



Nottingham City Homes Limited

Appendix A

Service Specification and Scope of Works

**Heating and Hot Water System,
Installations, Gas Servicing and Repairs.**

Tender Reference: NCH-0294

INTRODUCTION

Nottingham City Homes (NCH) is an Arms' Length Management Organisation (ALMO) created in 2005 by Nottingham City Council to manage its housing stock of 27,000 rented homes and over 1,000 leasehold properties. This includes approximately 18,000 houses and bungalows, 2,000 high rise flats and almost 8,000 low rise flats (including independent living accommodation for older people).

Nottingham City Homes is a not-for-profit company run by a Board of non-executive directors. The Board is made up of 12 members including five tenants and leaseholders, three councillors nominated by Nottingham City Council and four independent members.

Our strategic objectives are set out within our Corporate Plan:

- To listen to our residents and deliver an excellent housing service
- To make all our estates great places to live
- To build high quality, affordable new homes for local people
- To diversify our services, reinvesting in our communities
- To be a great place to work.

It is in your interest to read and consider all aspects of this document before preparing your offer. The aim of this document is to outline the minimum technical and performance levels required by Nottingham City Homes Ltd (NCH).

Overall Requirements

Nottingham City Homes have a requirement for the provision of gas and solid fuel appliance servicing for both domestic and commercial. Although this contract will be predominately for gas and solid fuel appliances there may be an element of oil and LPG servicing. There may also be a requirement to carry out alarm servicing throughout the period of the contract.

The estimated percentages of the types of appliances are listed below and estimated number of properties with alarms listed within section 6.

The work for this tender will be split between two 'Lots' namely - Lot 1 for Domestic works and Lot 2 for Commercial works.

We anticipate the potential total value of the works (total of both 'lots') to be between £1.5m and £1.7m.

Contractors must understand that predicting volumes and therefore overall values for work is difficult and no guarantee is given regarding continuity or overall value and will, therefore, not be

entitled to claim for loss of profit, or any other costs resulting from an alteration in the scope or volume.

The contract is being procured by Nottingham City Homes for a period of 36 months with the option for NCH to extend for a further 12 months.

During the course of the contract Nottingham City Homes expects the Contractor or Contractors to carry out annual gas servicing work / solid fuel servicing work / oil boiler servicing work and LPG boiler servicing work and repairs.

This work will be on a 'call off' basis. We will require at least 10 properties to be serviced per working day for gas services and at least 5 properties to be serviced per working day for solid fuel services upon receipt of an instruction. Your tender should be priced on a rate per engineer per working day, based on a minimum of 10 properties per working day for gas servicing (regardless of type) and a minimum of 5 properties per working day for solid fuel servicing, to be completed in conjunction with the annual gas service). Pricing should include all consumables and costs associated with the completion of Landlord certificates.

All of the above work will be carried out in NCH properties within the Nottingham area; however, there may be an element of gas appliance servicing works to be carried out within commercial properties for which an out of hours support service will be required for an engineer to attend commercial properties to rectify faults and make appliances operable.

Below are the approximate percentages of the type of appliances within 28,000 of Nottingham City Homes' properties, all are to be serviced to current regulations and manufacturer's instructions.

Free standing or wall mounted boiler	10%
Gas fire/back boiler	10%
Combination boiler	50% (will increase)
Free standing and wall mount fire	10%
Space heaters/ Room heaters	5%
6 point visual Safety check cooker only	15%

SERVICE SPECIFICATION

Lot 1 Domestic Gas Works and solid fuel

Sweep chimney for all appliances with BS wire centred brush of appropriate size and strength for the chimney and fuel burnt. Brushes to be in a good state of repair with full bristle. Include for all

equipment, seals, lubricants and making necessary adjustments to appliance(s) to ensure safe and correct operation.

All system checks including expansion tank, pipe work, radiators, valves and controls should be carried out as per the main specification within this document.

Where appropriate carry out the following:

Open Fire

- Check operation and clean damper assembly on top of appliance.
- Scrape and clean firebox.
- Check if ash pit cover is airtight.
- Confirm operation of any air control.
- Check fire front is secured to hearth.
- Check seal between fire front and fireplace opening and hearth.
- Confirm adequate ventilation.
- Carry out Smoke Draw Test on completion.

Room Heater

- Check operation and clean damper assembly on top of appliance.
- Check flue connection is secure and sealed correctly.
- Scrape and clean firebox.
- Check operation of damper mechanism.
- Check and clean internal flue ways.
- Check seals between the appliance & hearth / fire surround.
- Check ash pit cover for airtight seal – repair as necessary.
- Check operation of any air control and that all seals are intact to ensure only air via the air control enters the firebox.
- Check convection chamber to flue seals are intact, replace as necessary.
- Check all parts in contact with the fire bars, fire bricks, damper mechanism and de-ashing mechanism.
- Check, using feeler gauge fire door & ash pit seals with metal to metal contact against manufacturer's instructions.
- Fire doors and ash pit cover door with rope seals to be checked by rubbing coloured chalk on the knife-edge and observing contact.
- Check fire door alignment. Report all findings and correct as necessary.
- Check any fan for correct operation and wear.
- Check for adequate ventilation.
- Carry out Smoke Draw Test on completion.

Independent Boiler

- Check for debris at the base of the chimney.
- Check and clean all internal flue ways.

- Check operation of flue draft stabiliser and lubricate with appropriate high temperature grease.
- Clean and scrape firebox.
- Check movable grate or de-clinking mechanism for correct operation.
- Check access doors for air tight fit.
- Check any secondary air ducts are clean and free from debris.
- Check fuel regulator plates (if fitted) for correct installation and suitable for the fuel being used. Confirm plates are not bowed.
- Check operation and calibration of thermostat.
- Check operation and condition of fan and air regulator (if fitted), check for wear.
- Confirm adequate ventilation.
- Carry out Smoke Draw Test on completion

Recording of Information

Landlord Certificates and Warning Notices Certificates will be supplied by NCH. Those not to current standards will be recorded on a Warning Notice and further work recorded on the Landlord Certificate. Note: NCH are moving to paperless certification and may require the contractor to supply certification electronically.

At risk situations and immediately dangerous situations must be immediately notified to the NCH so that the warning notice can be recorded.

Where it is found that the appliance is required to be cut off, and new appliances are required, this information must also be reported at the same time. Any faults that are found with the gas meter must be reported directly to the Gas Supplier and also reported to NCH. This procedure must be followed and is included within the Servicing Schedules.

Non-access to dwellings is to be phoned through to an office specified by the NCH to enable the non-access procedures to be followed.

All paperwork must be signed off by a competent person and returned to NCH.

Administration

NCH will endeavour to give Contractors as much notice as possible as to the amount of work and the duration of time that the labour will be required for.

NCH will provide the Contractor with appointments the day before and will endeavour to provide a minimum of a full weeks work, however, this cannot be guaranteed.

NCH will require that all the paperwork for appointments have been completed on Mondays and Tuesdays and are returned no later than the close of business on the Wednesday, and that all paperwork for Wednesday, Thursday and Friday are returned no later than close of business the following Monday to ensure the timely updating of records.

NCH Group Invoicing Terms and Conditions and NCH Group Purchasing terms and Conditions apply.

Qualifications

All domestic gas engineers must hold all relevant UK gas certifications including:

- CCN1 - Core Gas Safety
- CEN1 - Boiler installation and maintenance
- HTR1 - Space heaters & gas fire
- CKR1 - Cookers
- WAT1 - Water Heaters
- CPA1 - Flue Gas Analysis
- MET4 – Gas Meters
- Un-vented hot water

All Contractors must be registered with the following Governing Bodies:

- GAS SAFE – Gas Engineers
- HETAS – Solid Fuel Engineers
- OFTEC – Oil Boiler Engineers

NCH will require copies of your engineer's qualifications for Quality Control. All engineers working on the contract must also hold a current Criminal Records Bureau check. NCH's Quality Control sections will also require a percentage of post quality control checks.

NCH will supply Landlord Certificates, Warning Notice books and no access carding books (until paperless certification is a norm). The Contractor will supply all consumable items such as leak detector spray, smoke matches, smoke bombs, closure plate tape, sealants, vacuums and bags. Some specialist parts will be supplied by NCH.

Alarm Servicing

During the course of the contract we will be looking for a Contractor or Contractors to carry out alarm system servicing work. NCH will provide the initial training and replacement batteries for the servicing work.

Nottingham City Homes also has approximately 900 properties that don't have any gas or solid fuel appliances but require an alarm system service. This work will be on a call off basis and we require at least 15 properties to be serviced per working day per engineer upon receipt of an instruction.

There are approximately 1100 Nottingham City Homes' properties that will require the alarms to be serviced alongside the gas and solid fuel appliances based on 8 properties per working day for gas servicing regardless of type and a minimum of 5 properties per working day for solid fuel servicing.

All of the work within this contract will be carried out in NCH managed properties within the Nottingham area and will be required when our workloads peak and we would be unable to meet our targets using our own work force.

Lot 2 Commercial Gas Works

To carry out the scheduled servicing and maintenance of commercial and industrial heating boilers, warm air heating appliances, water heaters and pipework at commercial premises throughout Nottingham.

- Undertake annual gas safety test & service of each gas appliance, completing the manufacturer supplied service log sheet.
- Undertake integrity & soundness test of the gas distribution pipework, purging in accordance with IM/2 using nitrogen & gas detection devices.
- Ensure the pressure loss between the gas meter and the gas appliance is within tolerance and that the pipe sizing is correct.
- A CP16 purge certificate will be issued on completion.
- Undertake a thorough survey of the gas distribution pipework and

Complete a detailed drawing indicating positions of the gas meter, meter size & MPRN, all gas appliances, pipework routes, pipework sizes, Isolation valves, test points, earth bonding & sub meters.

Qualifications

All commercial engineers must hold all relevant UK gas certifications including:

- COCN1 – Core Gas Safety
- MET4 – Gas Meters
- TPCP1A – Testing and Purging
- ICPN1 – Pipework

All Contractors must be registered with the following Governing Bodies:

- GAS SAFE – Gas Engineers
- HETAS – Solid Fuel Engineers
- OFTEC – Oil Boiler Engineers

All Lots

The following must be carried out:

1. Present ID card

2. Check with the customer that they know how the system operates and if they have any problems or changes to site/home
3. Carry out visual inspection

Control panel checks - record results

1. Enter the engineer's code into the panel to test the bell and strobe
2. Check mains voltage Live to Neutral, Live to Earth and Neutral to Earth
3. Check Transformer output voltage
4. Isolate the 230V electrical supply by pulling the fuse in the fused connection unit to the system and checks that it is a 3amp
5. Test the panic button twice
6. At the panel, remove the battery back-up and bell-box battery and adjust the bell times if necessary
7. Test the battery for temperature/Voltage/Amp-hours, and replace if over three years old
8. Check that new battery is dated
9. Enter the code for walk testing, and walk test the detectors
10. Re-assemble the system and perform "live" test
11. Leave system in customer mode
12. Clean and tidy site on completion
13. Enter details in the system log-book/sheet, Fit service label to panel, Ask the customer to sign the book/sheet, and ensure that the customer is happy with the systems operation

Training can be provided where necessary.

SERVICE LEVEL REQUIREMENTS

Performance Monitoring

Performance Indicators	Response Period
Gas Servicing / Solid Fuel– To follow all gas servicing processes and procedures to ensure 100% compliance	100%
Repairs / Solid Fuel / Commercial – Emergency repairs to be attended to within a maximum of 4 hours	4 hours
Supplier should strive for 100% customer satisfaction at all times	100%
All complaints should be attended to on the same day with full completion within 3 days	Same day
Availability of engineers – Repairs and Servicing – minimum of 4 engineers to be available within 24 hours at any time	24 hours
Availability of engineers – Repairs and Servicing – minimum of 5 – 10	5 days

engineers to be available when given 5 days' notice at any time	
Availability of engineers – Commercial Repairs – Same day	Same day
Availability of engineers – Solid fuel – Same day	Same day

Service Levels

Working Hours	Monday to Friday 8am – 5pm
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Account Management

Account Manager	Dedicated Account Manager to be contactable 100% via mobile, telephone and email in line with working hours. During times of absence appropriate cover is to be available and notified to the Contracting Authority.
Contract Review	Account Manager to attend regular review meetings as requested by Contracting Authorities

Schedule of Prices

Please advise your most competitive rates in pound sterling in the Pricing Schedule (Part C), using only rates that you will honour throughout the contract.

The Evaluation Panel reserves the right to shortlist tenderers based on price in the first instance. Therefore any tenders deemed too high will be eliminated at this stage and will not be evaluated for the quality aspect.

The cost element will be evaluated against the prices contained within 'Part C Pricing Schedule'. All items must be priced within the schedules to be deemed a complete bid.

Financial Risk

Suppliers must be financially fluid and currently trading. They must not be recorded at Companies House as having any negative action / event (dissolved, removed, in liquidation etc.) that calls into question their financial / corporate standing, such action / event will be deemed to be a failure to meet minimum standards of economic and financial standing. Additionally, suppliers must provide suitable evidence in the form of the last full year of accounts (audited and accompanied by auditor's confirmation where they are above the statutory threshold for providing audited accounts, or certified by their bank where they are below that statutory audit threshold.) Non provision of such

evidence to a satisfactory standard will be deemed to be a failure to meet minimum standards of economic and financial standing.

Waste & Resources Action Programme (WRAP)

WRAP work with businesses and individuals to help them reap the benefits of reducing waste, develop sustainable products and use resources in an efficient way.

In all of our development work our aim is to minimise any adverse impacts that construction has on the environment. The waste landfill objective is to use materials efficiently and specifically to support our corporate objective to reduce waste to landfill. The appointed Contractor working on our behalf shall be required to follow general design principles and wherever possible, waste should be taken to an approved recycling centre in preference to landfill.

Contract Conditions

This contract will be let under a standard JCT Measured Term Contract Revision 2 2009 amended accordingly to reflect the Standard Terms and Conditions as attached along with NCH Group Purchasing Terms and Conditions and NCH Group Invoicing Terms and Conditions-

SERVICE DELIVERY

Disclosure and Barring Service

Nottingham City Homes (NCH) acknowledges that everyone has a responsibility to safeguard children, young people and adults who through their individual circumstances may be vulnerable. Nottingham City Homes also has statutory safeguarding responsibilities to its service users for the purposes of the Safeguarding Vulnerable Groups Act 2006 ("SVGA 2006") as amended by the Protection from Freedoms Act 2012. ("PFFA 2012")

For this reason, where the service provided by the Contractor is a regulated activity as defined by the SVGA 2006 as amended by the PFFA 2012, the Contractor must ensure that appropriate systems of working are in place, suitable workers or employees are engaged and its compliance with any obligations arising to the Disclosure and Barring Service, are observed. This is to ensure that the safeguarding responsibilities of the Contractor and NCH are met and demonstrated.

NCH is committed to the safeguarding of all service users and the activities in which we are involved and for this reason may monitor the Contractor's obligations in this regard.

For further information please visit the following website <https://www.gov.uk/disclosure-barring-service-check/overview>

Social Value

Both locally and nationally, there has been increasing crystallisation in recent years of the importance of public services in generating wider benefits to residents alongside just simply delivering core services. Most recently, this has culminated in the passing of the Public Services (Social Value) Act 2012 (SVA), which makes it a legal requirement for public bodies to consider how they might improve the social, economic and environmental wellbeing of their local area.

This has led many NCH to develop their own initiatives to meet this requirement. Detailed requirements of any initiatives applicable to works detailed in this specification will be outlined during the mini competition process. These may include (but are not limited to):

- Use of local employment hubs for any recruitment directly linked to the contract
- Requirements to take on apprentices
- Supporting local community schemes
- Working with local schools and colleges
- Development of an Employment and Skills plan for the duration of the contract
- Monitoring social value through a nominated measurement tool

NCH are keen to support these initiatives and all successful Contractors will be expected to engage with and fully support Nottingham City Homes where required.

NCH recognises the benefits of a diverse workforce and that we have a moral obligation to reflect the diverse communities we serve. Through the Women in Construction positive action initiative, we will work to achieve a 10% overall representation of female craft workers and a 36% overall representation of female managers within Property Services by 2020. By working in partnership with our supply chain we will encourage women and underrepresented groups to take up careers in construction to reflect internal targets in order to have an impact across Nottinghamshire.

Local Employment & Training

NCH and NCC are committed to reducing worklessness across our estates by creating entry level positions and training opportunities. Where possible priority lies with NCH tenants and residents who are out of work and/or on a low income.

The intention is for the Contractor to identify employment opportunities resulting from this project and offer these to city residents in the first instance. Offering employment opportunities to residents living within the Nottingham city boundary endeavours to reduce the carbon footprint of employees travelling to work, strengthens the Nottingham pound and adheres to the Nottingham Jobs Pledge of which NCH have signed up to.

The Contractor will demonstrate how they intend to support local employment initiatives through the:

- Traineeships through NCH's developing programme – offering high quality work experience placements to 16-24 year olds
- Creation of entry level positions (Apprenticeships)
- Commitment to the Nottingham Jobs Pledge
- Local school network (assemblies/industry focussed workshops/work experience placements)

The above employment and skills measures will be established and reviewed with the NCH Employability Manager who will act as a dedicated support. This relationship will ensure the Contractor accesses available funding support and services to deliver on the employment and skills prerequisites.

Nottingham City Employer Hub

The Nottingham City Employer Hub has been created to provide a recruitment and training service which responds to employer workforce needs by coordinating the resources and expertise of local and regional agencies including Job Centre plus, CVS Groups, the Work programme and Local FE colleges. Working in partnership with employers contracted to provide services or goods to the Council or its partners, the Employer Hub designs a bespoke package of support that targets engagement activity to provide a job ready workforce. This is a free service for all Nottingham City Council and Nottingham City Homes Contractors.

The Employer Hub:

- Advertises all vacancies directly to community groups and local agencies
- Promotes vacancies at recruitment fairs, targeted open days and community events
- Facilitates pre-employment training (PET) for individuals seeking work to prepare them for working in the sector

- Pre-screens applications to ensure all applicants put forward for interview meet the job and person specification
- Integrates additional pre-qualifying or candidate assessment criteria as desired by the employer
- Provides suitable interview facilities at a variety of venues across the City
- Assists employers in accessing funding available for workforce development

All vacancies created by this contract should be advertised through the Employer Hub, for a period of 10 days prior to wider advertising, as a minimum.

For further information please visit the following website
<http://www.nottinghamcity.gov.uk/index.aspx?articleid=16433>

Health and Safety

Health and Safety is very important to Nottingham City Homes. The Contractor is required to ensure work is delivered in a manner that does not infringe health and safety regulations.

The Contractor shall in performing the service, adopt safe methods of working in order to protect the health and safety of his own employees, the employees of Nottingham City Homes and all other persons likely to be affected by the Contractor's activities, including the occupants of the premises and other members of the public.

The Contractor shall at all times maintain all premises for use at work, in a safe and proper condition, and shall monitor the use of such to ensure the safety of users and other persons who may be affected.

Nottingham City Homes' Health and Safety Policy is available to Contractors upon request or from the company's Internet web site <http://www.nottinghamcityhomes.org.uk/about-us/strategies/>

Asbestos Removal

Nottingham City Homes has a responsibility to comply with the Health and Safety at Work Act 1974, the Control of Asbestos Regulations 2012 and relevant Approved Codes of Practice and Guidance. Nottingham City Homes requires Contractors to read our Asbestos Policy and Asbestos Procedure and work to the same policy and procedures.

Asbestos Policy and Procedure

<http://www.nottinghamcityhomes.org.uk/about-us/strategies/>

Sub-Contracting

Contractors may not assign nor sub-let any part of this Contract without the written consent of NCH, such consent not to be unreasonably withheld. In the event of consent, the Contractor must ensure that the sub contract with the sub-contractor(s) is on the same terms as the main contract.

In particular, the payment terms imposed upon the sub-contractor must provide for payment within 30 days of receipt of a valid Invoice which complies with the payment terms of NCH and as provided for in the Contract between NCH and the Contractor.

The Contractor shall submit a full list of their proposed Sub-Contractors, including address, and their qualifications to Nottingham City Homes as part of this mini tender. Sub-Contractor (s) can be added after award, but Nottingham City Homes require certainty that the successful bidder has a supply chain capacity to start works soon after contract award.

Site Supervision

The Contractor shall nominate a Project Manager/Supervisor during the Contract period who will be employed full time on this contract and whose main tasks will include:

- Organisation and monitoring the day-to-day workloads of the Operatives and control of personnel on site,
- Management of overall progress for the work
- Technical support to the Operatives and client
- Health and Safety issues
- Quality/inspection audits on all works carried out by the Operatives
- Communication, on a daily basis, with the contract administrator or their representative regarding any problems, requests, etc.
- Manage orders, deliveries, queries and invoicing.

Any instructions given to the Project Manager/Supervisor by the Contract Administrator shall be deemed to have been given to the Contractor.

The named Project Manager/Supervisor representative must not be changed nor removed without prior notification to the contract administrator.

The Contractor is required to ensure that their Supervisors and operatives are fully familiar with all the requirements of the specification and schedules.

Site rules

The rules listed below are required to be observed by all Contractors on site and must be included in the tender price.

- Access for emergency vehicles must be maintained at all times.
- Safe access and egress for members of the public and operatives must be maintained at all times.
- The Contractor will be required to forward copies of all site accident reports, RIDDOR reports and accident investigations to the CDM Co-ordinator.
- Copies of general site inspection forms should be sent to the CDM co-ordinator on a monthly basis all other safety inspection report forms should be kept available on site.
- The Contractor is required to keep roads and footpaths in the vicinity of working areas in a clean, unobstructed and safe state. Should any plant, materials, mud, concrete or rubbish be deposited on the roads or footpaths, it shall be removed immediately by the Contractor. Concrete, mortar etc. shall not be mixed on roads or public footpaths.

- Operatives will be expected to behave in a courteous manner to occupants, tenants and members of the public during the works. The use of bad or offensive language will not be tolerated by the Client or Contract Administrator.
- Operatives will be expected to display the Contractor's logo on clothing or high visibility waistcoat/jacket, or other acceptable means of identification, at all times during the works
- Safety footwear and hard hats are mandatory on site for all operatives and visitors.
- The Contractor should follow agreed systems put in place to deal with complaints from neighbours or members of the public during the works.
- All power tools used on site should be powered by a 110volt centre tapped transformer or from rechargeable batteries. The recharging of batteries should not take place within occupied properties.
- The Contractor is to indicate proposals for emergency procedures during the works. The control measures implemented must be included as part of the site induction of all operatives and include details of raising the alarm in the event of fire or accident, the location of fire assembly points, fire fighting measures etc.
- The Contractor is to indicate precautions and proposals for prevention and detection of fire during the works.
- The Contractor will be required to keep the site in 'good order' throughout the works to prevent slips, trips and falls.
- The core hours of work will be 8 hours with be 8.00 am to 5.00 pm
- The Contractor must provide adequate notice of operations on site to those occupants in neighbouring properties.
- Safety footwear, hard hats and high visibility vests must be worn by all operatives throughout the duration of the works and other personal protective equipment as appropriate.
- The Contractor must provide adequate protection for fixtures and fittings in the premises during the works.
- The site must be left secure at all times.
- Arrangement must be made to provide adequate lighting and power.
- Operatives and visitors must not smoke within properties on the site; this should only be done in designated areas or on the public highway.
- Radios, CD players etc., must not be played on site during working hours.

Plant

It is also vital to ensure the safe and proper use of all plant being used in the provision of this service. The Contractor is responsible for ensuring that all plant used for the purposes of this tender is maintained in good working order.

All plant supplied by the Contractor shall remain the sole property of the Contractor; however, it must be made available for examination by the Contracting Authorities' Health and Safety Officers where necessary.

The Contractor must also ensure that adequate stocks of all plant are available to carry out this service and should have the facility to call upon additional plant when needed.

Customer Care

All the Maintenance and servicing under this Contract is in occupied sites or properties. It is likely to be undertaken with Residents still living in their homes so liaison with them is an important issue to NCH. It is intended that the only front line liaison work undertaken by NCH will be informing Residents of when the work is intended to be carried out to their home.

- The Contractor shall at their own expense provide all staff, operatives and sub-Contractors working on the contract with a minimum two hour training course on customer care prior to commencement on site. Refresher training to the aforementioned level will be carried out at no greater than two year intervals. The training session shall be based on the Contractor's Customer Care Code and its content shall be approved by the Contract Administrator.
- The Contractor shall issue the Customer Care Code to all staff and operatives before commencement of the contract.
- The Contractor shall ensure that the Client's Customer Care Policies are fully adhered to.
- It is a requirement that all employees working on this contract attend Nottingham City Homes (NCH) Customer Care sessions as and when they take place.
- The Contractor shall ensure that arrangements are in place to adjust services to the individual needs of residents in the provision of services, for example in relation to resident's spoken or written language, age, gender or disability.
- The Contractor shall take steps to develop a workforce diversity within teams directly involved in providing the contracted service that is reflective of Nottingham's profile.
- The Contractor shall participate where possible with initiatives that may be developed by Nottingham City Homes in relation to its Equality and Diversity Strategy. These may include:
 - Initiatives to promote the use of apprenticeships
 - Use of diversity profiling information (for example list of households with disability and language needs) to provide a tailored service
- The Contractor shall ensure that any personal information relating to residents is processed and stored properly in accordance with the Data Protection Act 2018 and all future versions.
- Allow occupiers uninterrupted ingress and egress to the property and keep access roads and paths free from obstruction.
- Remove all rubbish and debris from the buildings as it accumulates.
- Provide adequate screening and dust sheets whilst work is in operation.
- At the end of each day leave the building in a secure weather-proof and clean condition.
- Properly protect all fixtures, fittings, furniture and other property of the occupiers and shall be liable for any damage caused thereto by the execution of the works.
- Ensure the supply of electricity to the building is maintained and carry out the works in such a manner as to minimise the interruption thereto.
- Take all necessary precautions to ensure the safety of occupiers and public.
- Whenever possible existing services are to be maintained until the new services are installed and ready for use. If temporary services are necessary they must be adequate for their intended use and be approved in advance in writing by the Contract Administrator.
- If the execution of any works requires entry on to any adjoining or neighbouring property whether owned by NCH otherwise or affects any such property the Contractor must make all necessary arrangements with the owners and occupiers of such properties.
- The Contractor must write to Residents informing them of the programme of work that is to be undertaken.

- The site representative must visit all Residents or other persons affected by the works to explain the process for the work and advise them of any precautions they will need to take and respond to individual requests.
- All Residents and people affected by the work must be informed should any changes in programme or work content occur that may affect them.
- Organise access for the works and communicate with Residents throughout the work
- Ensure that Residents understand the new system installed and ensure that an information sheet explaining the new system is left with the Resident if required.
- Liaise with Residents over the completion of any outstanding repair work and ensure prompt rectification.
- Assist NCH in undertaking customer satisfaction surveys.
- The Contractor must immediately advise the contract administrator of problems between the Residents and the Contractor which are likely to affect the contract.

Discipline

Each of the Contractor personnel shall carry a means of identification, which must be visible at all times and be presented to all Tenants at the commencement of work. Any employee, who cannot provide proof of identification, will be reported.

The ID Card shall, as a minimum, contain the following information:

- (a) Name of Company.
- (b) Name of Employee.
- (c) Photograph of Employee.
- (d) Address and telephone number of Company.

All associated costs will be borne by the Contractor.

Should at any time any of the Contractor's staff not comply with the above requirements, the individual may be asked to leave the premises and in such case shall not be permitted on any premises owned by Nottingham City Homes until Nottingham City Homes is satisfied that appropriate action including any necessary disciplinary procedures have been invoked. Should this occur on more than two occasions Nottingham City Homes reserves the right to ban the individual from working on any premises owned or managed by it.

Licences, Permits and Trade Organisations

Tenderers must hold and maintain in force throughout the period of the contract all licences and permits lawfully required for the provision of the service. Copies of such licenses shall be required if shortlisted together with details of membership of any applicable trade organisation.