment) Act 1989, the contractormust hold a valid certificate of registration in order to transport controlled waste. Controlled waste includes household and building waste.

Any waste disposal shall be via a reputable company, suitably licensed. Documentation (Duty of Care Waste Transfer or Special Waste Consignment Notes) shall be retained by the *Supplier* for a minimum of 2 and 3 years respectively. The documentation shall be made available for inspection by the *Employer* if requested.

All scrap metals or materials with a scrap value must be returned to Employer by methods of re-imbursement on a monthly basis as agreed between the contractor and the employer’s agent. Proof of weight is to be issued to the employer on a monthly basis. Receipts are to be issued on every installation containing information on what was removed from the property.

 Please do not allow for any re-imbursement cost for scrap in your tender price.

**18. Standards**

 A high standard of workmanship is essential to comply with this contract and it is essential to keep up to date with any changes with Regulations and Qualifications. Work shall be carried out, where applicable, in accordance with the standard laid down by the relevant trade regulation body i.e. GASSAFE, NICEIC, IEE, MCS, British Standards, etc. or equivalents.

**19. Risk Assessment**

 The Contractor shall be responsible for Risk Assessments, Health and Safety at Work requirements, in the areas of his responsibility. If the Contractor considers that his employees are at risk whilst undertaking specific items of works then the Contractor shall suspend the works and notify the Employers Agent in writing immediately. The Contractor is to provide risk assessments to the Employers Agent, on all aspects of works covered.

**20. Security**

 The Contractor will be issued with limited Master Security keys for certain secure areas.

 The Contractor shall be responsible for and sign for all keys issued. If the Contractor should lose these security keys he must advise the Employers Agent immediately. The Employers Agent may withhold the issue of replacement key sets. The Contractor must ensure that all secure areas are re-secured during and after works have been completed.

 At the time of termination of the Contract the Contractor shall return all keys, which have been issued. The Contractor will be charged for any key or sets of keys not returned and for any replacement locks necessary due to the non-return of keys.

**21. Siting of Equipment/Plant**

 The Contractor shall not deposit/site any rubbish skips, huts, storage containers or any other equipment on the Employers properties without written approval from the employers agent, Any skip which is necessary, shall not be sited to block car parks, private Roads, fire access, fire escapes, etc., and if to be left overnight shall be the fully lockable type. The Contractor shall arrange for notices and lighting necessary for skips left on public roads.

**22. Storage of Materials**

 The Contractor shall not under any circumstances make use of any areas on the employers property for the storage of any plant, material, equipment, tools, etc., without the written approval of the Employers Agent.

**23. Protection of Working Areas**

 The Contractor must ensure that the surrounding working areas are always fully protected. In domestic situations where dust may result from drilling or similar activities the Contractor shall provide and make full use of dustsheets. On completion of the works the Contractor shall ensure that the working area is thoroughly cleaned.

 Where it is necessary to undertake works in gardens or grassed areas, ie excavation works, etc., the Contractor must liaise with the tenant to ensure disruption and damage is limited.

 If, during the process of the works or preferably prior to works commencing, it is necessary to move property, which belongs to the tenant or customer, the Contractor shall request the tenant or customer to move the offending items. If this is not practical the Contractor may, with the tenant’s permission, remove the item to a safe situation. However, the Contractor shall be fully responsible for the decided. Where there may be questions of doubt regarding any particular situation or item of property the contractor is encouraged to take photographic evidence.

**24. Emergency Contact**

 The Employer operates a 24 hour Emergency Control Centre on 0117 922 2050 outside normal working hours. If the Contractor is requested to undertake any works outside of normal working hours, i.e. at night or weekends, etc.. it will be relayed via the Control Centre. Similarly if the Contractor experiences any problems and/or requires further direction/ instruction he should contact the Control Centre who will then contact the Employers Duty Engineer or Responsible Officer as appropriate.

 For all Emergency out of hours call outs the Contractor shall only respond to requests from staff at the Control Centre who will provide identification, an order number, property address and nature of fault details. The Contractor will not be reimbursed for any works unless the aforementioned has been complied with in full.

 The Contractor shall provide the Employers Agent with a list (and update same) of all Contractor’s supervisors home telephone numbers for emergency contact only.

**25. WORKS To Occupied Properties And Dwellings**

 Where works are to be carried out to an occupied property or dwelling the Contractor must liaise with and co-operate with the tenant so as to cause them the minimum of inconvenience, and provide a high degree of customer service and care. It is deemed the tenant’s responsibility to remove carpets, fittings, furniture and furnishings and the Contractor should request removal of such for access to work areas. Where tenants are elderly, or infirm, or disabled the Contractor is expected to remove and replace the above items and provide due care and consideration. Unless the prior sanction of the Employers Agent has been given works are to be carried out between the hours of 8.00 a.m. to 5.00 p.m. Monday to Fridays inclusive but excluding Bank Holidays.

 The contractor is responsible for booking their own appointments after being passed the survey. The contractor must inform the Employers agent at the earliest convenience of the installation date to allow sufficient time to order materials.

 The Contractor shall keep any appointment so made. Should the tenant fail to keep the appointment the Contractor shall leave a card to a prescribed format at the property or dwelling requesting the tenant makes a further appointment. A letter should also be sent to the tenant advising of the next appointment. This process will be attempted 3 times before being classed as refusal, which must be passed back to contract administrators scheduling team **There shall be no allowance for abortive calls.**

 Note: The Contractor is not to notify any tenant of his intention to start work until he is satisfied that all materials and fittings required for the work are immediately available.

On completion of work to an occupied property or dwelling the Contractor shall leave a feedback form and Sealed Addressed Envelope provided by the Employers Agent, which the tenant may return to the Project Engineer to comment on the work carried out.

Contractor personnel shall at all times comply with the Employers Customer Care Standards available in Appendix D.

**26. Casing And Protection**

 The Contractor shall cover up all work needing protection and existing buildings where necessary from all elements including external damage and vandalism and shall protect the work from damage by frost or inclement weather, and shall make good all damage at his own expense.

**27. Maintenance Of Existing Services**

 The Contractor shall maintain all drains, water and gas pipes, electric mains, heating services therein etc.., which may be met with and be required during the progress of the works, and leave in proper working order on completion.

 Where alterations are necessary to existing services either temporary or permanent, due to the close proximity of services to work to be carried out the Contractor shall be responsible for arranging all approvals for such alterations.

**28. Encroach**

 When it is necessary for the Contractor to encroach on adjoining property to carry out any work, he is first to obtain written permission from the owner and occupier. The Contractor shall take precautions as may be necessary for the safety of the occupier and to avoid a nuisance during the course of the work.

 The Contractor will also be responsible for making good all damage as caused. The Contractor shall be prepared to show evidence of relevant covering insurances to owners of such adjoining property on demand.

**29. Access**

 Access to dwellings shall be arranged by the Contractor in accordance with any special instructions given in the Task Order or by the Employers Agent.

**30**. **MESSING**

 The Contractor shall ensure that operatives do not make use of any plant room, switch room or other services area for messing – without the written approval of the Employers Agent. In domestic situations the Contractor shall not, under any circumstances, use occupied properties as a mess.

**31. Toilet Facilities**

 On site/properties where communal toilet facilities are available the Contractor shall be allowed to make use of these facilities on the strict understanding that the facilities are left clean and tidy.

**32. TOOLS AND PLANT**

 The Contractor shall allow and ensure that operatives always have the correct tools, plant, equipment, access Equipment etc., to undertake all installations/repairs/servicing and breakdowns at any time for any works. The Contractor shall also allow for and include for specialist services/equipment/tooling that may be required during the duration of this contract.

**33. DECORATIVE REPAIR**

The Contractor is responsible for ensuring that the occupied and unoccupied dwellings are maintained, clean and tidy and kept in a good decorative state. The Contractor shall make good any decoration that is damaged or disturbed in the course of executing the Contract.

If the Contractor fails to comply with this requirement the Employers Agent reserves the right to arrange for such decoration as necessary to be carried out and for the costs of such works to be deducted from the Contractors account.

**34. GENERAL GUIDANCE NOTES**

The Employer is committed to successfully completing all works safely and requires the Contractor to allow sufficient time and resources to achieve this goal. The Contractor is responsible for ensuring that all their operatives and sub-contractors are adequately supervised and have received all information, instruction and training needed to complete the works safely. The Contractor is responsible for surveying and assessing the hazards and risks at the site and for taking appropriate precautionary measures.

**35**. **PROGRESS MEETINGS**

The Employers Agent will call meetings at least monthly to review and discuss progress, KPIs, Complaints, Quality of Work and any other matters arising under this Contract.

The Employers Agent will chair such meetings and take minutes of meetings.

The Contractor will be required to attend meetings as required with the Employers Agent, Employers Representative and with tenant groups. Such meetings may be called out of Working Hours to suit tenant’s needs.

 The Contractor's appointed Supervisor shall attend a weekly progress meeting with the Employers Agent, at the Employer’s offices. The Contractor's service and inspection reports for work carried out during the previous week shall be presented at this meeting for discussion to enable any immediate remedial works to be agreed at this meeting.

**36. RESTRICTIONS BY POLICE AND LOCAL AUTHORITIES**

The Contractor is to comply with any restrictions that may be imposed by the Police, the Fire Officer or the Local Authority with regard to the site and the construction of the work and in particular with regard to noise and fire protection during the construction of the work and with regard to access to and from the site, loading unloading or waiting in or from the surrounding streets etc..

**37. ANTIQUITIES**

Any antiquities, fossils, ancient workings and any object of historical interest and / or value found during progress of works shall be notified to the Employers Agent who will give instructions on what action is to be taken for removal and / or preservation. The Contractor shall protect the object and not remove from where found until instruction is received from the Employers Agent.

The Contractor shall allow inspection or removal of the object by any third party specified by the Employers Agent such a third party will be insured by the Contractor under the relevant insurance clauses of this contract.

**38. SIGN BOARD**

The Contractor will only be permitted to erect his own main composite sign board to the agreement of and in a position approved by the Employers Agent and is to provide space thereon for the names of the Employer and consultants, if any.

**39. RIGHT TO BUY**

The Employers Agent reserves the right to cancel any works issued if a tenant exercises his “Right to Buy” option and the Contractor shall not be entitled to make a charge where work issued is withdrawn prior to commencement under these circumstances.

**40. RIGHT TO REPAIR**

Tenants have a “right to repair”, this allows a tenant to carry out a repair themselves or employ a Contractor of his own choice, even after reporting a defect.

The Employer reserves the right to cancel any works issued if a tenant exercises his “right to repair” option and the Contractor shall not be entitled to make a charge where issued work is withdrawn prior to commencement under these circumstances.

**41. INFORMATION FOR CONTRACTORS**

Information will be available for Contractors, when appropriate, on the following three issues:-

1. Communication Needs

If circumstances are known and information available Contractors may be advised where specific communication needs arise due to occupiers having problems such as:-

1. hard of hearing / no hearing;
2. blind / partially sighted;
3. requires interpretation in a particular language.
4. Potential infection / structural hazards

 If circumstances are known and information available Contractors may be advised where there may be any noticeable spillage’s of body fluids, clinical / medical wastes or excessive sharps, or any pests in significant numbers. Any known physical hazards such as rotted floorboards, ceiling in danger of collapse etc.. may be notified to the Contractor but the Contractor will be expected to exercise all normal care and attention when dealing with defective properties.

1. Potentially violent situations

If circumstances are known and information available Contractors may be advised where there have been previous incidents relating to serious threats / attacks by people or animals. Advice will be available on appropriate steps, such as attend in pairs, attend with police etc..

Should the Contractor, without being advised, encounter or identify any of the three issues then the Employers Agent must be immediately informed.

**42. THE CONTRACTOR’S PERSONNEL**

The Contractor shall employ sufficient personnel that are dedicated and contract specific to ensure that the Service is provided at all times and in all respects in accordance with the contract.

This is to include Engineers; Carpenters & Electricians as required to complete jobs first time and not to inconvenience tenants.

The Contractor's personnel employed in and about the provision of the Service shall be properly and sufficiently qualified, competent, skilled, honest and experienced and shall at all times exercise care in the execution of their duties and the Contractor shall ensure that they are properly and sufficiently instructed and supervised with regard to the provision of the Service and in particular:

i the task or tasks they have to perform;

ii all relevant provisions of the Contract;

iii all relevant rules, procedures and statutory requirements concerning health and safety.

The Employers Agent may, upon giving notice in writing (but not unreasonably); require the Contractor to remove from the provision of the Service any personnel of the Contractor specified in such notice including the Contractor's Representative. The Contractor shall forthwith remove such personnel from the provision of the Service and shall immediately provide a replacement unless the Employer determines otherwise.

The Employer shall in no circumstances be liable either to the Contractor or to such personnel in respect of any costs, expenses, liability, loss or damage occasioned by such removal and the Contractor shall fully indemnify the Employer in respect of any claim made by such personnel.

If the circumstances under which the Service is provided are such that personnel of the Contractor are exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, then the Contractor shall ensure that all personnel engaged in the provision of the Service shall provide information in accordance with that Act and Order about convictions which would otherwise be spent under the provisions of that Act. The Contractor shall disclose to the Employers Agent the names and addresses and sufficient information and as appropriate all convictions of its personnel engaged in and about the provision of the Service to enable proper checks to be made. The Employer may require such personnel to be removed from the provision of the Service.

The Employer has adopted the CITB Construction Skills Certification Scheme (CSCS) as the main skills measurement mechanism. Entire Contractors and Sub-Contractor’s site based employees (staff working on sites in the City of Bristol (UK)) must hold an appropriate accreditation (Cross reference clause Z23 accreditations).

As a minimum the Contractormust ensure that any site based workers, either directly or indirectly (sub-contractors), hold the following accreditations as appropriate for their work throughout the duration of this contract:-

**43. LIMITS OF RESPONSIBILITY**

 The Contractor shall be responsible for all plant, pipework, valves and equipment that has been issued by the Employer until such items have been installed as per manufactures instructions and commissioned in The Employers Properties.

The Employers Agent shall provide and maintain a Store for the Storage of Materials, within the City of Bristol boundary for the duration of the contract for the return of materials and boilers from unoccupied properties.

Surplus material will not be stored at the store, the Contractor shall return all surplus materials to the supplier.