



**PROJECT ADMIRAL REFURBISHMENT WORKS**

**SECTION 1C**

**WORKING PRACTICES & SPECIFIC REQUIREMENTS OF THE CLIENT**

**REV 0**

	To be read in conjunction with the General Preliminaries.	£	p
AP2.1	<b><u>THE TENDER DOCUMENTS</u></b>		
AP2.1.1	The Contractor shall be responsible for the complete co-ordination and proper execution of the works including obtaining all materials and plant required for the proper execution of the works and for the organisation and supervision of all necessary Sub-Contractors. Works will not be permitted to start on site until the sequence of works has been approved by the Contract Administrator.		
AP2.1.2	The Contractor shall carry out everything necessary for the proper execution of the works, whether or not shown on the drawings and described in the specification provided the same may reasonably be inferred there from.		
AP2.1.3	Any discrepancies between any of the Contract Documents shall be notified to the Contract Administrator immediately it becomes apparent.		
	<b><u>ALL PROPERTIES TO REMAIN OCCUPIED</u></b>		
AP2.1.4	The Contractor shall assume that the properties will be occupied during the course of the works. Any exceptions will be notified by the Client. The Contractor shall execute the works with minimum inconvenience to the occupant.		
AP2.2	<b><u>PROGRAMME / PHASING</u></b>		
AP2.2.1	There will be no sectional possession / completion dates inserted into the contract, however works to individual properties shall be programmed to last no more than: <ul style="list-style-type: none"> <li>- Heating: 2no. consecutive working days inc making good</li> <li>- Windows 1no working day</li> <li>- Balcony Doors 2no consecutive working days</li> <li>- Ventilation 2no consecutive working days including making good</li> <li>- Sprinklers 4no consecutive working days including making good</li> <li>- Fire detection 1no working day.</li> </ul>		
AP2.2.2	The Contractor shall programme the refurbishment works to minimise disruption, this should include ensuring that the resident is not left without access to welfare facilities for more than 6 hours and never left without these facilities overnight. Section AP2.10 deals in more detail with maintaining existing facilities		
AP2.2.3	Other than in emergency situations - should works be required to flats not under possession of the Contractor such as routing services etc., the Contractor shall seek prior approval from the Contract Administrator.		
AP2.2.4	Individual properties will remain occupied for the duration of the works. The Contractor shall allow for any extra costs arising due to the occupation and thereby shall execute the works with minimum inconvenience to the occupants.		
AP2.3	<b><u>RESIDENT LIAISON</u></b>		
AP2.3.1	The Client has appointed a Resident Involvement Officer (RIO). Contact details: <p>Name: Mrs Marie Marsh  Telephone No: 01202 264451  Email: marie.marsh@poole.gov.uk</p>		
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AP2.3.2	Notwithstanding this, the Contractor is required to appoint their own Tenant Liaison Officer (CTLO) for the course of the Contract, who will be responsible for day-to-day liaison with every resident/occupier. Alternatively, the Contractor may transfer the CTLOs duties to a member(s) of the site team.	£	p
AP2.3.3	The Contractor is obliged to have the resident's welfare as a main priority. The Client's RIO will monitor the performance of the Contactor to ensure that they carry out their responsibilities arising in this area.		
AP2.3.4	<p><b>CTLO Responsibilities</b></p> <p>The CTLO's main purpose is to provide information and support to the residents during the refurbishment and to communicate the Contractors operational activities and requirements effectively. The CTLO is to implement tenant liaison function before, during and after installation, ensuring our customers are left fully satisfied after receiving works to their homes. The CTLO shall assist and support the Client's RIO.</p> <p>The CTLO will be expected to use their own initiative, be flexible, proactive and have empathy with the residents needs.</p> <p>The main duties will include the following:</p> <ul style="list-style-type: none"><li>- visit each resident to explain the work involved, conduct a 'site introduction', ascertain their individual requirements and document/summarise points discussed.</li><li>- work with site management to consult with and explain scope and nature of intended works programme to residents, arrange appointments and monitor access to individual properties.</li><li>- conduct surveys of occupied premises prior to commencement of works in each property. Undertake condition audits / take photographs of all residents' furniture, equipment and belongs etc. to be moved by the Contractor or their representatives. <b>The Contractor will be liable for any claims arising from damage to residents goods which were not documented prior to the removal process.</b></li><li>- attend resident meetings and consult with resident groups to communicate progress, receive resident feedback and discuss any other agenda items. Meetings are provisionally to be held once per month and in the evenings (out of normal working hours).</li><li>- administrate resident compliments / complaints procedure.</li><li>- manage and administrate resident's satisfaction monitoring, produce regular performance reports at site progress meetings.</li><li>- work in close conjunction with residents to identify and optimise any participation opportunities that may arise during the course of the project.</li><li>- liasing with housing management, identify residents with special needs and implement tailored communication practices.</li><li>- provide assistance with packing of belongings for vulnerable residents.</li><li>- support and work with other members of the team and participate in regular team meetings.</li></ul>		

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	<ul style="list-style-type: none"> <li>- Producing a monthly resident newsletter-</li> </ul>	£	p
AP2.3.5	<p><b>Personnel Specification</b></p> <p>The Contractors site based CTLO ideally should have the following aptitudes:</p> <ul style="list-style-type: none"> <li>- past experience within social housing industry and/or customer services</li> <li>- readily accepts responsibility</li> <li>- high level of initiative</li> <li>- controlled temperament and approachable personality</li> <li>- organisational skills</li> <li>- a working knowledge of computer applications</li> <li>- high level of enthusiasm and energy</li> <li>- knowledge of health and safety procedures</li> <li>- an appreciation of site operations</li> <li>- be prepared to work out of hours when necessary</li> </ul>		
AP2.3.6	<p><b>Office</b></p> <p>Contractors CTLO should be located in a suitable office which is easily identifiable, outside the 'hard hat' zones within the Contractors compound, suitably equipped with telephone, e-mail, photocopier and office furniture etc.</p>		
AP2.3.7	<p><b><u>Resident Confidentiality</u></b></p> <p>CTLO's role will mean they have to go into residents homes. They must not pass on any details of personal belongings or circumstances to any second parties. Any personal information collected on residents should not be conveyed to other parties. All practices and procedures shall be in strict accordance with the Data Protection Act.</p>		
AP2.3.8	<p><b><u>Resident Induction Pack</u></b></p> <p>It is essential that any resident involved with a refurbishment site is familiar with the works and site operation.</p> <p>The Contractor shall provide an induction pack to all residents. This pack will contain the following:</p> <ul style="list-style-type: none"> <li>- complaints procedure</li> <li>- brief method statement for the works generally, which shall include an indication of when residents can expect to be without essential services</li> <li>- identify responsibility for moving furniture, fixtures, curtains and valuables</li> <li>- statement regarding working hours and procedure should late working be unavoidable</li> <li>- background on the Contractor</li> <li>- an introduction to the project</li> <li>- relevant contract names and telephone numbers</li> <li>- Emergency out of hour's telephone numbers</li> <li>- health and safety information and advice</li> <li>- advice on resident involvement, including programming and complaint procedure</li> <li>- recording accidental damage and insurance claims procedure</li> </ul> <p>The resident should be asked to sign an acknowledgement that they have received the pack.</p>		
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	<p>In addition the Contractor shall arrange an 'Open Day' event, to introduce the Contractors management team to residents and provide information on the project to all residents.</p>	£	p
AP2.3.9	<p><b><u>Complaints Procedure</u></b></p> <p>It is the CTLO's responsibility to receive complaints either directly from residents or indirectly on behalf of residents via the Client.</p> <p>All complaints received must be recorded in the Complaint/Grievance book, giving the date and time received, plus details of action proposed to resolve them. The complaint should be recorded by the CTLO and signed by both the resident and the CTLO. Each complaint should be allocated a priority status and timescale for rectification. The original copy must be given to the resident registering the complaint, one copy should remain on site, and one copy should be forwarded to the Contract Administrator. The complaints book should be available for inspection by the Contract Administrator and the Clients HO at all times.</p> <p>An initial assessment of the complaint should be conducted during that working day and appropriate response taken. All correspondence should be filed and copied to the Clients HO at all times. All complaints will be reviewed at the formal progress meeting.</p> <p>The Clients HO must be informed when a complaint has been resolved, with details of the action taken.</p> <p>The Contractor must treat all information concerning residents as strictly private and confidential, unless otherwise advised by the residents. Any records relating to residents' personal circumstances should be locked away at all times.</p>		
AP2.3.10	<p><b><u>Customer Satisfaction Survey</u></b></p> <p>The RIO will arrange for Customer Satisfaction Surveys to be undertaken. These surveys will be established at an early stage so that the levels of resident satisfaction can be tracked through the project. The survey will take the form of a pre-determined questionnaire and will concentrate on Contractor performance.</p> <ul style="list-style-type: none"> <li>- Quality of Work</li> <li>- Resident Communication</li> <li>- Areas concerning resident involvement</li> <li>- Site Cleanliness and tidiness</li> <li>- Courtesy and professionalism of personnel</li> </ul> <p>CTLO will be expected to assist in the collection of these surveys.</p>		
AP2.4	<b><u>Temporary Respite Facility</u></b>		
AP2.4.1	Submit proposal - To be Agreed		
AP2.5	<b><u>SECURITY</u></b>		
AP2.5.1	The Contractor is to provide the necessary security to each property being worked upon whether occupied or empty to prevent unlawful entry to the site and theft from the site during the works.		
AP2.5.2	Adequately safeguard the site, products, materials, plant, the works and any existing buildings affected by the works from damage and theft. Take all reasonable		
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	precautions to prevent unauthorised access to the site, the works and adjoining property.	£	p
AP2.5.3	The Contractor shall indemnify the client/resident against any loss, damage or claim to persons or property arising out of the works or the Contractors inability to maintain adequate security during the Contract.		
AP2.5.4	The Contractor shall watch, guard and light the works as may be required to ensure the safety of the public, his own and the employer's employees and the authorised agents of the employee.		
AP2.5.5	All ladders to be removed from scaffolds at the end of each working day and are either to be removed away from site or securely locked away.		
AP2.5.6	All workmen are to report to the foreman/site cabin at the start and end of each day. A log of names is to be maintained at all times.		
AP2.5.7	It is the Contractors responsibility to arrange access with the residents for any works required to occupied properties.		
AP2.5.8	The Contractor must keep and update a key book on site. The Contractor must obtain a receipt from 'Clients' Housing Staff when taking responsibility of keys held by the Housing Office.		
AP2.5.9	Building Contractor is responsible for the 24-hour security of all dwellings for which they have keys and that they are working on. They must ensure that unoccupied dwellings are adequately secured at the end of each working day, including using anti-vandal deterrents as necessary. This responsibility will end after the property is handed over and keys are returned to 'Clients' Housing Office.		
AP2.5.10	The Contractor will be responsible for and indemnify the residents against a breach of security as a result of the Contractors negligence.		
AP2.6	<b><u>PROTECTION</u></b>		
AP2.6.1	The Contractor should allow for all labour, materials, plants and tools for the immediate reinstatement of any damage caused to the existing structure or finishes to the original standard as a result of the works.		
AP2.6.2	Where works are required to be undertaken in occupied properties the Contractor shall allow for protecting the residents' furniture, floor finishes and fittings from damage by dust etc. Any damage caused by the Contractor shall be made good entirely at his own expense.		
AP2.7	<b><u>FLOOR COVERINGS</u></b>		
AP2.7.1	Any floor coverings which cannot be removed without damage are to be brought to the attention of the Resident and RIO before proceeding. The floor coverings should be lifted in the presence of the resident. Any negligence by the Contractor which results in damage to coverings or any coverings which are damaged when lifted and not in the presence of the Resident shall be compensated for by the Contractor.		
AP2.8	<b><u>GENERAL PROTECTION</u></b>		
AP2.8.1	The regular clearing of all rubbish, debris, plant and tools from all areas. Leave clear and sweep through all areas worked in at end of each working day.		
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AP2.8.2	The Contractor is to note that he is to ensure that the dwellings are kept watertight at all times. Under no circumstances shall the dwellings be left over night without windows being sealed properly.	£	p
AP2.8.3	The Contractor shall provide temporary protection measures to all communal circulation areas that may be affected by the works.		
AP2.8.4	The Contractor shall allow to install temporary timber battens across the outside of residents' windows, but not physically fixed to a newly installed window, to prevent risk or windows being opened and clashing with mast climbers etc.		
AP2.9	<b><u>MAINTAINING AND CLEANING THE SITE</u></b>		
AP2.9.1	The Contractor is to regularly remove from site all unrequired materials, debris and rubbish and is to keep the works and the site clean and tidy at all times. The Contractor is, on completion, to clean the works thoroughly inside and out, flush all drains and gullies, touch up decorations, remove temporary markings, coverings and protective wrappings unless otherwise instructed and leave the whole of the works and the site clean.		
AP2.9.2	The Contractor shall ensure communal circulation areas are clean and tidy at the end of each shift.		
AP2.9.3	Contractor is responsible for maintaining the roads in and out of the compound areas. The roads shall be kept clean and free from debris arising including any screws etc. .		
AP2.10	<b><u>MAINTENANCE OF EXISTING FACILITIES</u></b>		
AP2.10.1	Access: Ensure in all dwellings that the residents/occupiers have sufficient access to their accommodation. Residents/occupiers are ALWAYS to have use of sufficient undisturbed area for living purposes and the programming of work is to allow for this.		
AP2.10.2	As work is required to be undertaken in occupied properties this work is to be programmed so that each resident/occupant has the following facilities at all times except for the periods shown unless otherwise agreed with the resident and the employer:  <ol style="list-style-type: none"> <li>1. <b>WC and cold water supply - not exceeding 4 hours</b></li> <li>2. <b>Electricity and cooking facilities - not exceeding 4 hours</b></li> <li>3. <b>Hot water - not exceeding 4 hours</b></li> <li>4. <b>Washing facilities - not exceeding 4 hours</b></li> <li>5. <b>Bathing facilities - not exceeding 8 hours</b></li> <li>6. <b>Heating to living room - not exceeding 4 hours</b></li> <li>7. <b>Heating to other areas – not exceeding 8 hours</b></li> </ol>		
AP2.10.4	The Contractors CTLO shall liaise with the Clients RIO to determine whether the specific needs of any tenants require interruption to services to be reduced below the durations stated above, i.e. where such interruption would be detrimental to the health and welfare of the tenant. Specific arrangements for the provision of temporary alternative facilities to be agreed as necessary.		
AP2.10.5	Food Damage: Should the Contractor fail to maintain a regular supply of electricity to residents freezers (separate or within a fridge) he will be liable for recompense to the resident for the full value of the damaged goods, plus 10% to cover travel to		
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	purchase such items. It will be the Contractors responsibility to check that the freezer is working.	£	p
AP2.10.6	Temporary isolation of facilities supplies etc., is permitted for the shortest reasonable period required for changing over from old to new services and the like. Provide adequate notice of such to the Contract Administrator and residents.		
AP2.11	<b><u>GAS/ELECTRICITY/WATER SUPPLIES</u></b>		
AP2.11.1	Occupied Dwellings: <b>The Contractor will not be allowed to use the gas, electric and water supplies within any occupied property.</b> The Contractor will be responsible for providing their own temporary supplies.  Metering arrangements refer to General Preliminaries.		
AP2.11.2	The Contractor is to note that generators will not be permitted on site without the permission of the Contract Administrator.		
AP2.12	<b><u>SITE RULES</u></b>		
AP2.12.1	Strictly no smoking within any of the dwellings or on site by any operatives		
AP2.12.2	Playing of transistor radios and the like by workmen will not be permitted anywhere inside the site boundary.		
AP2.12.3	<b>Identification Badges:</b> The Contractor shall allow to provide all operatives, either employees or Sub-Contractors, with identification badges bearing the company logo and picture of the operative which must be worn at all times. The identification badge should be produced by the operative when requesting access to any property or on demand by any officer of the client. The format of the identification badge shall be agreed with the Contract Administrator, but should include the following details:-  <ul style="list-style-type: none"> <li>(i) Name and address of Constructor</li> <li>(ii) Constructors site and head office telephone number</li> <li>(iii) Name of the member of staff</li> <li>(iv) Signature of the member of staff</li> <li>(v) Position held by member of staff</li> <li>(vi) Colour photograph of member of staff</li> <li>(vii) Signature of issuing officer</li> <li>(viii) Authorisation of the client</li> </ul>		
AP2.12.4	Spot checks will be undertaken. Any operative found without a badge will be asked to leave site immediately. The Client will not be held responsible for any disruption in work procedures/contract programme.		
AP2.12.5	It is to be clearly understood that no claim for additional payment in respect of the works described in this section as a result of lack of knowledge of the circumstances will be entertained.		
AP2.12.6	The Contractor shall ensure that noise and dust during the works to such is kept at a minimum and that continuous and safe access to and from each dwelling is maintained at all times.		
AP2.12.7	In the performance of the Contract, the Contractor shall not discriminate on the grounds of gender, race, religion or disability contrary to statutory requirements. Equal Opportunities Statement to be provided.		
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AP2.13	<b><u>LOCATION OF SKIPS AND SITE COMPOUND</u></b>		
AP2.13.1	The Contractor shall agree with the Contract Administrator the positions of all skips. All rubbish shall be removed as it accumulates. The Contractor is to ensure that no full rubbish skips are to be left outside the compound area overnight or at weekends. If a Contractor does not use lockable skips, the client will accept no responsibility for any materials dumped in or in the vicinity of the skip overnight or at weekends.		
AP2.13.2	Compound and temporary buildings – provide proposals to Contract Administrator for approval.		
AP2.13.3	The Contractor will be responsible for attaining all permits, licenses, planning approvals etc. as required for the site compound, skips, hoardings, sign boards etc.		
AP2.14	<b><u>EARLY POSSESSION</u></b>		
AP2.14.1	Whilst there will be no contractual sectional completion, the employer will take early possession of parts of the works within individual properties, in relation to windows, heating, ventilation, sprinklers and fire detection. Should at any time the Contractor be aware that works are likely to be delayed or completion to individual properties are not achievable, then the Contractor must inform the Contract Administrator and Clerk of Works (COW) immediately.		
AP2.14.2	It is proposed that the COW will attend site 1 day per week, the Contractor shall present to the COW batches of windows and heating system, ventilation, sprinklers and fire detection replacements/installations for inspection. The Contractor will be responsible for arranging access with the residents and accompanying the COW on the inspections.		
AP2.14.3	Completed copies of all test and commissioning certificates shall be presented to the clerk of works at the snagging inspection for each individual area. Handover of a particular element of work will not be taken unless these certificates are provided at the time of the inspection (this does not apply to Fensa which can be provided at a later date).		
AP2.14.4	Once the COW is satisfied and has accepted handover of a particular element of work, he shall inform the Contract Administrator who will issue a certificate of partial possession. The 12 month rectification period will commence on the date of partial possession. The Contractor shall note this when agreeing terms with Sub-Contractors as the date of completion may not be the date of partial possession.		
AP2.14.5	Contractor shall provide 1no. set of window keys to the resident and 1no. set of keys to the RIO for each window.		
AP2.14.6	At Practical Completion the Contractor shall provide a schedule of major materials and components used together with manufacturers and suppliers.		
AP2.14.7	The Contractor will as part of the H&S File / Building Manual provide a 30 year maintenance schedule for all major materials and components used.		
AP2.14.8	The Contractor shall provide and update a schedule each week showing the various elements of work and the date these achieved partial possession and the end of the rectification period. Contractor to issue schedule to the employer's repairs call centre.		
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	<b><u>COMMENCEMENT OF WORK TO PROPERTIES</u></b>	<b>£</b>	<b>p</b>
AP2.15.1	<p>Residents must be initially informed by the Contractor of the date and time work is due to commence <b>a minimum of 2 weeks (10 working days)</b> prior to that date (copies of all letters sent must be forwarded to the Contract Administrator. Any changes to the proposed commencement must be notified to Resident as soon as they are known, to minimise inconvenience to residents. The Contractor shall ensure as far as possible that residents' access is not impeded after work commences.</p> <p>The Contractor must supply the Contractor Administrator with a draft proposal of their notification of works letter for approval. Access letters must not be used without that approval having been secured.</p> <p>The Contractor must have supplied the RIO and any registered Customer Representative Group within the Contract Area, with a copy of their contract programme clearly identifying the whole of the project at the Pre Contract Meeting. Following major changes to the programme the Contractor will supply, via the Contract Administrator sufficient copies of the revised programme for the Contract Administrator and any registered Customer Representative Group.</p> <p>Prior to the commencement of the works the Contractor shall confirm the following with the resident of each property.</p> <ul style="list-style-type: none"> <li>• Provide written information and resident's introductory pack which details the Contractor's contact names and telephone numbers.</li> <li>• Providing residents with the nature of the works including an indication of timescales.</li> <li>• Advise residents where necessary to remove any belongings stored within property that will restrict the Contractor a safe working access near to where they will be working.</li> </ul> <p>This pre entry survey maybe carried out in the presence of either the RIO or representative from the Contract Administrator.</p> <p>Where works are to be undertaken on a property adjacent to a leasehold property, the Contractor shall arrange for taking notes on the condition of, the party wall.</p> <p>The Contractor is to provide the occupiers with an additional 2 days written notice prior to works commencing in their property. The Contractor shall provide details and nature of the works.</p>		
AP2.16	<b><u>RESIDENTS' USER GUIDE</u></b>		
AP2.16.1	<p>The Contractor shall produce for each resident, an appropriate user friendly pictorial booklet on the operation of the services, appliances and accessories installed within the dwelling under this Contract.</p> <p>The booklet must be presented to the Contractor Administrator for approval and consultation with resident representatives four weeks prior to the anticipated date of partial possession of the first property.</p> <p>One copy of the booklet is required for each property with an additional 2 copies of each possible situation to the Contract Administrator.</p>		
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AP2.17.0	<b><u>BUILDING MANUAL</u></b>		
AP2.17.1	<p>The Contractor is to provide building manual for the contract. It shall be in the form of one electronic copy and is to be provided on a CD or Memory stick.</p> <p>Building manual shall be made up in accordance with the following:</p> <p>BUILDING MANUAL PART 1: GENERAL must include:</p> <ul style="list-style-type: none"> <li>• A description of the building.</li> <li>• Details of all consultants and designers.</li> <li>• Copies of all consents and approvals obtained.</li> </ul> <p>THE BUILDING MANUAL PART 2: BUILDING SERVICES must include:</p> <ul style="list-style-type: none"> <li>• A full description of each of the systems installed, written to ensure that the Employer's staff fully understand the scope and facilities provided.</li> <li>• A description of the mode of operation of all systems.</li> <li>• Diagrammatic drawings of each system indicating principal items of plant, equipment, valves etc.</li> <li>• A location plan for each flat and building including external areas showing the location of each piece of equipment and its part number/reference.</li> <li>• The name, address and telephone number of the manufacturer of every item of plant and equipment together with catalogue list numbers.</li> <li>• Manufacturer's technical literature for all items of plant and equipment assembled specifically for the project excluding irrelevant matter and including detailed drawings, electrical circuit details and operating and maintenance instructions.</li> <li>• A copy of all Test Certificates (including but not limited to electrical circuit tests, corrosion tests, type tests, work tests, start and commissioning tests) for the installations and plant, equipment, valves etc. used in the installations.</li> <li>• A copy of all manufacturers' guarantees, warranties and maintenance agreements offered by Sub-Contractors and manufacturers.</li> <li>• Starting up, operating and shutting down instructions for all equipment and systems installed.</li> <li>• Control sequences for all systems installed.</li> <li>• Control schedules of all fixed and variable equipment settings established during commissioning.</li> <li>• Recommendations as to the preventative maintenance frequency and procedures to be adopted to ensure the most efficient operation of the system.</li> </ul>	£	p
AP2.18	<b><u>DEFECTS RECTIFICATION</u></b>		
AP2.18.1	<p><b>CLASSIFICATION OF DEFECTS/REPAIRS</b></p> <p>Emergency Repairs - Repairs that affect the basic safety or security of the property / building as a whole or could lead to death or injury or potentially affect the health of the residents, visitors or the general public, these include:-</p> <ul style="list-style-type: none"> <li>gas leaks,</li> <li>electrical faults</li> <li>total heating failure in the winter months</li> <li>blocked drains</li> <li>broken windows</li> <li>defective locking mechanism to doors</li> <li>lack of power to cooker</li> <li>burst pipes</li> <li>blocked toilet</li> </ul>		
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	<div>Urgent Repairs</div> <div>-</div> <div>Repairs which are not an emergency but which result in the loss of a basic facility, or where further damage will be caused if the problem is not dealt with urgently, these include, minor leak to roof , partial loss of heating etc..</div>	£	p
	<div>Routine Repairs</div> <div>-</div> <div>Repairs which can wait without causing a major inconvenience to the resident e.g. leaking gutter, damaged kitchen unit</div>		
AP2.18.2	<div><b>DEFECTS NOTIFIED DURING THE CONTRACT PERIOD</b></div> <div>Defects and Emergencies occurring during the course of the day will be notified to the Contractor by the Clients representative.</div> <div>Out of hours emergencies will be received by the clients monitoring service who will redirect the defect to the Contractor. On completion of the work the Contractor is to report back what works have been undertaken to the clients monitoring service</div> <div>The Contractor must provide a telephone number for 24-hour contact in order that defects arising under item (a) above may be notified. The Employer will make every reasonable effort to notify the Contractor of such defects. However, should the Contractor fail to respond to the Employers notification then the Employer reserves the right to pass the repair on to others to enable rectification within the timescales shown above.</div> <div>The Contractor shall follow the following procedure upon arrival at a property when undertaking emergency repair:-</div> <div><div>(i)</div><div>Ensure the emergency is arrest and made safe</div></div> <div><div>(ii)</div><div>Carry out repairs where materials are readily available</div></div> <div><div>(iii)</div><div>Where repairs cannot be carried out correctly and must wait till the next working day the Contractor shall ensure that the property is made safe</div></div> <div><div>(iv)</div><div>Where a heating fault cannot be rectified then the Contractor shall provide a temporary heating source</div></div>		
AP2.19	<div><b>DEFECTS NOTIFIED DURING DEFECTS LIABILITY PERIOD</b></div>		
AP2.19.1	<div>All defects will be reported to the clients monitoring service who will redirect the defect to the Contractor. On completion of the work the Contractor is to report back what works have been undertaken to the clients monitoring service</div> <div>The Contractor must provide a telephone number for 24-hour contact in order that defects arising above may be notified. The Employer will make every reasonable effort to notify the Contractor of such defects. However, should the Contractor fail to respond to the Employers notification then the Employer reserves the right to pass the repair on to others to enable rectification within the timescales shown above, any costs incurred by the Employer will be deducted from the retention monies.</div> <div>"Emergency" defects occurring at weekends, during holiday periods, or outside normal working hours will be rectified by the Employer and charged to the Contractor, unless the Contractor has previously provided an emergency number (see above) and the telephone call is answered – in which case, the normal emergency procedure will be followed.</div>		
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	<p>Should the remedial works not be carried out in the stipulated period without adequate prior explanation, they shall be passes to others for rectification and the cost deducted from any retention monies outstanding to the Contractor.</p> <p>Defect notices will carry details of the urgency of the actions required.</p> <p>The Contractor shall advise the Contract Administrator of the completion of the Works in writing. He shall additionally confirm access difficulties or any other dispute of liability for the defect in question.</p> <p>The Contractor shall provide monthly reports identifying the defects reports, the date and time of the notification, the action taken and the date when the defect was rectified.</p>	£	p
AP2.20.0	<b><u>WORK/MATERIALS BY THE EMPLOYER</u></b>		
AP2.20.1	<p>As the work proceeds and when, in the opinion of the Contract Administrator, the work is sufficiently well advanced, the Contractor shall permit the Employer or other person authorised by the Contract Administrator to carry out work and/or install equipment/furniture within selected areas of the work. The Contractor shall take his requirement fully into account when preparing the programme. Carrying out the work and/or installing equipment/furniture shall not constitute the basis of a claim for delay by the Contractor providing always that in making the arrangements for carrying out of such work and/or installing equipment/furniture due regard shall be had to the requirements of the Contractor. It is agreed that carrying out work and/or installing equipment/furniture under this provision shall not constitute taking possession of any part of parts of the premises by the Employer within the meaning of Clause 18 of the Conditions of Contract.</p>		
<b>total collection</b>			