

# APPENDIX A



## **Folkestone & Hythe District Council**

### **UPVC Windows and Doors Replacement Programme and Associated Works**

### **Technical Specification**

Version 02 – August 2022

## Technical Specification for uPVC Windows and Doors

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## **1. WINDOW REPLACEMENT GENERAL**

### **1.1 The Profile**

1.1.1 Window profile to meet the requirements of:

- i) BS EN ISO 9001:2015
- ii) BS EN ISO 14001:2015
- iii) BS OHSAS 18001:2018
- iv) BS EN 7412:2007
- v) BES 6001- BRE 2009 responsible sourcing
- vi) Secured by Design (as approved by the Kent County Constabulary Crime Prevention Design Team)
- vii) FENSA Registration

1.1.2 The Contractor is to be an approved FENSA Installer, and a copy of their accreditation certificate must be provided with their tender.

1.1.3 All British Standards are up to date and comply with requirements.

### **1.2 Replacement Rules**

1.2.1 Generally, unless otherwise instructed by the Contractor Administrator, all Crittal, softwood, aluminium and single and double glazed uPVC windows will be replaced in double glazed uPVC units.

1.2.2 It will be the responsibility of the Contractor to ensure that, where required in Conservation Areas, and all buildings containing flats / Apartments that the relevant Planning Approval is obtained for the replacement Windows & Doors.

### **1.3 Warranties**

1.3.1 All windows regardless of type will be installed with the following manufacturer's warranties:

- i) Profile – 10 years against colour deterioration
- ii) Ironmongery – 10 years
- iii) Installation (workmanship) – 10 years
- iv) Double glazed sealed units – 10 years
- v) Fabrication – 10 years

## **2. UPVC WINDOWS**

### **2.1 General Items**

- i) Ensure all window units that are removed from the properties and cleared from site at the end of each day and disposed of in line with environmental regulations.
- ii) All works will be carried out in accordance with any Code of Practice or British Standard in force at this time
- iii) No services are to be drilled through the uPVC section but are to be ducted around the side frame
- iv) Where a gas appliance is fitted in a room, the ventilation shall comply with BS5440, Part 2:2009 and with British Gas Regulations
- v) Windows must also have evidence for weather tightness performance BS 6375-1:2015 and strength and durability BS 6375-2&3:2009
- vi) Window must also comply with 'Specification for enhanced security performance of windows for domestic applications' to PAS 24:2016

### **2.2 Windows to be designed based on the following criteria;**

- i) Full 70MM high impact resistant uPVC frames with a 3mm thick external wall.
- ii) Multi chamber internal frame construction to provide thermal and acoustic insulation efficiency.
- iii) All frames to be designed and manufactured with an integral drainage channel.
- iv) All outer frames, Transoms and mullions to be V-notched and heat welded to form a weather proof joint all corner and intermediate joints shall be fusion welded with sprue limiters. Upon completion the welded sprue shall be removed. All joints shall be finished with feature groove cut into the profile along the weld seam maximum 4 mm wide and 0.5 mm deep.
- v) PVC frames to be reinforced with galvanised steel where additional structural strength is needed.
- vi) Frames to be brilliant white. (All other colours removed)
- vii) Night vent facility as standard on all opening windows.
- viii) Internally glazed to prevent removal of glass from outside
- ix) Locking handles as standard only on Ground floor or other vulnerable points, Non locking handles on any window to the first floor or higher.
- x) Multi-point security locking including jemmy proof shoot bolt.

- xi) Austenitic 304 Stainless steel, friction stay hinge.
- xii) All first floor bedrooms to have an unobstructed opening of at least 450mm x 750mm for fire escape purposes and a 90% degree opening hinge, on egress or fire escape windows c/w Easi-Clean operation.
- xiii) Trickle ventilation to be included as standard
- xiv) Weather tightness to BS 6375:2015 & 16 Parts 1-3  
Exposure category (design wind pressure) 1800 pa

### **2.3 Assembly**

- i) The window units are to be designed with all corner joints, transom joints and mullion joints being mitred and fusion welded.
- ii) All excess material is to be neatly trimmed and neatly feature grooved to corner, transom and mullion joints.
- iii) No polishing flush of any joints are permitted.
- iv) There is to be no mechanical jointing of the profile unless the profile section is less than 350mm long, solvent welded joints will not be permitted.
- v) The window units are to be designed so that the route of drainage is prevented from passing through the reinforcement chamber.
- vi) The dimensional tolerances on the finished outer frame height and width is + or -3mm. Frame assembly to be such that the windows can be installed square within a maximum difference in the diagonals of 4mm.
- vii) Adequate drainage is to be provided to permit the escape of water from platforms or horizontal members beneath each sealed unit.

### **2.4 Reinforcement**

- i) All profile sections shall be fully reinforced with hot dip galvanised mild steel complying with the requirements of BS 2989, for coating grade Z2, type G275N.
- ii) All reinforcement should be supplied by the systems supplier. The reinforcement is to be installed in accordance with the systems supplier's recommendations. The reinforcement is secured to the profile so that it does not move or rattle and it maintains the structural integrity of the frame and satisfactory thermal separation.
- iii) Reinforcement profile shall be in one continuous piece within the frame length to within 25 mm of welded joints

- iv) Reinforcement shall be secured into the profiles with countersunk screws at 400 mm centres, commencing 100 mm from each end. A minimum of two screws shall be used per length of reinforcement.

## **2.5 Glazing**

- i) All window units are to be manufactured so that the glazing or re-glazing on site is possible without the need to remove the outer frames from the structure of the building.
- ii) Safety glass to be provided where appropriate to comply with the current regulations, particularly those regulations laid out in Document K:2010 of the building regulations
- iii) Bathroom, toilet and store windows to be opaque, patterned glass Obscure panel shall be internal.
- iv) All door glass is toughened safety glass to BS6206:1981 (Partially superseded but remains current and is cited in Building Regulations)
- v) All sealed units are guaranteed against breakdown for a minimum of 10 years.
- vi) All glazing is to be packed in accordance with BPF/GGF recommendations.
- vii) All beads are cut at the correct degree recommended by the manufacturer.
- viii) All windows are internally glazed unless access cannot be gained from the inside. Glazing gaskets shall be black EPDM
- ix) Any door or side panel with glazing that is 1500mm or less above floor level is glazed with toughened glass in accordance with Document K of the Building Regulations.
- x) In side panels, or adjoining windows, toughened glass installed where the glass area comes within 300mm of the outer edge of the door and/or is 1500mm or less above the floor level.
- xi) For internal and external walls, toughened glass is used for areas of 800mm or less above floor level.
- xii) All glazing is in accordance with Document L of the building regulations.
- xiii) All toughened and laminated installed panels are marked as follows:
  - xiv) An identification name or trademark; or other marks capable of identification through a suitable source.
  - xv) The type of material;
  - xvi) The number of the British Standard;

- xvii) The classification relating to impact test behaviour (A B or C);
- xviii) These marks are permanent and applied before installation in a position to remain visible after installation. In the case of multiple glazing units, each pane, which complies with the British Standard, is marked accordingly.

## 2.6 Fittings

- i) Hinges and variable geometry stays are to be of stainless steel or of materials resistant to or protected against atmospheric corrosion.
- ii) Friction hinges and variable geometry stays to be re-adjustable unless the fittings are designed so as not to need adjustment throughout the life of the windows.
- iii) Hardware is replaceable without removing the outer frame from the structure.
- iv) Where hardware is attached directly to the PVC -u profile with screws it is attached with screws that penetrate at least two thickness of the profile and/or penetrate the reinforcement by at least 2mm. All friction hinges and restrictors shall be secured with Series 300 austenitic stainless steel screws to be protected from atmospheric corrosion.
- v) All other hardware and fittings shall be secured with steel screws, nuts bolts and other fastenings in yellow dichromate zinc plated to a coating standard in excess of FE/ZN12 contained in BS 7371-6:2011
- vi) Friction stays for casement windows is required to conform to the manufacturers guaranteed load capacity.
- vii) **Hinge:** Securistyle 'Vector' hinge or equal and approved. The hinge is to be of austenitic steel which give a 500 hour neutral salt spray test to BS7479. Secured using austenitic screws penetrating reinforcement and/or two-wall thickness of UPVC.
- viii) **Espagnolette:** Roto TSL Locking System or equal and approved to ground floor windows.
- ix) Handle: Securistyle Virage range or equal and approved non locking, green push button version for emergency escape and windows above ground floor
- x) Restrictors – Cavity fit restrictor complying with BS 6375-2:2009 and Health Building Note 00-10 Part D – Windows and associated hardware Dept of Health 2013. Such as auto latch stainless-steel spring-loaded restrictor with stainless steel stud.

- Fitted into the chamber between frame and casement to limit initial opening of the sash to 100 mm the catches is capable of being unfastened only by a deliberate action.
- The catches shall re-engage automatically when the windows are closed

## **2.7 Security and Safety**

- i) Window design and installation generally will be Secure by Design as approved by the Kent County Constabulary Crime Prevention Design Team.
- ii) Fasteners are designed so that they cannot be released from the outside by the insertion of a thin blade.
- iii) No opening light can be opened or removed from the outside, when it is fastened in the closed position, except by breaking part of the window.
- iv) Lockable handles are specified to operate from the inside on large opening lights.
- v) One pair of nylon/locking wedges fitted within the rebate opposite each locking point.
- vi) Side hung casements shall be fitted with PVC screw fixed run up block located along bottom rail at the closing edge.
- vii) Top hung casements shall be run up blocks located at the jamb and bottom rail at the closing edge.

## **2.8 Ventilation Devices**

- i) Each ventilator to provide a minimum of 4000mm<sup>2</sup> of background ventilation controlled by an adjustable deflector, infinitely variable between fully open and fully closed. The deflector is able to be tilted such that the incoming air can be directed by the occupant at will, either up, or down or any proportion in between.
- ii) Each louvered canopy is to be secure, provide a minimum of 4000mm<sup>2</sup> of background ventilation, to be suitably profiled to prevent the entry of rain, and is complimentary to the internal ventilator in both construction and appearance.
- iii) Internal and external ventilator components are to have screw covers, to be suitably UV resistant, manufactured from recyclable materials and to be fitted entirely in accordance with the manufacturers instructions.
- iv) Cord or rod control for windows in obstructed locations such as over kitchen sinks.



- v) Ventilator and canopy combinations are to fully meet the requirements of the Building Regulations (Document F), and are manufactured under BS EN ISO 9001.

## 2.9 Installation

- i) **Note:** Existing windows shall only be removed when the replacement units are on site and are to be installed during the same working day.
- ii) Installation of Frame
- iii) The window is fixed into the aperture by drilling and fixing through the outer frame to the existing structure using 'Fischer' fixings, F105 type bolts or similar
- iv) The fixings are no less than 150mm from corners or transoms/mullions and at no more than 600mm centres.
- v) Allow for any necessary glazing blocks and glass lock devices.
- vi) If a sill is to be fixed to the window frame this is fixed with screws inserted from the underside of the sill into the frame. Ends of the sills will be fitted with capping piece.
- vii) No fixings are to penetrate the drainage channels.

## 2.10 Making Good

- i) The fitter will insert into 5mm gap between frame and structure a flexible foam filler making sure it is far enough in so as not to interfere with the sealant and to be continuous around the frame.
- ii) The fitter will make good to the external surface of the window frame with a UPVC quadrant or cover fillet and finish with a compatible approved low modular silicone sealant to BS5889.

## 2.11 Guarantees

- i) The fabricated unit and installation must have a guarantee for a period of ten years from the completion date of any works carried out.
- ii) All double glazed sealed units to be guaranteed, against breakdown, for a minimum of 10 years.
- iii) Hardware components will match the manufacturer's warranty.

### **3. SINGLE ENTRANCE DOORS**

**3.1 Secured by Design:** The Contractor shall consult the Kent County Constabulary Police Crime Prevention Design Team to ensure the proposed door installation complies with the Secure by Design Award.

**3.2 Replacement Rules:** Generally, unless otherwise instructed by the Contractor Administrator, all existing timber, aluminum and uPVC doors will be replaced in:

- i) Front doors will be GRP Composite.
- ii) Rear and side doors to will be of uPVC manufacture.
- iii) Shed Doors to be plywood, flush solid doors finished in 4 available colours.
- iv) It will be the responsibility of the Contractor to ensure that, where required in Conservation Areas, the relevant Planning Approval is obtained for Doors.
- v) Existing doors shall only be removed when the replacement units are on site and are to be installed during the same working day.

**3.3** Within one week of the date of practical completion, the Contractor must supply full written guarantees from date of installation for the following:-

- i) Profile 10 years
- ii) Ironmongery 10 years
- iii) Installation 10 years
- iv) Sealed Units 10 years
- v) Fabrication 10 years

**3.4** The Specifications for doors are PAS 24:2016 which covers enhanced security performance requirements for door assemblies. To ensure compliance the Secured by Design approved range of doors should be third party accredited by the British Board of Agrément (BBA). All doors must have Pas 24 accreditation.

**3.5 PAS 3621:2011** Tested to the following clauses:

- i) Operating Forces – Measure the force/torque required to engage/disengage the hardware
- ii) Air permeability
- iii) Water tightness

- iv) Wind Resistance
- v) Resistance to vertical loads
- vi) Resistance to static torsion
- vii) Slamming resistance
- viii) Closure against obstructions
- ix) Abusive forces on handles
- x) Resistance to soft and heavy body impact
- xi) Resistance to hard body impact
- xii) Cyclic operation test
- xiii) Basic security test

### **3.6 PAS 24: 2006** Enhanced security performance requirement for door assemblies –

Part 1: single leaf, external door assemblies to dwellings. Tested to the following clauses:

- i) Manipulation test – Establish that there is no inherent vulnerability to gaining entry, using calibrated tools to remove trim or hinge pins, disengage or dislodge locking devices or undo threaded fastenings to gain entry.
- ii) Infill medium removal test – Check that infill panels cannot be removed to gain entry by operating, releasing or disengaging hardware.
- iii) Mechanical loading test – Apply parallel and perpendicular forces simultaneously to simulate attack with a lever.
- iv) Manual check test – Use hand tools to identify possible additional loading points other than that covered by the mechanical loading test.
- v) Soft body impact test – Impact the external face of the door with a 30Kg leather bag at prescribed heights to assess the resistance to soft body impact.
- vi) Hard body impact test – Using a 50Kg cylindrical steel block swung on cables to assess resistance to a hard body impact. Impact points include locking points, hinges, non-glazed infill, corners and junction of mid-rail to stile. Each point to be impacted 3 times.

### **3.7 Hardware**

- i) Handle furniture to be lever/lever with 10 year guarantee.
- ii) Butt hinges with security pin, or fully adjustable hinges.

- iii) Letter plates fitted in midrails (front doors only).
- iv) All hardware meets the requirements of BS 7412:2007
- v) Brass or chrome viewers.
- vi) Aluminium door knockers.

### 3.8 Locking

- i) The doors to be fitted with key operated secure multi-point locking system that have undergone type approval testing to PAS 24; and approved by the Kent County Constabulary Police Crime Prevention Design Team.
- ii) 1½ pairs of heavy duty hinges
- iii) Numerals (front doors only)
- iv) Storm-proof cill / threshold with integral weather seals
- v) Rain deflector / weatherboard
- vi) Door and window furniture shall be SAA or brass finished to approval of Contract Administrator

### 3.9 UPVC Doors

**General:** All UPVC window and door replacements shall be constructed from high impact modified UPVC. All UPVC doors and windows shall be manufactured from base materials guaranteed against decomposition and colour fastness for a minimum of ten years.

- i) Fabrication of all UPVC frames and sashes shall be generated against failure of welds, mechanical joints etc., for minimum of ten years.
- ii) Mechanisms and ironmongery shall be guaranteed against the failure of the unit for a minimum of ten years.
- iii) All UPVC items are to be protected against damage during the course of fixing.
- iv) The Service Provider will be solely responsible for the accurate measurement of the works and shall amend any errors therein at this own expense.
- v) **Profile** Acrylic modified high quality impact resistant white UPVC extrusion, producing a rigid multi-chambered profile, conforming to the requirements of BS EN 12608, manufactured to BS EN ISO 9001. The profile is uniform and free from foreign bodies, cracks or marks. The profile meets the requirements for class '1' surface spread of flame to BS476 Part 7 Class 1.

- vi) **Reinforcement** Leaf styles and top and bottom rails, together with outer frame jambs, are reinforced for strength and security with galvanised mild steel to BS 7412, sealed within the profile central cavity.
- vii) **Glazing** Double-glazing to BS 6262, using 4mm safety glass, Double glazed units conform to BS EN 1279. Glazing options to include for patterned glass; All internally glazed with post co-extruded beads.
- viii) Double glazed units shall be guaranteed against failure of the unit for a minimum of ten years.
- ix) **Performance** Double Bubblex weather seals to ensure the performance meets the requirements of BS 6375 Part 1
- x) A weather bar to be fitted on all open-in doors.

### 3.10 Composite Doors

#### i) **Profile (outer frames/mullion/transoms)**

Acrylic modified high quality impact resistant white UPVC extrusion, producing a rigid multi-chamber. Profile, conforming to the requirements of BS EN 7412:2007, manufactured to BS EN ISO 9001.

#### ii) **Reinforcement**

Outer frames to be reinforced with RCM, steel or aluminium reinforcing (to BS 1474), inserted within the centre of the main chamber of the profile. Mullion and Transom profiles to be reinforced with steel reinforcing.

#### iii) **Glazing**

- Door leafs to be integrally glazed by internal cassette glazing, or alternatively, integral insertion of the glass units within the door leaf.
- Double glazed units shall be guaranteed against failure of the unit for a minimum of ten years.

#### iv) **Performance**

- Composite doors to be approved tested to the requirements of PAS 24 General Performance requirements for door assemblies.
- All Composite door replacements shall be guaranteed against decomposition and colour fastness for a minimum of ten years.
- Fabrication shall be guaranteed against failure of welds, mechanical joints etc., for minimum of ten years.

- Mechanisms and ironmongery shall be guaranteed against the failure of the unit for a minimum of ten years.

### **3.11 UPVC / Composite**

- i) All doors to be fitted as per manufactures instructions
- ii) Choice of door colours to be provided – no more than 6 colours, Contract Administrator to approve.
- iii) Choice of styles to be provided
- iv) Rear and side doors only-Door types shall be double panelled type 2XG or 2XGG, top panel to be double glazed in toughened glass, bottom panel to be UPVC skinned/foam sandwich with UPVC frame. Contractor to confirm type of foam used and provide Warrington test report to support its use.
- v) Panels to be screwed and wedged.
- vi) Residents doorbell to be carefully removed and re-fixed on installation of the new frame.

### **3.12 Door Size**

- i) Height: Maximum 2m to all doors.
- ii) Width: Main Entrance door minimum 910mm where ever possible.

### 3.13 Door Styles (Indicative)



**Door type 1**



**Door type 2**



**Door type 3**



**Door type 4**

#### 4. SCAFFOLDING

- 4.1 Scaffolding shall comply with all relevant requirements and Codes of Practice under the Health and Safety at Works Act (current edition) and shall provide all the necessary protection for his workmen, tenants and public. Must adhere to BS EN 12811-1:2003
- 4.2 The Contractor shall allow to supply, erect, maintain and dismantle on completion of works, independent tied scaffolding to allow all works to be carried out and provide toe boards, barriers and protection over all entrances, and pathways to protect the public and occupiers at all times.
- 4.3 The Contractor shall allow to supply, erect, maintain and dismantle on completion of works, independent tied scaffolding to allow all works to be carried out including works to roofs, stacks, renewal of soffit / fascia boards and guttering.
- 4.4 Any alterations required to the lifts are to be included in the price.
- 4.5 The scaffold decking is to consist of 225mm boards minimum of 4 boards wide. The scaffolding is to be fully boarded at all times and comply with BS 2482:2009.
- 4.6 The scaffolds are to have toe boards secured in place at least 150mm above the platform, intermediate guard-rails gap max of 470mm above toe board, and full height guard-rails between 950mm and 1,200mm above the platform. These are to surround the perimeter of all the scaffolding.
- 4.7 No element of the scaffolding is to be placed on, or have contact with property that is privately owned without the occupier's permission and written confirmation of the Contract Administrator.
- 4.8 The Contractor is to fix distinctive foam padding, to base of standard, 2m high, on any standard near the front entrance walkways, paths and entrance doors. Care must be taken not to obstruct bin stores.
- 4.9 Overhead protection over all doorways will be required, adequate perimeter protection of the scaffolding will be required to prevent unauthorised persons entering the areas.
- 4.10 The inclusion of a security alarm to scaffolding will depend upon the specific requirements of the individual properties. The Contract Administrator has allocated each property as *Level 1*:
- 4.11 **Security Alarm – Level 1.** The scaffolding will be erected without the requirement of a working security alarm. However, the Contractor will be expected to erect dummy alarm boxes and CCTV cameras in suitably prominent positions to deter intruders from attempting to gain access to the scaffolding. In addition, appropriate signboards should be erected to act as a further deterrent to intruders and give the impression that the scaffold is fitted



with an alarm linked to a manned telephone system with 24 hours a day coverage.

## 5. REPAIRS AND EXTRA-OVER REPAIRS

- 5.1 Any associated repairs in connection with the replacement of windows and doors must be carried in strict accordance with all current British Standards, Codes of Practise, etc using good quality materials and workmanship.
- 5.2 The contract is to include for **MAKING GOOD** around newly installed Windows & Doors, to a standard not less than that before installation.
- 5.3 The successful contractor will be required to provide a short Schedule of Rates in a 'Specification of Workmanship and Materials' of the 70-100 mostly used codes with back up information as to how the costs per m2 or ea have been calculated.

## **ANNEX A - ASBESTOS SURVEYS, ANALYSIS & REPORTING**

### **1.0 General**

- 1.1 F&HDC shall appoint its own specialist consultant for the Asbestos Surveys and Sample Analysis prior to works commencing under this Contract.
- 1.2 The Consultant will be expected to work independently, to manage access to each property, communicate effectively with residents and assist F&HDC in developing and aligning survey reports.
- 1.3 The successful window replacement company will be expected to work with the client's asbestos consultant in relation to programming of the works.
- 1.4 Asbestos surveys, testing and reporting will be in accordance with F&HDC's Asbestos Policy & Procedures. The specification includes:
  - Intrusive Demolition / Refurbishment Surveys for ACMs preceding programmes of planned maintenance works in accordance with HSG 264. This will include a Management Survey to the property in addition to the R&D survey.

F&HDC will appoint its own specialist Contractor for the removal of ACMs who will be independent to the Survey Consultant.

- 1.5 Asbestos data is currently available
- 1.6 As a minimum all reports must be provided electronically by the contractor to F&HDC in PDF format.

## **ANNEX B - SCHEDULE OF BRITISH STANDARDS, ETC**

All works must be fully compliant with the British Standards, etc within the Specification. The contractor must clearly reference where the equivalent European Union standard has been used in relation to the specific British Standards, etc below

- **BS EN ISO 9001:2015** Quality management systems.
- **BS EN ISO 14001:2015** standard for Environmental Management Systems
- **BS OHSAS 18001:2018** International Occupational Health and Safety Management Standard
- **BS EN 12608:2003** Unplasticized polyvinylchloride (PVC-U) profiles for the fabrication of windows and doors. Classification, requirements and test methods
- **BES 6001** BRE 2009 Responsible Sourcing of Construction Products
- **BS 5440** Flueing and ventilation for gas appliances of rated input not exceeding 70 kW net (1st, 2nd and 3rd family gases). Specification for the installation and maintenance of ventilation provision for gas appliances
- **BS 6375-1** Performance of windows and doors. Classification for weather tightness and guidance on selection and specification
- **BS 6375-2** Performance of windows and doors. Classification for operation and strength characteristics and guidance on selection and specification
- **BS 7950**. Specification for enhanced security performance of windows for domestic applications
- **BS 2989** Specification for continuously hot-dip zinc coated and iron-zinc alloy coated steel flat products: tolerances on dimensions and shape
- **BS 7412**. Specification for windows and door sets made from unplasticized polyvinyl chloride (PVC-U) extruded hollow profiles
- **TG20:2013** NASC Good Practice Guide for Tube and Fitting Scaffolding

# APPENDIX B



## **Folkestone & Hythe District Council**

### **Key Performance Indicators**

**for**

### **UPVC Windows and Doors Replacement Programme and Associated Works**

**Version 2 - Aug 2022**

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- 2. Resident Satisfaction with the Process**
- 3. Works started on time**
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- 5. Defects at Handover**
- 6. Contractor/site safety**
- 7. General**

<b>1</b>	<b>RESIDENT SATISFACTION WITH THE END PRODUCT</b>
<b>Purpose</b>	To determine the overall level of resident satisfaction with the end product.
<b>Definitions</b>	How satisfied the resident was with the quality of the completed work
<b>Method</b>	<p>For all works completed in a specific period, carry out a survey to determine the level of resident satisfaction using an agreed questionnaire.</p> <p><b>1A Performance Data:</b></p> <p>Resident Satisfaction Question: <i>Overall, how satisfied or dissatisfied are you with the works carried out?</i></p> $\frac{\text{Number of Satisfied Responses}^*}{\text{Total Number of Responses}} \times 100$ <p><b>1B Performance Data:</b></p> <p>Resident Satisfaction Question: <i>The quality of the completed work?</i></p> $\frac{\text{Number of Satisfied Responses}^*}{\text{Total Number of Responses}} \times 100$ <p>(*To be answered either Fairly Satisfied or Very Satisfied within the resident questionnaire )</p>
<b>Example</b>	<p>During a prescribed time period, using the agreed questionnaire, 54 residents expressed some overall satisfaction out of 60 responses received</p> <p><b>Performance Data:</b></p> $\frac{54 \text{ Satisfied Responses}^*}{60 \text{ Responses}} \times 100 = \mathbf{90\%}$ <p>(*To be answered either Fairly Satisfied or Very Satisfied within the resident questionnaire )</p>
<b>Target</b>	1A: 90% 1B: 90%
<b>2</b>	<b>RESIDENT SATISFACTION WITH THE PROCESS</b>

<b>Purpose</b>	To determine the level of resident satisfaction with the process during the works
<b>Definitions</b>	How satisfied the resident was that they were kept informed; the attitude of the workers and the time taken to complete the works
<b>Method</b>	<p>For all works completed in a specific period, carry out a survey to determine the level of resident satisfaction using an agreed questionnaire</p> <p><b>Performance Data:</b></p> <p><b>2A Performance Data</b></p> <p>Resident Satisfaction Question: <i>The communication and information you received before the work started?</i></p> $\frac{\text{Number of Satisfied Responses}^*}{\text{Total Number of Responses}} \times 100$ <p><b>2B Performance Data</b></p> <p>Resident Satisfaction Question: <i>That you were kept informed whilst the work was taking place</i></p> $\frac{\text{Number of Satisfied Responses}^*}{\text{Total Number of Responses}} \times 100$ <p><b>2C Performance Data</b></p> <p>Resident Satisfaction Question: <i>The attitude of workers and treatment of your home during the time the work was happening?</i></p> $\frac{\text{Number of Satisfied Responses}^*}{\text{Total Number of Responses}} \times 100$ <p><b>2D Performance Data</b></p> <p>Resident Satisfaction Question: <i>The time taken to complete the works to your home?</i></p> $\frac{\text{Number of Satisfied Responses}^*}{\text{Total Number of Responses}} \times 100$ <p>(*To be answered either Fairly Satisfied or Very Satisfied within the resident questionnaire )</p>



<p><b>Example</b></p>	<p>During a prescribed time period, using the agreed questionnaire, 54 residents expressed some overall satisfaction out of 60 responses received</p> <p><b>Performance Data:</b></p> <p><u>54 Satisfied Responses</u> x 100 = <b>90%</b> 60 Responses</p> <p>(*To be answered either Fairly Satisfied or Very Satisfied within the resident questionnaire )</p>
<p><b>Target</b></p>	<p>2A: 80% 2B: 80% 2C: 80% 2D: 80%</p>

3	WORKS STARTED ON TIME
<b>Purpose</b>	To measure whether the works to individual properties started on time
<b>Definitions</b>	The difference between the time when the works onsite started and the specified commencement date as per the contractor's programme and/or agreed with the resident
<b>Method</b>	<p>On a property by property basis the contractor to record actual start date as a means of reference with the agreed start date. Variances to be calculated by the contractor</p> <p>Where works do NOT start on the agreed date then to be recorded by calculating and recording the variance (ie 1 day, 2 day, etc). Where works do start on the agreed date then to record the variance as 0 days</p> <p>Using the number of properties actually started within the specified time period (month on month basis to calculate an annual total) to calculate those properties with a variance of 0 Days</p> <p><b>Performance Data:</b></p> $\frac{\text{Number of properties with variance of 0 Days}}{\text{Number of properties started}}$ <p>Then x 100</p>
<b>Example</b>	<p>The number of properties actually started this month was 45 and the number started on time (ie variance of 0 days) was 40</p> <p><b>Performance data:</b></p> $\frac{40 \text{ Number of properties with variance of 0 Days}}{45 \text{ Number of properties started}} \times 100$ <p>= 88.89% (89%)</p>
<b>Target</b>	90%

4	WORKS COMPLETED ON TIME
<b>Purpose</b>	To measure whether the works to individual properties were completed on time
<b>Definitions</b>	The difference between the time when the works onsite were completed (ie handover date from contractor following contractor QA inspections and making good defects) and the specified completion date as per the contractor's programme and/or agreed with the resident
<b>Method</b>	<p>On a property by property basis the contractor to record actual completion date as a means of reference with the agreed completion date. Variances to be calculated by the contractor</p> <p>Where works do NOT finish on the agreed date then to be recorded by calculating and recording the variance (ie 1 day, 2 day, etc). Where works do complete on the agreed date then to record the variance as 0 days</p> <p>Using the number of properties actually completed within the specified time period (month on month basis to calculate an annual total) to calculate those properties with a variance of 0 Days</p> <p><b>Performance Data:</b></p> $\frac{\text{Number of properties with variance of 0 Days}}{\text{Number of properties started}}$ <p>Then x 100</p>
<b>Example</b>	<p>The number of properties actually completed this month was 50 and the number started on time (ie variance of 0 days) was 47</p> <p><b>Performance data:</b></p> $\frac{47 \text{ Number of properties with variance of 0 Days}}{50 \text{ Number of properties completed}} \times 100$ <p>= 94%</p>
<b>Target</b>	85%

<b>5</b>	<b>DEFECTS AT HANDOVER</b>
<b>Purpose</b>	To determine the quality of works at handover carried out by the client.
<b>Definitions</b>	<p>The number of failed quality inspections expressed as a percentage of the total number of inspections carried out.</p> <p>Defects shall be defined as:</p> <p>Defective items of work that do not allow the items of work to function and/or that do not comply with the specification. This includes outstanding snagging items and minor defects. These items shall cause the property to fail the inspection.</p>
<b>Method</b>	<p>For all works carried out during a the month, ascertain the number of failed quality inspections, and the total number of inspections.</p> <p><b>Performance Data:</b></p> <p>Performance (%) quality/defects – inspections =</p> $\frac{\text{Number of Failed Inspections}}{\text{Total number of Inspections}} \times 100$ <p><i>Nb. Where a work is inspected more than once due to failure of original repair works, the subsequent inspections shall not be counted</i></p>
<b>Example</b>	<p>During a quarterly period, 8 completed dwellings failed a quality inspection out of a total of 100 dwelling inspected.</p> <p><b>Performance Data:</b></p> $\frac{8 \text{ Inspection Failures}}{100 \text{ Inspections}} \times 100 = 8\% \text{ Defects}$ <p><b>Performance Score:</b></p> $100 - 8 = \underline{\underline{92\%}}$
<b>Target</b>	5% Defects

6	CONTRACTOR/SITE SAFETY
<b>Purpose</b>	To determine the level reportable of accidents and incidents with a view to implementing remedial action to avoid reoccurrence.
<b>Definition</b>	The number of reportable accidents and/or incidents as reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
<b>Method</b>	<p>All site-based operatives should be included in the calculation. This should include directly employed contractor staff/operatives and regular sub contracting operatives. Customer and site-based administration should be included where directly employed or sub contracting employees work between sites – in these instances an average should be applied. It is permissible to exclude short-term contracting arrangements such as delivery drivers, catering etc.</p> <p>The Contractor shall keep records of injuries at work and report certain types to the appropriate enforcing authority, i.e. HSE.</p> <p>"Reportable" injuries will be used in the calculations. These include fatal and major injuries to employees, self-employed people and members of the public.</p> <p>These are classed as injuries and cause incapacity from work for more than 3 days to employees. Reportable major injuries are:</p> <ul style="list-style-type: none"> <li>• fracture other than fingers or thumbs or knee amputation;</li> <li>• dislocation of shoulder, hip, knee or spine;</li> <li>• loss of sight, temporary or permanent;</li> <li>• chemical or hot burn to the eye;</li> <li>• electric shock leading to unconsciousness;</li> <li>• unconsciousness caused by asphyxia;</li> <li>• acute illness requiring medical treatment.</li> </ul>
<b>Example</b>	
<b>Target</b>	0% Reportable accidents or incidents as defined under RIDDOR

## **7 General**

- 7.1 Performance will be monitored against the KPIs.
- 7.2 These indicators will be regularly reviewed by all interested parties including monthly progress meetings. The measures may also be compared with other Service Providers.
- 7.3 Low Service Damages of £100.00 can be sought for each occurrence where the Contractor fails to provide the works in accordance with the KPIs 1-6
- 7.4 In respect of a failure by the Contractor to provide the works in accordance with the KPIs, which continues into the next assessment interval, the Contracts Administrator may apply further Low Service Damages on the same basis for that continuing failure
- 7.5 KPIs will be expected to be correctly collated, recorded and verified by the appointed contractor and/or East Kent Housing as appropriate. To be agreed at pre-contract meeting.
- 7.6 The contractor must produce the KPI report and issue one week prior to the date of the monthly progress meetings with the Contract Administrator. Failure to do so may result in a financial penalty of £100.00 for each occasion; to be deducted from contractor's next monthly valuation.
- 7.7 The KPIs will apply for the duration of the contract period save for the period of 2 months from the Commencement Date.
- 7.8 The contractor acknowledges that the deductions made are a commercially justifiable minimum deduction based on a genuine pre-estimate of the Council of its losses resulting from the Contractor's breach.
- 7.9 A running total of all Low Service Damage charges will be kept by the Contract Administrator during the Contract Period to determine whether the Contractor has substantially failed to provide the works in accordance with the KPIs 1-6
- 7.10 Any Low Service Damage charges allocated will remain valid for a rolling 12 month period inclusive of the reporting month in which the allocation was applied
- 7.11 The threshold for a Contractor default shall be £1500.00 in which the Contractor Administrator may determine the Contract on behalf of the Council(s)

# APPENDIX C



## **Folkestone & Hythe District Council**

**Preliminaries**

**for**

**UPVC Windows and Doors Replacement Programme and  
Associated Works**

**Version 2 – August 2022**

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## **PRELIMINARIES FOR uPVC REPLACEMENT WINDOWS AND DOORS**

### **1.0 General**

#### **1.1 Scope of Work**

To undertake the replacement of existing windows and doors with uPVC window units and composite doors and in addition any associated works, including scaffolding; asbestos sampling and removal and external repairs. To be carried out on a planned annual basis to domestic properties, sheltered schemes and blocks of flats as identified by the client

uPVC windows are to be used for replacement of all existing units under this Contract.

Composite doorsets are to be used for all front doors unless agreed by the Contract Administrator. uPVC doorsets to be used for side and rear elevations unless agreed by the Contract Administrator.

Timber window replacements are excluded from this Contract.

Property schedule within Appendix E

#### **1.2 Site**

The work to be done under the Technical Specification (Appendix A) is intended to include all the general work preparatory to its execution for the compliance by the Contractor with all conditions of Contract for the plant, scaffolding, tools and licences, fees for insurances and all other matters necessary for the completion of the works satisfactorily to the true intent and meaning of the Schedules and Specification

#### **1.3 Price Adjustment**

Adjustment will be made in respect of increases or decreases in rates of wages and other emoluments and expenses, or for price fluctuations in materials and goods by applying the BCIS price adjustment from 3<sup>rd</sup> quarter 2021 onwards.

#### **1.4 Contingency and Provisional Sums**

Any contingency and provisional sums are to be at the disposal of the Contract Administrator who is to be consulted before work in connection with them is carried out. The sums are to be deducted in whole or in part as required to be used or not.

## **1.5 Site Supervisor**

The Contractor shall include within his tender rates for a Site Supervisor to keep on site at all reasonable times a competent person(s) in charge to act for him and to receive any orders or directions that may be given and such orders or directions given to the Supervisor shall be binding on the Contractor.

The role must undertake 100% post-inspections of completed works prior to handover to the Contract Administrator as well as carry out rigorous monitoring of works in progress.

The Site Supervisor/Contract Manager will be required to issue the FENSA certificates for completed units and therefore will need to be suitably qualified to undertake this role.

Written records must be kept by the Contractor for all inspections and provided to the Contract Administrator at their request

The person in charge shall be provided by the Contractor with the complete copies of the Schedule of Works and Specification provided by the Contract Administrator, which shall be kept on the works and shall produce the same whenever called upon to do so by the Contract Administrator or his Agent.

## **1.6 Resident Liaison Officer**

The Contractor must include a Resident Liaison Officer (RLO) function dedicated to this Contract within the tender rates. This function will be expected to provide excellent customer care for residents and leaseholders including an onsite presence (eg organising appointments with residents; dealing with enquiries; complaints, etc; obtaining customer satisfaction feedback, etc).

The RLO function must be contactable at all times by phone and email during normal working hours and provide effective means of being contacted out-of-hours.

## **1.7 Clerk of Works**

The Contractor shall include within the tender rates the appointment of a dedicated appropriately qualified and experienced Clerk of Works for the duration of the contract.

Key roles will include but not be limited to:

- To undertake inspections of completed works to ensure all works are signed off in accordance with the conditions of the contract. This may be done in conjunction with the Contractor
- To carry out pre-inspections of works with the contractor and agree scope of works and estimated duration at individual property/block level
- To validate programmes of work as issued by F&HDC by means of 'pre-surveys' of properties and blocks before commencement of annual programmes
- to monitor works in progress with the contractor
- to agree any variations to the contract on site (in conjunction with the CA)
- organise and attend regular site meetings to monitor progress, quality issues, etc

Due to the limited scope of this contract it is expected that the roles of Supervisor/Contracts Manager, RLO and CoW may be combined.

### **1.8 Trades to attend upon each other**

Allow for all trades to attend upon, cut away for and make good after each other, also allow for clearing rubbish from time to time as it accumulates, and removing from site. All waste must be either removed or neatly stored onsite at the end of each working day. Waste consignment notes must be provided by the Contractor and issued to the Contract Administrator in a timely manner. Re-cycling of waste must be maximized by the Contractor

### **1.9 Maintenance**

At the expiration of the Defects Liability Period of twelve calendar months as defined in the Contract, the Contractor shall make good all defects, or other faults which shall appear and which are due to materials or workmanship not in accordance with this specification, or to frost or to water penetration and damp occurring before practicable completion and as shall be specified in the Schedule of Defects issued by the Contractor Administrator.

### **1.10 Site Welfare**

The Contractor must provide, erect and maintain all necessary welfare and storage with locations to be agreed with the Contract Administrator. All to comply with current legislation including Construction (Design and Management) Regulations 2015

It is expected that welfare provisions can best be met by providing an oasis unit at each work location.

### **1.11 Programme**

The Contractor must submit a programme with at pre-contract stage and strictly adhere to this programme. The Contractor must liaise closely with the Contract Administrator regarding the programme and notify the occupants and owners of any adjoining properties of the intended programme. In order to avoid delays the Contractor shall organise the ordering of goods and materials immediately upon signing the Contract and programme the delivery of such goods and materials to site in order that there is no hold up in the work.

### **1.12 Details, etc**

The Schedule and Specification are at all times to be kept upon the works and are to be returned to the Contract Administrator on the completion of the works, without copies being kept.

### **1.13 Workmanship and Materials**

All goods and materials are to be of the best quality unless otherwise described. All goods not otherwise described are to be in accordance with European Standards or if there are none the British Standards Specification where they apply.

Where not applicable they are to be of the minimum approved standard consistent with the performance required. The work is to be carried out in the most skilful and workmanlike manner

The Contractor shall furnish the Contract Administrator with vouchers (not invoices) at his request to prove that the materials are such as specified.

#### **1.14 Protection**

The Contractor shall take all precautions to ensure that no damage occurs to the fabric or contents of the building during the progress of the works.

Any damage caused during the works shall be the responsibility of the Contractor and shall be made good forthwith. Work must be completed to leave the building weatherproof and secure at the end of the working day.

The Contractor will be responsible and be required to pay compensation to any tenant or owner for any damage or loss sustained by reason of his negligence or non-compliance of the Contract conditions

#### **1.15 Defects List**

The Contractor shall carry out all works on the defects list issued by the Contract Administrator on Practical Completion and at the end of the Defects Liability Period within two calendar months of such issue. If the Contractor fails to have completed this work by the end of this time, then the Employer reserves the right to carry out the works without prejudice or affecting his rights, powers, or remedies under the Contract and may recover from the Contractor as a debt due to the Employer, the costs and expenses to carry out the works.

If any defects are of a nature that may cause potential risk of damage to the property and/or safety of residents, visitors, etc. then these must be completed by the Contractor within 48 hours of notification by the Contract Administrator. If the Contractor fails to have completed this work by the end of this time, then the Employer reserves the right to carry out the works without prejudice or affecting his rights, powers, or remedies under the Contract and may recover from the Contractor as a debt due to the Employer, the costs and expenses to carry out the works.

#### **1.16 Water for Works**

Provide all water required for the works, pay all fees in connection with the tapping of mains and services, provide all requisite temporary pipes and fittings to the satisfaction of the Local Water Authority and make good all work disturbed.

### **1.17 Electricity for the Works**

Provide all electric power for lighting and small hand tools with all necessary distribution cables and fittings. Pay all costs therewith and make good all work disturbed. Temporary electrical installations shall conform to current Edition of the Regulations issued by the Institute of Electrical Engineers.

### **1.18 Traffic Regulations**

The contractor is to allow for complying with all Police and other traffic directions and regulations in respect of access to and exits from the site, unloading etc., in the public roads and keeping roads clear of mud and debris. He should acquaint himself with the parking restrictions on roads adjacent to the site and is to allow for conforming to such restrictions.

### **1.19 Performance**

The Contractor shall proceed with all speed in a continuous operation using due diligence and systematically working on more than one property at any one time.

### **1.20 Health and Safety**

The Contractor must comply in all respects with all current health and safety legislation including the Health and Safety at Work Act 1974, Construction (Design and Management) Regulations 2015 and his attention is drawn to these in respect to the identification, of any asbestos that may be present or suspected.

Removal and disposal of asbestos will be undertaken by others.

### **1.21 Clear away Materials**

The Contractor shall ensure that all rubbish and materials that are not required shall be immediately removed from the property daily and not left in gardens. No materials shall be left on the grounds of the block overnight or weekends.

Obtain all licences and pay all fees if rubbish skips are used on the public roads and provide all lighting.

Waste consignment notes must be provided by the Contractor and issued to the Contract Administrator in a timely manner. Re-cycling of waste must be maximized by the Contractor

**Rubbish and debris left for prolonged periods in residents gardens and on grassed areas will be contra-charged back to the contractor at £10.00 / day / location until cleared.**

### **1.22 Hazardous Waste**

The Contractor is to allow for, and arrange all necessary licences and registrations in connection with the Hazardous Waste Regulations 2005 and notify the Environmental Agency. (Site Premises Registration). COSHH: Obtain for all materials used for cleaning and ensure they are used only as recommended by their manufacturers.

### **1.23 Security**

Contractor's operatives, supervision and management must be issued with personal ID badges that clearly detail the name, company logo, main phone number and photo. These must be carried at all times and shown to residents whenever visiting properties.

Operatives' and Supervisors' clothing/uniform must clearly show the Contractor's company logo. The contractor must have a single point of contact that is accessible at all times by phone and email during normal working hours and provide effective means of being contacted out-of-hours.

### **1.24 Value Added Tax**

No allowance for value added tax shall be made in the Tender as this will be dealt with at final account stage.

### **1.25 Obligations and restrictions imposed by the Employer**

The Contractor must prevent his work people from wandering about the site except where necessary for the proper execution of the works and must make good at his own expense any damage caused thereby.

### **1.26 Limitations of working hours**

Hours of working are restricted to between 8.30am and 5.30pm Monday and Friday. The Contractors should note that weekend working is limited to Saturday mornings (8.30am to 1.00pm) only with prior consent of the Contract Administrator.

### **1.27 Plant, tools and vehicles**

Provide and maintain all necessary plant, tools, and vehicles, together with all requisite labour and materials required for the due performance of the Works and remove same on completion.

### **1.28 Fixing goods or materials**

Fixing goods or materials supplied by others is deemed to include unloading, storing, hoisting the goods and materials, and returning packing materials to supplier carriage paid and obtaining credits therefore.

All materials on the site are to be properly stored in huts or covered and suitably protected in accordance with good practice and with the manufacturer's instructions. Safeguard materials and plant against damage and theft and make good any loss or damage howsoever caused.

### **1.29 Access**

It is the Contractor's responsibility to arrange access to allow him to carry out the works, but the Contract Administrator should be asked to mediate if real problems arise.

The Contractor shall be responsible to contact residents at least 7 days in advance by letter as a minimum to inform them of proposed dates for undertaking work.

### **1.30 C.F.C. Gas**

The use of products containing C.F.C. gas propellants will not be allowed

### **1.31 Completion**

Upon completion, clear away all debris, surplus materials, site welfare facilities and leave properties and site areas in a clean and tidy condition to the satisfaction of the Contract Administrator.

### **1.32 Contractor's Code of Conduct (Onsite)**

Please let residents know if you're going to be late arriving or unable to attend that day. Do this as soon you can. This gives them the opportunity to select an alternative appointment.

Make sure your power tools are fully charged or charging.

Drive carefully in and around our neighbourhoods; park considerately, not causing damage to grass verges, or causing an obstruction.

Arriving at the door

- Introduce yourself stating:
  - Your name
  - Your Company Name
  - An outline of what you've come to do.
  - Show your formal identification badge to the resident before entering the home.
  - Let the Resident know if you're a trainee. (Trainees must always be supervised on site).
  - Explain clearly what the work will involve, which rooms you'll go in, what they need to do to help you, and how long it will take.

Your power tools must be sufficiently charged for the work. If on the rare occasion they're not, ask permission if you need to use gas, water and electrical supplies. Where the

resident gives permission, be clear how you will repay the cost to the resident and agree the amount. The same principles apply to the use of a resident's phone or internet facility. Always ask permission before you use the resident's bathroom or kitchen facilities. Where there is a risk of damage to, for example, plants or fencing, tell the resident before works starts.

The following behaviours will not be accepted by the Contract Administrator:

- Language the resident finds abusive or offensive
- Behaviour the resident finds rude, obstructive, unhelpful or aggressive
- Criticising another's workmanship
- Playing loud music
- Using of the resident's equipment, e.g. kettle or microwave (unless offered)
- Harassment of any kind – this includes over-familiarity, sexist behaviour, derogatory or racist comments, intimidation of any kin
- Insensitivity towards disability, vulnerability or specific needs
- Asking questions not relevant to completing the task
- Smoking at any time whilst working on site
- Working under the influence of alcohol or drugs
- Excessive use of mobile phone for personal reasons.
- Carelessness with sharp tools, electrical equipment or toxic substances.
- On the Job: Getting permission to go next door
- Don't trespass onto neighbouring property to complete repairs. You must first get permission from the adjoining owner or resident of that property.

On the Job: Security and Safety of the Home

- You're responsible for security where the resident leaves you on site alone.
- Do not leave doors and windows open unnecessarily. This is a security issue but it also causes draughts.
- If, during work, the condition of the property becomes dangerous, you must immediately inform:
  - The resident and or his/her family
  - The Contract Administrator
- Pay particular attention to the safety of young children, the elderly and disabled. This duty of care extends to all persons likely to be affected (i.e. residents, visitors, neighbours, the general public, etc.).

On the Job: Overnight



- You must leave the property, inside and out, tidy and safe overnight.
- You must remove surplus materials and rubbish regularly, preferably daily.
- You must stack ladders away securely and clear away all tools.
- Reconnect and test all services so that they're left working normally for the resident.
- There should be no ingress of wind or water.
- Before leaving, give the resident your company's emergency phone number.

#### On the Job: Damage Done?

- If, during your work, the Contractor damages something belonging to the resident, let them know immediately and apologise. Also inform your Project Supervisor.
- The Contractor must make good the damage caused within 10 days. If necessary, the Contractor shall replace or pay compensation for such items, subject to the agreement of the resident. The resident should notify East Kent Housing of such incidents on the day that they occur.
- The Contractor shall inform East Kent Housing of all such incidents and keep a written record of it.

#### Job finished: Clearing Up.

- The area where the works have been undertaken must be left in a clean and tidy condition.
- Remove dust sheets and vacuum clean the affected rooms.
- You must not leave any rubbish in and around the home or on site on completion of the works. Remove ballast, sand, etc., and sweep and wash down the area.
- Put back any furniture, fixtures and fittings you moved to their original location.

#### Job finished: Resident Informed and Satisfied?

- Check all the services are in a safe and working condition.
- When you've tidied up and are almost ready to go, find the resident and explain exactly what you've done. Make sure they are clear on what happens next, such as:
  - What follow on works are necessary – and exactly who will be doing this
  - Tell them who to contact if there's a problem.
  - Ask if they have questions and are satisfied with the work and the way you've tidied up. Attend to any minor issues there and then.

### **1.33 Asbestos**

The Contract Administrator to provide asbestos information prior to commencement of the works to the successful contractor.

Any suspected asbestos product, the Contractor must cease works immediately and inform the Contract Administrator. The contractors responsibly for any asbestos product cesses at this point.

### **1.34 Site Records**

The Contractor shall provide and record comprehensive information registering details of any works undertaken into the site log book

Information must contain any relevant certification to meet statutory requirements, QA inspection checklists, etc

### **1.35 Building Control, Planning Applications**

At the request of the Contracts Administrator, the Contractor shall produce and issue all Building Control and Planning applications to the relevant Council(s) to gain approval for works where required.

These must be organised by the Contractor to ensure that they are in line with achieving the successful delivery of the annual programme of works.

All costs payable to the respective Councils for the application process to be borne by the Client.

### **1.36 Site Survey**

The contractor shall, before commencing any work on site, take all necessary measurements over the site and inform and agree any discrepancies with the Contract Administrator.

### **1.37 Handover Packs**

The Contractor shall provide comprehensive information to form a Handover Pack for each property on completion of the works including QA inspections by the Contractor; making good of any defects/snags and sign-off by the Clerk of Works/CA.

Information must contain any relevant FENSA certification to meet statutory requirements, QA inspection checklists, resident satisfaction questionnaires, etc

### **1.38 Customer Satisfaction**

Customer Satisfaction shall be measured for all completed works using F&HDC standard suite of questions. The format of the questionnaires shall be agreed with F&HDC and may be subject to change over duration of the Contract. The residents must complete the questionnaires independently of the Contractor being in attendance.

Means of issuing, collating and reporting to be agreed with the contractor but shall be one of the following options:

1 – contractor issue hard copies to residents; posted back to contractor for data entry into online reporting tool (Survey Monkey)

2. – contractor to give out hard copy surveys to resident not online; contractor collect and manually input to Survey Monkey and collect mobile phone numbers of those online for F&HDC to send surveys to (online surveys automatically recorded in Survey Monkey)

### **1.39 Communication**

The tender rates must include for all means of providing effective and regular communication to residents affected by the works.

This will take the form of letters sent to individual residents to each property based on as a minimum:

- To make an appointment to undertake survey for purposes of measuring new units for manufacture; agreeing resident choice for door options, etc. All to be recorded and signed by resident prior to manufacture.
- To make appointment to carry out the works phase (14 days notice or as agreed with the Contract Administrator)

An approval process for all letters and communication process for the duration of the contract between the contractor and the Contract Administrator.

Where appropriate the Contractor will be expected to attend resident meetings, at the request of the Contract Administrator, for which these may be outside normal working hours

The contractor shall provide logos, photos and regular updates that F&HDC can use for publicity through their website, publications and social media

### **1.40 Site Sign Board**

#### **Name Board:**

Obtain planning approval for and provide a suitable temporary name board displaying information as follows:-

#### **Name Boards/Advertisements:**

Contractor's/ subcontractors' name boards will be permitted in approved position(s) and form, and subject to any required consents. Advertisements will not be permitted.

The Contractor is to provide 1 no. approved sign written sign board to be positioned vertically on and including suitable framing and supports.

The Contractor is to erect the signboard within the first month of commencing on site, and maintain it throughout the contract period.

Information to be provided and approximate dimensions of each section is as follows:-

- a) The name and address of the F&HDC, with logo, size 2438 x 1291 mm.
- b) The name and address of the Main Contractor, size 2438 x 610 mm.
- c) Brief description of the works proposed, size: 2438 x 610 mm.
- d) Fix external funding agency sign board if requested, size 2438 x 610mm.
- e) Space for Contractor's Sub-Consultant's boards.

Upon completion take down and clear away, including carefully removing signs and returning to the Client and Consultants in good condition.

The Client retains all advertising rights and no other notice, advertisement or display is to be exhibited without the written authority of the CA.

The Contractor is to allow for 1 No advertising board per year of the contract and allow for storage of the site board when not in use.

#### **1.41 Validation of Surveyed Properties**

The contractor will be responsible for undertaking some validation of existing stock condition data used for the purposes of identifying properties for uPVC window and door replacements.

Data will be provided (in Excel) by the Contract Administrator including those highlighted as requiring validation within Appendix E. The Contractor will be expected to inspect the age and condition of the existing windows and external doors as well as record the quantity and material used. Data to be returned to the Contract Administrator no later than 14 days after completion of the validation works to each property in Excel (format to be agreed by Contract Administrator)

#### **1.42 Data & Information Provision**

The Contractor will provide the following data to the Contract Administrator in Excel format. This list is not exhaustive. Final data and information requirements to be agreed at the Pre-Contract Meeting and will be subject to review

- **Monthly**
  - KPI statistics
  - Valuations with detailed breakdowns by Property or Block
  - Contractor Reports (inc updated Programme with actual and planned dates at Property/Block level; Issues Log. Risk Log; Cashflow Forecast, etc)
- **Weekly**
  - Schedule of completed properties ready for handover/sign-off
  - Schedule of properties to start works on site
- **Ad hoc (as and when arise)**
  - Variation requests
  - Complaint responses as requested by the Contract Administrator



# **Folkestone & Hythe District Council**

## **Design Phase Health & Safety Plan**

**for**

**UPVC Windows and Doors Replacement Programme and  
Associated Works**

**August 2022**

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## 1.0 Design Stage Health and Safety Plan

### 1.1 Overview

- 1.1.1 In this design stage health and safety plan, each of the following topics have been considered and information has been included where the topic is relevant to the work proposed. This plan will provide information for those planning or bidding for the work and for the development of the construction phase plan. **The level of detail in this plan is proportionate to the risks involved in this project.**

### 1.2 Description of the project

#### 1.2.1 Project description and programme details including any key details.

- PROJECT DESCRIPTION: The work comprises of the removal of existing windows and doors; installing replacement uPVC windows and doors and associated works
- PROJECT LOCATION: Various - domestic properties and blocks located within the boundary of Folkstone & Hythe District Council
- PROJECT START DATE: Work is expected to **start Oct 2022**
- CONTRACT PERIOD: This project is expected to be completed **31 March 2025** with option to extend for further **24 months** as determined by the Contract Administrator
- STATE MINIMUM TIME ALLOWED BETWEEN APPOINTMENT OF PRINCIPAL CONTRACTOR AND THE COMMENCEMENT DATE: 4 weeks

#### 1.2.2 Details of client, Principal designers, Principal Contractor and other consultants

- Client(s) Folkestone & Hythe District Council  
Civic Centre  
Castle Hill Avenue  
Folkstone  
Kent  
CT20 2QY
- Principal Designer Folkestone & Hythe District Council  
Civic Centre  
Castle Hill Avenue  
Folkstone  
Kent  
CT20 2QY  
Contact:
- Principal Contractor (Insert name and details and contact no.)

1.2.3 The proposed works are to domestic properties and blocks of flats and therefore will not be used as a future workplace.

1.2.4 Extent and location of existing records and plans relevant to the project.

- Records of recent maintenance works carried out at the properties are held by Mears Limited, who carry out responsive maintenance and void works to the properties.

## **2.0 Client's considerations and management requirements**

### **2.1 Management structure and responsibilities**

- 'To be agreed' – successful contractor must appoint a dedicated site/contract manager and will be the first point of contact on site. Contractor must provide First Aid trained staff

2.1.1 Planning and managing the construction works and health and safety goals for the project

- To carry out the specified works without placing risk on site users and operatives.
- To minimise the risk to occupants of the domestic properties.
- Health and Safety is constantly monitored and any issues arising on site to be relayed back to the Contract Manager straight away, in order to review the Health and Safety Procedures in place.
- Minimise risk by obtaining Risk Assessments from the Contractor and Method Statements stating how the works will be carried out.
- Ensure Health and Safety Procedures and Risk Assessments are reviewed regularly to improve systems of work and minimise risks.
- Ensure there is a procedure in place for accident reporting.



### 2.1.2 Communication and liaison between client and others

Communication between all parties will be carried out by:

- Telephone calls
- Emails
- Site meetings
- Site inspections
- Informal meetings
- Formal meetings
- Site instruction notepads

### 2.1.3 Security of site

- Ensure all materials are stored securely and in the correct manner
- Ensure all tools are taken away from site at the end of each working day
- Ensure all skips are fenced off and protected from the general public
- Ensure properties are left in a secure way before leaving the premises

### 2.1.4 Welfare provision

- The principal contractor should provide welfare facilities required for the proposed works across the various locations agreed with the Contract Administrator.

2.1.5 Requirements relating to the health and safety of client's employees, customers and others involved in the project

Site hoarding requirements	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
Site transportation arrangements or vehicle movement restrictions	<ul style="list-style-type: none"> <li>• To the various sites some of the approach roads may be narrow carriageways and others are busy. Deliveries will need to be carefully planned. Children playing in streets around the site, particularly in the school holidays, to be managed. Works vehicles not to obstruct the normal traffic in the area of the site</li> </ul>
Permit to work systems	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
Fire precautions	<ul style="list-style-type: none"> <li>• Programme any work to ensure everyone understands the need to reduce the outbreak of a fire.</li> <li>• Ensure everyone can be alerted and escape in the event of a fire and there is adequate means of calling the Fire Brigade in an emergency.</li> <li>• Reduce the use of materials and methods of working which are a fire risk.</li> <li>• Keep flammable liquids in suitable closed containers, keep the quantity at the workplace to a minimum.</li> <li>• Remove rubbish regularly and at the end of the working day, place solvent soaked rags or other flammable waste in closed fire-resisting containers.</li> </ul>
Emergency procedures and means of escape	<ul style="list-style-type: none"> <li>• Ensure emergency procedures are in place and included in training and any tool box talks</li> <li>• At least two operatives shall be engaged on work where the working platform is more than 2 metres above ground level. Access for emergency services shall not be restricted by stacking materials or locating skips close to the scaffold</li> <li>• Ensure the correct line of communication is used in an emergency</li> </ul>

	<ul style="list-style-type: none"> <li>As work are external only to domestic properties use fastest means of escape and ensure these are clear of rubbish and debris where reasonably practicable</li> </ul>
'No-Go' areas	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
Confined spaces	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
Smoking and parking restrictions	<ul style="list-style-type: none"> <li>No smoking on site, only in a separate designated area away from flammable liquids or materials.</li> <li>Ensure driveways and paths are not blocked.</li> </ul>

### 3.0 Environmental restrictions and existing on site risks

#### 3.1 Safety hazards including:

Boundaries and access	Caution should be taken when using roads for access to the various sites.
Restrictions on deliveries and waste or storage	<ul style="list-style-type: none"> <li>Materials to be stored in an appropriate manner. An area for compound to be agreed if required.</li> <li>Deliveries to be planned ahead to reduce traffic issues and access problems</li> </ul>
Adjacent land uses	<ul style="list-style-type: none"> <li>Care to be taken throughout the works ensuring consideration of neighbouring properties</li> <li>Consider footpaths and make sure these are accessible for the general public and site users</li> </ul>
Existing storage for hazardous materials	<ul style="list-style-type: none"> <li>Not provided as work is for domestic properties</li> </ul>
Location of existing services	<ul style="list-style-type: none"> <li>Contractor to inspect site before commencement of work and inform the clients agent of any issues that may arise from existing services</li> </ul>
Ground conditions	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>

Existing structures	<ul style="list-style-type: none"> <li>• Various –properties are predominately of traditional construction but some systems built properties</li> </ul>
Previous structural modifications	<ul style="list-style-type: none"> <li>• Designer to be informed of any modifications which will adversely affect the proposed works</li> </ul>
Fire damage, shrinkage, or poor maintenance which may have affected the structure	<ul style="list-style-type: none"> <li>• Fire damage not applicable</li> <li>• If there are maintenance issues then the Designer should be contacted so that these issues can be dealt with appropriately</li> </ul>
Difficulties relating to plant and equipment	<ul style="list-style-type: none"> <li>• Any hired equipment should request maintenance inspection records from hire companies/sub-contractors etc when they arrive on site</li> <li>• Ensure regular maintenance inspections are undertaken.</li> </ul>
Health and safety information contained in design or construction	<ul style="list-style-type: none"> <li>• Please see section 6 for health and safety information relating to proposed works.</li> </ul>

### 3.2 Health hazards including:

Asbestos	<ul style="list-style-type: none"> <li>• The Principal Contractor will be provided with available asbestos reports by the Designer in advance of works commencing.</li> <li>• The Principal Contractor may be required to organise appropriate asbestos survey and reports where no report available</li> <li>• If asbestos is found or suspected on site then the <b>Designer should be notified immediately and works should be stopped.</b></li> <li>• If the suspect asbestos material does require removal this will be <b>organised by the Contract Administrator</b> who will appoint a licensed asbestos contractor to remove and dispose of the material of in the correct way</li> </ul>
Existing storage of hazardous materials	<ul style="list-style-type: none"> <li>• Not applicable as these are domestic properties</li> </ul>

Contaminated land	Not applicable
Existing structures containing hazardous materials	<ul style="list-style-type: none"> <li>• If there are existing structures containing hazardous materials that are linked to the proposed works, the Designer should be notified immediately to attend a site visit and propose a suitable way of resolving the problem</li> </ul>
Health risks from client's activities	<ul style="list-style-type: none"> <li>• Manual handling</li> <li>• Noise and vibration</li> <li>• Exposure to UV radiation from the sun</li> <li>• Working from height</li> </ul>

#### 4.0 Significant design and construction hazards

Significant risk identified in design	No further significant hazards have been identified that are not included in section 2, 3 and 6.
Arrangements for co-ordination of ongoing design work and handling design changes	<ul style="list-style-type: none"> <li>• Principal Contractor to inform Designer of any significant changes to the proposed works</li> <li>• Designer to inform Principal Contractor of any significant changes to the proposed works</li> <li>• Any variations to be cleared between all parties before carrying out the works</li> <li>• Ensure regular site visits are organised to make sure communication is clear between all parties</li> </ul>
Information on significant risks identified during design	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
Materials requiring particular precautions	<ul style="list-style-type: none"> <li>• Glazing units – risk of breakage</li> </ul>

## **5.0 The Health and Safety File**

5.1 The health and safety file format and layout will be the responsibility of the Principal Designer; however, the Principal Contractor will be expected to provide the information to be contained in the file at the end of each property.

**For the avoidance of doubt** this is not on the completion of a street or area, and will be provided before any monthly payments are authorised.

## **6.0 General Construction Health and Safety Issues**

### **6.1 Working at Heights**

6.1.1 In accordance with the Working at Height Regulations 2005, all work at height must be properly planned, supervised and carried out safely. Ensure risks from WAH are assessed and appropriate work equipment used. In accordance with HSE guidance: Avoid working at heights where possible.

Where work at height cannot be avoided, use work equipment or other measures to prevent falls (eg scaffold).

6.1.2 Issues to consider if work at height is necessary will include:-

- Scaffold erection/dismantling by trained competent operatives. No modification to be made by unauthorised personnel.
- Provision of safe ladder access. Ensure ladders are secured and use restricted to access provision and works of short duration.

### **6.2 Lifting Operations**

6.2.1 Lifting operations must be planned, supervised and carried out by trained, competent persons. 'Lifting plans' should be prepared taking into account issues such as weight/shape of load, ground conditions, adjacent structures, etc. Loads must not be lifted or suspended above operatives.

### **6.3 Slips, Trips and Falls**

6.3.1 The sites should be kept in good order-clean, tidy and well organised. Pedestrian routes and workplaces should be kept free of obstruction and materials should be stored in a safe and accessible manner. Waste should be removed from the work areas as work proceeds and at the end of the working day.

### **6.4 Working in the Sun**

6.4.1 Ultraviolet rays in sunlight cause sunburn, skin blistering and may lead to skin cancer. Wear suitable clothing including head protection and use sunscreens on exposed

areas. Skin should be checked regularly and medical advice sought regarding any skin changes of abnormalities.

## **6.5 Noise**

- 6.5.1 In though the average accordance with the Control of Noise at Work Regulations 2005,
- 6.5.2 You must estimate the level of noise employees are exposed to.
- 6.5.3 Any equipment that exceeds peak sound pressure of will require the use of hearing protection even daily exposure level may not be exceeded.

## **6.6 Dust**

- 6.6.1 Dust will be created during the construction works which, as well as being harmful to operatives may create environmental nuisance to local residents. Risk assessment should be undertaken in accordance with COSHH regulations and suitable PPE and RPE provided to operatives to avoid inhalation. The raking out of mortar joints is to be carried out mechanically. Angle grinders and drills used to be fitted with dust extraction facilities and screen off working area will mitigate dust generation.

## **6.7 Hand-Arm Vibration**

- 6.7.1 When using angle grinders, drills, etc. manufacturer's guidance should be followed with regards to permissible usage times, vibration damper tools should be used and job rotation implemented whenever possible.

## **6.8 Manual Handling**

- 6.8.1 Where possible, avoid manual handling of heavy or awkwardly shaped objects and utilise mechanical lifting methods. Where it is not practicable to avoid use of objects over 20kg, provision should be made for mechanical handling or for handling by two operatives. All operatives should be trained in basic manual handling techniques and, following risk assessment, information on any residual risk should be conveyed to operatives and reinforced with toolbox talks.

## **6.9 Working with Cement**

- 6.9.1 To prevent dermatitis and cement burns, suitable PPE must be worn when handling wet cement and adequate welfare facilities provided on site including provision of hot and cold running water, basins in which forearms can be immersed, soap and towels. Operatives should be encouraged to report any occurrence of dermatitis and a competent person should carry out regular skin inspections where there is residual risk.