Service Specification

Property Safety Servicing, Maintenance, Repairs & Remedial Actions at Grace House

SECTION 1 - Description of Works and Lots

1. Introduction

This is the Service Specification for the procurement of a Property Safety Service Provider for Central & Cecil's scheme Grace House, 26 Lodge Road, London, NW8 7ER in London. Central & Cecil Housing Trust is a subsidiary of Aster Group.

The Contract is for an initial term of 4 years, with an optional 1 year + 1 year extension.

The Contract will cover servicing, maintenance, repairs and remedial actions for the communal heating plant, fire safety related equipment, communal M&E equipment and water safety management. The Contract will also cover provision of a weekly on-site presence to complete servicing tasks and repairs.

The annual remedials requirement has an estimated value of £60k. Central & Cecil also reserves the right to seek alternative quotes or to appoint other suppliers for any of the services Central & Cecil deem necessary.

Grace House is a high rise sheltered housing scheme, that falls under the Building Safety Act, with a total of 13 storeys and an underground car park in North West London. It was built in 2022 and there are 170 flats of mixed tenure and extensive shared and communal spaces.

All works orders, certificates, approvals and payments are managed through Central & Cecil's Contractor Portal (ROCC) management systems. This requires dedicated resources to manage on the contractor's side which must be taken into account within the pricing. Support and training will be provided by Central & Cecil throughout the contract duration. Details of ROCC requirements can be found in ***Section 2.***

Central & Cecil holds its stock data electronically against Unique Property Reference Numbers (UPRNs). These include communal areas and dwellings (flats.)

Volume of work may fluctuate throughout the duration of the contract term. All changes to the asset register will be made by Central & Cecil as and when it feels they need to be made. Bidders are asked to bear this in mind when considering their proposals. A full asset register is provided in ***Section 4*** of this document, containing information on the building assets and their location.

The initial remit of servicing under these contract agreements will be restricted to servicing elements for the asset register as provided in this document. Central & Cecil retains the right to add/remove elements from the asset register as required throughout the life of the Contract.

Central & Cecil's aim is to have works delivered through a simple and clear Contract and cost model. Central & Cecil wants to develop dynamic contract relationships, where contractors work proactively with Central & Cecil to drive the quality of service up and deliver cost efficient outcomes.

The commercial (contract payment) model is based upon a fixed services cost with supplementary use of a Schedule of Rates and dayworks for additional works, when required.

Annual pricing reviews form part of this proposal and are set at no higher than September CPI values. Further information regarding this can be found in ***Appendix B – Pricing Model.***

The 1-year extension clauses will be exercised solely at the discretion of Central & Cecil Group, and any offers to extend will be done so under the pre-existing conditions of this Contract.

2. Central & Cecil's Service Requirements

Central & Cecil have named this procurement project Property Safety Servicing, Maintenance, Repairs & Remedial Actions at Grace House. The contract will provide servicing, maintenance, repairs and remedial actions for the communal heating plant, fire safety related equipment, communal M&E equipment and water safety management.

2.1.1. Servicing & Maintenance (PPM's)

The following services will be required:

Service	Frequency
Fire Safety Related Equipment	
Emergency Light Testing	Monthly
Emergency Lighting - Annual Discharge Test	Annual
Weekly Fire Alarm Bell testing	Weekly
Fire Alarm Servicing and Maintenance	Quarterly
Weekly Visual Sprinkler System Inspection	Weekly
Communal Sprinkler Systems Maintenance	6 Monthly
Residential Sprinkler System maintenance	Annual
Automatic Smoke Vents Maintenance	6 Monthly
Smoke Control Maintenance	6 Monthly
Dry Risers Maintenance	6 Monthly
Fire Fighting Equipment Maintenance	Annual
Refuse Chute with Automatic Fire Shutter Door Maintenance	6 Monthly
Fire Damper Maintenance	Annual
Communal Heating Plant	
Communal Gas Servicing	Annual
ASHP Maintenance	6 Monthly
BMS System service	Quarterly
HIU Servicing	Annual
Sump Pump Service	6 Monthly

Generator - Major Service	Annual (6 months between major & minor service)
Generator - Minor Service	Annual (6 months between major & minor service)
Quarterly Generator Check	Quarterly
Heating System Chemical Analysis	Annual
Heating Pumps and Pressurisation Unit Service	Annual
Cold Water Booster Pumps Service	Annual
Plant Room Inspection	Quarterly
Solenoid Check	Quarterly
Weekly Plant Room Check	Weekly
Communal M&E Equipment	
Communal Air Handling Unit Service	6 Monthly
Air Conditioning Unit Service	6 Monthly
TM44 Air Conditioning Assessment	5 Yearly
Lightning Conductor Testing	Every 11 Months
Davit Arms servicing and maintenance	6 Monthly
MVHR servicing for dwellings	Annual
Solar PV Maintenance	Annual
Communal Electrical Testing	Annual
Dwelling Electrical Testing	5 Yearly
Portable Appliance Testing (PAT)	Annual
Water Safety Management	
Water Risk Assessments (WRAs/LRAs)	Biennially
Enhanced Water Risk Assessments (ELRAs)	Ad Hoc
Calorifier/Hot Water Cylinder Maintenance	Annual
TVC & Legionella Sampling	Annual
UV Unit Service	6 Monthly

Cold Water Storage Tank Inspection and Clean	Annual (6 months between inspection and chlorination)
Cold Water Storage Tank Maintenance and Chlorination	Annual (6 months between inspection and chlorination)
Communal Showers Maintenance	Quarterly
Expansion Vessel Flush & Purge	6 Monthly
Point of Use Water Heater (POU) Maintenance	6 Monthly
Monthly Temperature Monitoring	Monthly
TMV Maintenance	6 monthly
Water Feature Weekly Checks	Weekly
Water Feature Annual Maintenance	Annual
Weekly Flushing of Little Used Outlets	Weekly

2.1.2. Remedial Works, Repairs, Upgrades and Installations

The following will be required:

- Repair, remediation and replacement of fire safety related equipment, heating plant, communal M&E equipment and water safety related remedials.
- A weekly on-site full day attendance for completion of any required tasks.
- Other ad hoc works which will be charged under day-work rates or SOR.
- An out of hours and emergency repair service for fire safety related equipment, heating plant and communal M&E equipment.
- Design & specification, installation, commissioning of new or replacement equipment as determined by pre-agreed quotation, scope, and requirement.
- Remediation/alteration of all associated building works and electrical systems.

Technical specifications for all services can be found in ***Section 3*** of this document.

2.1.3. Servicing & Maintenance (PPM's)

Bidders are asked to provide within their proposals, methodology for carrying out the requirements set out in this document. Bidders will need to consider the requirements of each fully, before submitting their returns.

An asset register will be issued by Central & Cecil at contract launch stage along with contact information and access arrangements for the site and assets.

The desirable outcome for all service visits is that a satisfactory worksheet is issued following a single visit.

All servicing works are to be delivered against time thresholds as specified within this document which will form part of the KPI suite of these contracts.

All works & services are to be carried out against the specifications listed in ***Section 3*** of this document. Deviation from these specifications is strictly prohibited unless written consent is given by the Contracts Manager.

Service visits will be raised by Central & Cecil and sent through to suppliers via its contractor portal.

Each service visit will be assigned a job number and delivery priority based on month, with final certification due no later than the 28th. Servicing paperwork should be loaded via the contractor portal.

The priority on each job will determine the delivery KPI.

Servicing delivery KPI's will be measured monthly.

2.1.4. Remedial Works, Repairs, Upgrades and Installations

Remedial works are identified either through the servicing activities, risk assessments or through other means as identified and specified by Central & Cecil. Faults will also be reported via Central & Cecil's contact centre by both site staff and Central & Cecil's customers. All repair works are to be delivered against time thresholds as specified within this document which will form part of the KPI suite of these contracts.

- Repair visits will be raised by Central & Cecil and sent through to suppliers via its contractor portal. If the job is an emergency or out of hours job, Central & Cecil will also make a phone call to alert the Contractor to the job.

- Each repair job will be assigned a job number and delivery priority based on its urgency (***See Table 2***).

- The priority on each job will determine the delivery KPI.

- Repair/ remediation delivery KPI's will be measured monthly.

- Large scale project work will be managed independently of the contract KPI's to pre-determined contract deliverable, bespoke to each project.

- Repairs and remedial work may be completed during the weekly scheduled on-site time but only if this complies with the repair delivery priority.

Remedials from service or risk assessment visits will be listed on a separate job sheet, under a new job number. It must be implicitly stated that corrective works have taken place and that all faults have been rectified, and if any outstanding work remains.

To comply with delivery KPIs, the Contractor shall ensure their operative(s) carry a range of tools, suitable access equipment, equipment access keys, calibrated test instruments and any other necessary equipment. The Contractor shall have access to the relevant supply

chain to source all required parts and directly arrange manufacturer visits on behalf of Central & Cecil if required.

2.1.5. Building Safety Considerations

Grace House is categorised as a higher risk building under the Building Safety Act 2022 (the Act) with a building safety case in place. The Contractor will be expected to work with Central & Cecil to fulfil any requirements under the Act and any requirements of the Building Safety Regulator (BSR.)

In particular, this will include ensuring Central & Cecil can comply with any mandatory occurrence reporting to both the London Fire Brigade and the Building Safety Regulator. This will require a mechanism to alert Central & Cecil immediately to any occurrences that require reporting which includes key items of equipment being out of service either to be repaired or for planned activity.

There is a change control process in place for the building. Any changes to the building will need to be reviewed by Central & Cecil to evaluate any impact on the building safety case. In addition, the BSR gateway process will need to be complied with for any relevant changes/ works.

As the BSR develop responsibilities and policies, requirements and obligations may change so the Contractor should be prepared to adapt processes as necessary. Any changes will be agreed in Contract Meetings.

2.1.6. Further Considerations

NOTE – Central & Cecil is continually revising their ways of working so as to provide a more efficient and streamlined service for its customers. Central & Cecil may require improved quality, or more advanced services, due to legislative changes and any regulations that may be updated. Any amendments will be discussed through the regular contract meetings and agreed through the contract management processes.

The Contractor is expected to exercise politeness, confidentiality and discretion during the course of the maintenance work. Results of any service may only be divulged to Central & Cecil's representative and other persons nominated by Central & Cecil.

The Contractor must ensure that all employees working for the Contractor and any persons servicing the Contractor behave in a responsible and respectful manner at all times. This includes the wearing of suitable clothing and identity passes.

2.1.7. Access arrangements

Assets will be located in either a dwelling or communal area. Specific access details will be communicated to the Contractor at the beginning of the Contract and throughout if there are any changes.

Visits to single dwellings will remain the responsibility of the service provider to arrange within the scope of their own scheduling capability, using details supplied by Central & Cecil.

All available contact details, key safe codes and key requirements will be available on the ROCC system. Central & Cecil's teams are also available for any issues which may arise.

The access attempt procedure is as follows:

- Bookings must be made in advance of the due date, giving ample time for resolution if contact with the customer or site staff cannot be made, ensuring compliance with the due date.
- For major works that require access to multiple flats, an appointment date for the work should be agreed with Central & Cecil and should not be less than 2 weeks from the day notice is given to allow time to communicate to residents.
- Contact attempts are to be made on three separate occasions to organise access arrangements. The contact attempts must include at least 1 in person visit to the property, leaving a calling card.
- Details of the contact (dates, times & relevant numbers or e-mail addresses) to be evidenced via the Contractor Portal.
- If after three occasions still no date has been booked, these cases should be flagged as 'No Contact' and escalated back to Central & Cecil for resolution.
- Once Central & Cecil has resolved the issues, the updates will be communicated via the Contractor Portal.
- If the Service Provider reports a 'No Access' after attending site, they must call the contact details provided whilst on site and take a photograph of the front door.
- If the Service Provider has had 2 'No Access' visits with associated failed contact attempts, these cases should be flagged and escalated back to Central & Cecil for resolution.
- Once Central & Cecil has resolved the issues, the updates will be communicated via the Contractor Portal.

Normal Daytime Hours are defined as 8am to 5pm Monday to Friday excluding Statutory and Bank Holidays. Please note there will be no additional costs applicable to Central & Cecil outside of normal working hours for servicing, as some customers may require visits outside the normal daytime hours.

All Contractor employees, at the Contractor's expense, be provided with identification passes which meet the minimum acceptable standards of Central & Cecil. The passes shall contain a current photograph of the recipient together with their name, and the name of the company by which they are employed. The passes should be encapsulated for protection and be available for inspection by premises staff or customers at any time while the operative is on site.

The Contractor is to supply suitable access equipment required to gain safe access to all equipment. The Contractor shall supply all access equipment, including ladders, platforms, MEWPs and mobile units etc., to gain access to all plant and equipment at the site. The Contractor shall ensure that their operatives are fully trained and competent to use the access equipment required.

2.1.8. Contractor Competency

Contractors are asked to rely on their own technical expertise to make dynamic assessments of site conditions and arrangements. In instances where prospective contractors feel that the service specifications contained within this document are unsuitable, individual variations to specification must be agreed in writing prior to any work being carried out.

All personnel carrying out work to satisfy the requirements in this contract must be deemed qualified, competent, and approved to do so. All personnel must be deemed qualified and competent to carry out work they are assigned under this Contract. Where Contactors sub-

let elements of the work; they must ensure their Sub-Contractor meets the minimum standards.

Formal confirmation of the level of experience and training of the operatives working under this Contract is required. Central & Cecil will request an engineer training matrix which will need to detail all operatives that may work on the contract. This will need to be maintained by the service provider and when updated, revised copies sent to the Contract Manager. This will also include when any new operative is added. Central & Cecil reserves the right to question the competency of an operative working on the Contract and if not satisfied that they are competent to carry out the works set out as part of this contract, reserve the right to request that they are not to attend Central & Cecil sites.

The Contractor shall provide supervisory staff to regularly monitor the performance and quality of the work of its operatives.

2.1.8.1. Fire Safety Related Equipment– Minimum Standards

Personnel working with fire safety related equipment will need to be appropriately qualified and competent to do so. Competency will need to be demonstrated in:

- Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- Relevant British Standards which include:
  - BS5839-6: 2013 Fire detection and fire alarm systems for buildings - Code of practice for the design, installation, commissioning and maintenance of fire detection and fire alarm systems in domestic premises.
  - BS5306 Fire extinguishing installations and equipment on premises.
  - BS9990: 2015 Non automatic fire-fighting systems in buildings. Code of practice.
  - BS7346-8: 2013 Components for smoke control systems - Code of practice for planning, design, installation, commissioning and maintenance.
  - BS EN 50172:2004 & BS 5266-8:2004 Emergency escape lighting systems
  - BS9251 Fire sprinkler systems for domestic and residential occupancies. Code of practice.
  - BS9991:2024 & BS9999: 2017 Fire safety in the design, management and use of buildings. Code of practice

All bidding contracts must be able to demonstrate that all of their work (whether carried out directly or via a subcontractor) is completed in line with:

- Industry standards for electrical works (e.g.BS7571, BS7671 and IEE wiring regulations (or EU equivalent).

- Industry best practice standards.

All bidding Contractors must hold accreditation with a competent person scheme or be able to demonstrate competency with the above listed Acts, regulations and British Standards.

2.1.8.2. Heating Plant– Minimum Standards

Personnel working on the heating plant will need to be appropriately qualified and competent to do so. Competency will need to be demonstrated in:

- Health & Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- The Building Regulations 2010, particularly Part P & G
- Relevant British Standards which include:
  - BS 6644:2011 Specification for the installation and maintenance of gas-fired hot water boilers of rated inputs between 70 kW (net) and 1.8 MW (net) (2nd and 3rd family gases)
  - BS 2486:1997 Recommendations for treatment of water for steam boilers and water heaters
  - BS 7593:2019 Code of practice for the preparation, commissioning and maintenance of domestic central heating and cooling water systems.

The Contractor is to supply the details of all operatives working on the contract and their gas safe qualifications. This will need to detail what types of work they will be undertaking and their qualification details. This is to be provided at the start of the Contract and annually upon renewal of their membership to gas safe or upon any changes of operatives working on the Contract. Documentary evidence is to be supplied in the form of copies of certificates from the assessment centre or accreditation body indicating that the appropriate Accredited Certification Scheme (ACS) and other relevant elements have been completed and are in date for each operative, together with exact details of the types of work to be undertaken by that operative. Central & Cecil will confirm that such ACS elements are appropriate for the works to be undertaken.

All operatives working on electrical appliances or systems must have current NICEIC registration.

The Contractor and/or Sub-Contractor appointed to the BMS system must be able to carry out effective maintenance, repair, and configuration of the following:

- BMS network infrastructure.
- BMS field devices i.e. controllers, sensors, switches, actuators, and inverter drives etc.
- BMS supervisor.

The Contractor and/or Sub-Contractor responsible for air source heat pump maintenance should have MCS accreditation and be manufacturer approved.

All bidding Contractors must be able to demonstrate that all of their work (whether carried out directly or via a subcontractor) is completed in line with:

- Industry standards for electrical works (e.g.BS7571, BS7671 and IEE wiring regulations (or EU equivalent).

- Industry best practice standards

2.1.8.3. Communal M&E Equipment– Minimum Standards

Personnel working with communal M&E equipment will need to be appropriately qualified and competent to do so. Competency will need to be demonstrated in:

- Health & Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- 18th Edition of I.E.T. Regulations for Electrical Installations
- Relevant British Standards which include:
  - BS 8437:2005 Code of practice for selection and use of fall protection equipment in the workplace
  - BS 7883:1997 Code of practice for design, selection, installation, use and maintenance of anchor devices.
  - BS 365:2004 Personal protective equipment against falls from a height
  - BS 795:1997 Protection against fall from height.
  - BS EN 795:2012 Personal fall protection equipment. Anchor devices.
  - BS EN 62305-4:2011 Protection against lightning - Electrical and electronic systems within structures.

Contractors or Sub-contractors working with F gas must be certified by an approved body to service stationary equipment containing F gas operated by others. The Contractor certification must be from one of these bodies:

- Refcom Certification Ltd
- F-Gas Register (Quidos)
- Bureau Veritas UK Ltd.

For engineers working on stationary refrigeration, air conditioning and heat pump (RACHP) systems, they must have qualifications as appropriate to the activity being carried out to:

- install new systems.
- service and maintain systems.
- check for leaks.
- recover gases; and
- decommission and dispose of old systems.

They need a:

- Category 1 certificate to carry out all activities.
- Category 2 certificate to install, maintain, service and recover refrigerant from systems containing less than 3kg of F gas, or less than 6kg of F gas if hermetically sealed.
- Category 3 certificate to recover refrigerant from systems that contain less than 3kg of F gas, or less than 6kg of F gas if hermetically sealed.
- Category 4 certificate to check equipment for leaks if you do not break into the refrigeration circuit.

Qualifications must be from one of these accredited organisations:

- City & Guilds
- Building engineering Services Association (BESA)
- LCL Awards.

The Contractor or Sub-Contractor carrying out electrical testing must be a member of the competent persons scheme NICEIC. All operatives working on electrical appliances or systems must have current NICEIC registration. The Contractor is to supply the details of the operatives working on the contract and their relevant qualifications and registrations. The list will detail what types of work they will be undertaking and their qualification details. This is to be provided at the start of the Contract and upon any changes of operatives working on this Contract. For electrical works documentary evidence is to be supplied in the form of copies of certificates and evidence that they are included under the service provider's membership to a competent person's scheme. A copy of the annual inspection carried out by the competent persons scheme will be provided to the client.

All bidding contracts must be able to demonstrate that all of their work (whether carried out directly or via a subcontractor) is completed in line with:

- Industry standards for electrical works (e.g.BS7571, BS7671 and IEE wiring regulations (or EU equivalent).

- Industry best practice standards.

All bidding Contractors must hold accreditation with a competent person scheme or be able to demonstrate competency with the above listed Acts, regulations and British Standards.

2.1.8.4. Specialist Water Hygiene and Remedial Services – Minimum Standards

Personnel carrying out with communal M&E equipment will need to be appropriately qualified and competent to do so. Competency will need to be demonstrated in:

- Health & Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- Approved Code of Practice L8 Legionnaires' disease. The control of legionella bacteria in water systems
- HSG274 Legionnaires' disease: Technical guidance
- Relevant British Standards which include:
- BS 8580-1:2019 Water Quality. Risk assessments for Legionella control.
- BS 8558:2015 Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages. Complementary guidance to BS EN 806

All bidding Contractors must hold accreditation with the Legionella Control Association and/or be able to demonstrate compliance with the HSG274 Regulations and Approved Code of Practice L8.

All bidding Contractor must be able to demonstrate that all of their work (whether carried out directly or via a subcontractor) is completed in line with:

- Gas Safety (Installation & Use) Regulations (GSIUR) 1998 via a suitably qualified GASSAFE registered engineer.

- Industry standards for electrical works (e.g.BS7571 and IEE wiring regulations (or EU equivalent) and for plumbing and heating (e.g. in line with Approved Code of Practice via APHC).

- Industry best practice standards for Legionella/Water Hygiene Risk Assessments for inspections best practice (e.g. UKAS accreditation for Legionella Risk Assessments or works to ISO/IEC 17020).

- All water sampling and analysis must be carried out by accredited UKAS ISO 17025 laboratories, working towards accreditation or can demonstrate equivalence.

2.1.9. Key Performance Indicators (KPI's)

Central & Cecil monitors the performance of contract quality and delivery through a series of KPI measures. Central & Cecil requires the successful Contractor to achieve KPI targets as detailed in ***Table 1***.

These KPIs are specific to this Contract and will be utilised when Central & Cecil is determining whether Contractors need to be supported through challenging events that may disrupt Service Level Agreements (SLA's).

Methodology

- KPI measures are to be submitted by the successful bidder to the Contract Manager monthly.
- Monthly submissions will be made no later than the 10th day of every month.
- Central & Cecil will validate all submitted KPI's to data held within its own systems.
- KPI's will form a dedicated discussion point in all contract meetings.
- Customer Satisfaction will be measured under Central & Cecil's direction and instruction.

Contract Meetings will be used as a key forum for managing performance and monitoring KPIs and will be held monthly on a pre-planned date. The Contractor will be expected to provide representation at each meeting. Central & Cecil will require supplementary meetings to review the volume and progress of current jobs which will be held weekly.

Failure to achieve KPI Targets

- Any Contractor that fails to meet any of the desired KPI targets will be asked to provide a rationale for the delivery failure. Central & Cecil will then host a review meeting detailing the areas against which improvements are required.

- Suppliers are required to meet to a format and frequency as deemed appropriate by Central & Cecil's Contract Manager to discuss performance related issues.

- Following these meetings, the Contractor will enter into an improvement plan that has been jointly developed and agreed upon.

- KPI's are applicable to all aspects of this requirement and will be used to gauge performance against targets for all works that fall within the service specification and scope of this tender irrespective of whether they have been delivered by the Bidder's primary, or sub-contracted resource.

Table 1

KPI	Method	Target
Cyclical Works (Servicing Jobs)	Record the number of planned visits achieved in the period against the number of visits that were due to be completed in the period on a monthly basis.	98%
Response Jobs	Record the number of jobs attended within the given response time against each job priority on a monthly basis.	98%
Emergency Jobs	Record the number of jobs attended within the given emergency response time against each emergency job on a monthly basis.	100%
Planned Jobs/ Quoted Works	Record the number of jobs completed within the given response time against each job priority on a monthly basis.	98%
Missed appointments (Contractor at fault)	Measured by exception: Contractor will automatically achieve 100% unless identified by the client.	100%
Contractor portal management	Record the number of completed jobs with paperwork returns received on time on the contractor portal against the number of completed jobs with paperwork returns due on a monthly basis.	100%
Communal heating system down time	Record the number of days the communal heating system fails to provide heating and hot water to the building (measured as 50%+ of dwellings.)	0 days
Client/resident satisfaction (Overall Service)	Measured by exception: Contractor will require 90% satisfaction for their, or	90%

KPI	Method	Target
	Central & Cecil's, customer satisfaction surveys.	
Invoice Correctness – On completion of works or services for the period following application submitted, processed, returned with P.O. and receipt of invoice. The client is to provide a score to indicate how satisfied they are with the invoicing provided by the contractor on the basis of a percentage score.	Measured by exception: Contractor will automatically achieve 100% unless highlighted by the client	100%
Safety & Quality – Record failure via 2 reportable figures. 1 – Technical Competency 2 – Working Practices	Measured by exception: Contractor will receive 100% unless the client is either notified of an incident or identifies one as part of its own QA function.	100%

Table 2

Job Priorities.			
Response Level	Name	KPI Classification	Timescale
Level 1 E	Critical	E	4 Hours
Level 1	Emergency		24 hours
Level 2	Urgent	U	5 working days
level 3	Next Available Appointment	R	20 working days
level 4	Planned	PPRO	As per planned completion date
level 5	Cyclical	CYCL	As per planned service or inspection visit due date
Job Priority Descriptions.			
Level 1 E	***Critical Repair*** Any defect or situation that has the potential to endanger life or limb, cause major damage to the dwelling or affect a large number of tenants. Or the loss of heating and hot water to an entire scheme/ building.		
Level 1	***Emergency Repair*** Any defect that puts the health, safety or security of the tenant or third party at immediate risk or adversely affects the structure of the property. Normally a single dwelling. Or the loss of heating or hot water to a single dwelling.		

Level 2	***Urgent Repair*** Any defect that causes some minor inconvenience to the health, safety or security of the tenant or third party.
level 3	***Next Available Appointment Repair*** Any defect that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or a third party.
level 4	***Planned Repair*** Any defect typically larger in nature & has resulted from general deterioration, normally external to the property.
level 5	***Cyclical*** Pre-planned maintenance activity.

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3. Summary of Assets

Set out in the following sections is a summary of the assets present at the site. More detailed information regarding the assets can be found in ***Section 4*** of this document.

3.1.1. Asset Brief Descriptions

Asset Name	Location	Quantity (if applicable)
Heat Interface Units	External to flats 4-170	167
Dry Riser	1 in each core on each floor and various on GF	28
Point of Use Water Heaters	12th Floor WC	1
Communal Shower Heads	Ground floor accessible wc/shower room (LHS) Ground floor accessible wc/shower room (RHS)	2
Cold Water Storage Tank	Basement	3
Expansion Vessel	Basement	6
Calorifier	Basement	2
Dosing Pot	Basement	2
UV Unit	Basement	1
Solar PV	Roof	2
Fire Extinguisher	Staff hub - 2 kg Co2 and 6Ltr Water, Gene room - Co2, Sprinkler room - 2 kg Co2, LV	6

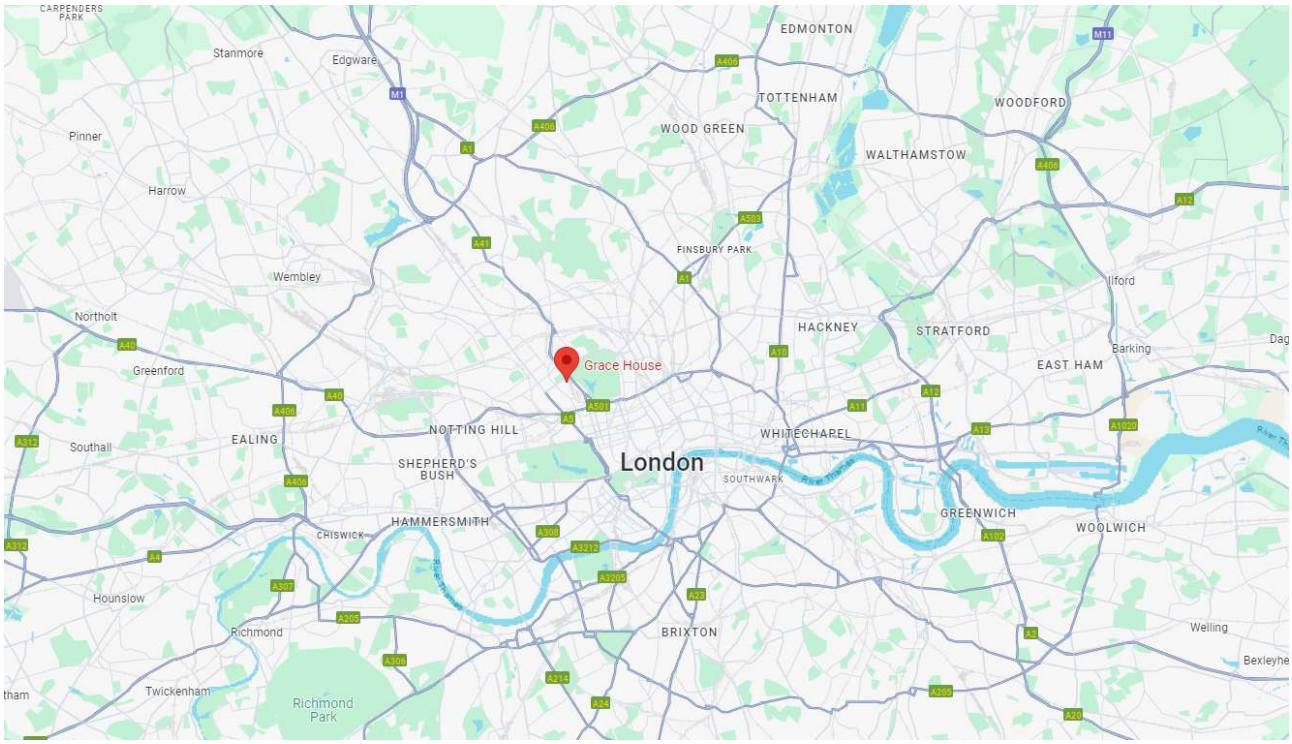
	room - 2 kg Co2, Boiler room 2 kg Co2	
Fire Blanket	Off communal lounge	1
Mechanical Ventilation with Heat Recovery Unit	External to flats 4-170	167
Emergency Lights	Throughout	888
Gas Boilers	Basement	2
BMS System	Basement	1
Fire Alarm	Throughout	1
Lightning Protection	External	1
Communal Sprinkler System	Core A - Levels 1 -12, Consisting of 79 Apartments and Corridors Core B - Levels Ground to 13, Consisting of 91 Apartments and Corridors	1
Residential Sprinkler System	All flats	1
Sump Pump	Basement	1
Smoke Vent System	Throughout	70
Fall Arrest System- Davit Arms	Roof	73
Booster Pumps	Basement	6
Pressurisation Unit	Basement	1
Air Source Heat Pump	Basement	16
Generator	Basement	1
Air Conditioning	Throughout	19
Refuse Chute with Automatic Fire Shutter Door Maintenance	Basement	1

3.1.2. Remedial works and Repairs

Works are Ad Hoc and based on PPM findings and reported repairs with the value of remedials being approximately £60k (inc. VAT) per annum. This is on top of an estimate of the remedial work and repairs carried out during the weekly on-site attendance which is costed in the cost model as a fixed rate.

4. Property Location and Geography

Grace House is located in the borough of Westminster in London. The map below shows the location.



5. Asbestos

Grace House was built in 2022 so there are no asbestos considerations.

SECTION 2 – ICT, Completions & Payments

6. ICT

All job management will be run through Central & Cecil's contractor portal.

Strict adherence to pre-determined formats is essential for document management, and compliance monitoring at Central & Cecil.

Failure to adhere to these will result in a delay in payment as correct certificate submission constitutes an essential component of delivery. Properties will not be signed off as complete until satisfactory QA of all certifications has been verified following submission to Central & Cecil.

6.1.1. Central & Cecil's Contractor Portal Usage

The following is an overview of the expectation of service providers use of Central & Cecil's Portal. The timeframes outlined below must always be adhered to. The necessary administration provision must be allowed for within the service providers tender return.

- To accept and reject jobs within 8 working hours of receipt on the portal. All rejections require a call being made to the servicing team and mandatory notes as to why this work will not be completed by the contractor.

- Once accepted works are to be scheduled and appointment details added to the job by updating the visit date.

- When work cannot be completed on the first visit, to ensure that all parties know of the reason the works were not completed, by selecting the relevant reason and attaching a work sheet. All second visits will be sent back to the contractor with a count reference (using same job number but referencing /2). These should be accepted within 8 working hours and scheduled in again as per previous point.

- The completion of jobs can only be back dated up to 10 days prior to the accepted date so contractors must stay on top of the jobs they are managing via the portal. The portal will send daily notifications for open jobs in the portal to assist with this management. Please ensure you provide Central & Cecil with a relevant email address for this distribution email.

- A worksheet must be attached to every job completion (within 2 working days of the onsite visit being made) including the first visit where the job is being returned advising a second visit is required. If this document is disputed, it will be returned to the contractor in the portal with a disputed status advising the reason for the dispute. This must be dealt with within 2 working days by attaching the correct file with accurate details included. Notes of what the contractor has changed must be included.

- Invoices can be viewed within the portal with status of received, reconciled and paid. If there are any queries within this section of the portal, all contact must by via the Aster's purchase ledger team.

- Invoices, quotes, worksheets, certificates and photos can all be added to the job at any point throughout its life cycle. Notes must always be added to let Central & Cecil employees know it's there.

- Job management is a crucial part of the service providers role, so Central & Cecil insists that notes are added throughout the job life cycle to ensure all parties are aware of the current situation with each issued job.

- All jobs should go through three main stages; accept or reject, schedule, complete. Timeframes for these are as follows:

    - Accept or reject - 8 working hours.

    - Schedule - within 8 working hours after acceptance.
      Please note if not able to schedule, notes or reasons can be applied to communicate delays.

    - Complete - Within 2 working days of the job/visit being completed.
      All completions/visit completions require a worksheet. Notes should be used to communicate delays.

6.1.2. Completions

Servicing and maintenance activity order will be paid for under an inclusive price per service cost model. Remedial action work will be paid for under a Schedule of Rates (SOR) which is included in the pricing model of this tender.

Prospective Contractors will be issued their lot in full, following confirmation of award, prior to the contract launch meeting.

Contractors are required to submit electronic copies of certification along with a valuation for works contained therein. All valuations & certification submission must be deemed compliant before being considered for processing and payment by Central & Cecil.

6.1.3. Application for Payment

The Contractor following completion of works will submit a monthly application for payment to the Contract Manager for review. Any non-completed works or costs against jobs outside of the agreed values will be disputed. The reviewed application will be returned highlighting all approved jobs and any disputed with an explanation. Together, with the application being returned, a consolidated Purchase Order (PO) will be issued to enable the Contractor to submit a consolidated invoice against the agreed value detailed within the PO for all approved jobs. Any jobs disputed will need to be re-submitted on the next application providing the disputed reason has been addressed and corrected. Any invoices submitted outside of this process or submitted with a value exceeding that detailed on the PO will not be paid. Monthly submissions must be made no later than the 10th day of every month and should include all jobs completed in the previous month.

PLEASE NOTE- Central & Cecil reserves the right to request for a full breakdown of costs submitted including evidence of hours spent on site and visibility of any material invoices from the Contractor's supplier.

SECTION 3 - Technical Specifications

7. Servicing Intervals

This Contract serves to support Central & Cecil's servicing obligations for the communal heating plant, fire safety related equipment, communal M&E equipment and water safety management at Grace House.

The servicing of each item differs, and each is locked into the servicing cycles identified in Section 1.

All equipment must be serviced in-line with manufacturer's instructions and meet the minimum requirements as set out in the relevant British Standards.

An inspection and servicing schedule will be provided by Central & Cecil upon contract award. These schedules will include,

- The asset reference.
- The asset type.
- The Job Number
- Maintenance Due Date

Where urgent remedial work has been identified during servicing and maintenance visits, these will be brought to the attention of the Contract Manager on the day of the examination.

The Contract Manager will then advise on a suitable approach so remedial works can be dealt with immediately.

Subsequent non-essential repairs will fall into the remedial requirements and be raised as separate jobs to be issued against priority timescales as determined by Central & Cecil.

Defects that are classed as ‘immediately dangerous’ must be notified to the Central & Cecil Contracts Management Team so that the HSE can be notified under RIDDOR.

It is understood that some equipment types are of such a specialist nature that it will be necessary to sub-contract works and services to sub-contractors. It remains the responsibility of the successful bidder to ensure that delivery of these works is to a quality standard reflective of this service specification and that priority timescales are still upheld.

8. Servicing Technical Specifications

8.1.1. Fire Safety Related Equipment: Annual Discharge Test

The Contractor shall carry out an annual test of the emergency lighting systems. This annual test is a full rated duration test to ensure that the emergency lights are still working and producing the acceptable level of light at the end of the test in accordance with BS EN 50172:2004 / BS 5266-8:2004. So, for example if a luminaire is rated for a 3-hour duration, then after 3 hours in an emergency situation the light should still be lit. Content and details of the test script to be agreed between Central & Cecil and the winning bidder.

The Contractor should ensure that this full duration test is completed at a time of low risk of an emergency situation so that the batteries have sufficient time to recharge.

8.1.2. Fire Safety Related Equipment: Emergency Light Testing

The Contractor shall carry out monthly testing of all emergency lighting systems This is a short functional test in accordance with BS EN 50172:2004 / BS 5266-8:2004. Content and details of the test script to be agreed between Central & Cecil and the winning bidder.

The duration of the test should be sufficient to ensure that the luminaire operates correctly, whilst minimising any damage to the system components, e.g. lamps, battery. It is important to note that the entire system doesn't have to be tested at the same time. The system can be tested in sections, over a testing schedule, so long as each luminaire is tested each calendar month.

8.1.3. Fire Safety Related Equipment: Weekly Fire Alarm Bell Testing

The Contractor shall carry out a weekly test on the fire alarm system. This test should be carried out at the same time on the same day each week. The duration for which any fire alarm signal is given at the time of the weekly test by the user should be at least 5 seconds and should not exceed 60 seconds, so that in the event of a fire, occupants are warned by the prolonged operation of the fire devices.

An entry should be made in the logbook quoting the specific call point trigger device used to initiate the test. Any defect should also be recorded in the logbook together with action taken to correct it.

8.1.4. Fire Safety Related Equipment: Fire Alarm Servicing & Maintenance

The Contractor shall test fire alarms in accordance with the requirements of BS5839-6 2013 quarterly.

If a risk assessment shows a need for more frequent inspection and servicing visits, then all parties should agree the appropriate inspection and servicing schedule.

On completion of the work, the contractor should be satisfied that the systems operate correctly. Any outstanding defects should be reported to the Contract manager, the system log book should be completed, and a fire alarm Inspection and Servicing Certificate should be issued.

The following should be checked/ completed:

- Test and adjust function of electromagnetic release device and door closer.
- Visually inspect wiring.
- Ensure electrical connections are clean and correct.
- Check door closers to ensure correct function, adjust as necessary.
- A visual inspection is to be made that the Fire Risk Assessment is still valid with the current building layout and that the fire alarm is fit for purpose.
- Ensure all manual call points remain unobstructed and positioned in accordance with current standards.
- Ensure that detectors are able to function within their designated parameters.
- Ensure all batteries retain the required charge. The standby battery should be disconnected and followed by a full activation test.
- The fire alarm functionality should be checked by the operation of at least one device on each circuit. Record on the logbook which initiating device has been used for the test. The operation of 25% of the fire alarm devices should be checked.
- Check all panels for correct operation and indication.
- The operation of any facility for automatic transmission of alarm signals to an alarm receiving centre should be checked. Where more than one form of alarm signal can be transmitted (e.g. fire and fault signals), the correct transmission of each signal should be confirmed.
- All ancillary functions of the fire alarm system should be tested.
- Ensure self-diagnostic facilities function correctly.
- Radio systems of all types should be serviced in accordance with the recommendations of the manufacturer.
- Rectify any defects.
- Review and confirm, following a visual inspection, the Fire Risk Assessment is still valid with the current building layout and that the fire alarm is fit for purpose.

Every 6 months, the above activity should be completed along with a check of 50% of the operation of the alarm devices in accordance with current regulations and manufacturer’s instructions.

Every 12 months, the following works should also be undertaken every year, in addition to the above listed activity:

- 100% test of all devices on the systems in accordance with the current regulations and manufacturers recommendations
- Check radio signal strengths in radio linked systems for adequacy.

- Carry out a visual inspection to confirm that all readily accessible cable fixings are secured and undamaged.
- Confirm the cause and effect program as being correct. The standby power supply capacity should be checked to establish it remains suitable for continued service and replace if not.
- Carry out all further annual checks and tests recommended by the manufacturer of the control and indicating equipment and other components of the system.

Note: All testing products must be appropriate for purpose and the environment within which the system is installed.

On completion of the work, the contractor should be satisfied that the systems operate correctly. Any outstanding defects should be reported to the Contract Manager, the system log book should be completed, and a fire alarm Inspection and Servicing Certificate should be issued.

8.1.5. Fire Safety Related Equipment: Weekly Visual Sprinkler System Inspection

The Contractor shall carry out a weekly visual check of the sprinkler system and identify any obvious defects that would perhaps suggest the system wouldn't operate as designed.

This check should include:

- Confirming that all stop valves are properly secured open/closed, as appropriate, and no indicated alarms are showing.
- Confirming that stop valves have a padlock/strap or chain to stop them being turned off.
- Check accessibility of valves.
- Confirm valves are positioned in their fully open or closed state.
- Check that valves and pipework are free from leaks.
- Check that valves and pipework is in good condition with no visible signs of corrosion or damage.
- Check that correct signage is in place i.e. "sprinkler valve location."
- Confirm that firefighting equipment is present in the plant/tank room.
- Confirm presence of sprinkler valve key.
- Ensure that documented procedures have been implemented in the event of a system shutdown.
- Check for any damage to sprinkler heads.
- Check the sprinkler heads are free from obstacles.
- Confirm that all areas are covered by the sprinkler system.
- Check tanks/gauges are showing within range or full.
- Visually inspect water tanks for corrosion or damage.
- Check for any electrical issues to the pump's standby equipment.

8.1.6. Fire Safety Related Equipment: Communal Sprinkler System Maintenance

The Contractor shall carry out the inspection and testing of the system and equipment as recommended in Technical Bulletin TB203: Care and maintenance of automatic sprinkler systems. The Contractor shall test the system as below:

- Alarms valves, pre action valves, exhilarators and exhausters should be exercised in accordance with the manufacturer's instructions.
- Water supplies should be tested to verify the system can provide the design pressures and flows.
- Electrical supplies including generators should be verified as operating correctly.
- Stop valves, including zone and subsidiary valves, should be operated and securely fastened in the correct position.

8.1.7. Fire Safety Related Equipment: Residential Sprinkler System Maintenance

The Contractor shall carry out an annual routine inspection of the Domestic / Residential fire sprinkler installation in accordance with BS9251:2021.

This should include:

- Checking for damage to sprinkler heads.
- Confirming no structural changes have been made.
- Confirming no sprinkler modifications have been carried out.
- Checking for any leaks.
- Checking main isolation valve is working correctly.
- Checking drain and test valve is working correctly.
- Checking condition and operation of valves.
- Activating flow switch.
- Recording if alarm signal is received and alarms activated.
- Carrying out pressure test to each floor valve set.
- Carrying out visual inspection in at least 20% of flats.
- Recording any recommendations.

8.1.8. Fire Safety Related Equipment: Automatic Smoke Vents

The Contractor shall carry out the inspection and testing of the systems and equipment as recommended in BS7346-8: 2013.

At the 6 monthly maintenance visit the following should be carried out/ completed:

- Check and test that the smoke removal systems function correctly in fire conditions and close on resetting.
- Adjust and reset louvres, mechanisms and magnets as necessary to ensure smooth operation, leaving vent in fully working order.
- Repair and report any defects to contract administrator.
- Service all working parts.

8.1.9. Fire Safety Related Equipment: Smoke Control System

The Contractor shall carry out the inspection and testing of the systems and equipment as recommended in BS9999:2017 and BS9991:2024.

At the 6 monthly maintenance visit, the following should be carried out/ completed:

- Controls check:
    - Visual inspection of the system.
    - Confirm the type of control system installed.
    - Confirm primary supply.
    - Check batteries (secondary supply.)
    - Check panel connections and functionality e.g. activation, fault, monitoring.
- Actuator / Vent Check:
    - Carry out visual inspection.
    - Check connections.
    - Check the operation & movement.
    - Check the brackets & fixings.
- Input/Output signals:
    - Check the signals for those applicable from the following:
        - Fire alarms
        - Smoke detectors
        - MCPs
        - BMS input/output
        - Day to day inputs
        - Weather sensors
- Overall system checks:
        - Check the opening of multiple lobby vents in accordance with BS9991:2015.
        - Confirm that batteries are within recommended lifecycle.
        - Confirm that the system conforms to the cause-and-effect matrix. Ensure the relevant logbook and maintenance documentation is completed.
- Mechanical ventilation systems-
    - Confirm that the duty fans run when activated.
    - Check the standby fans run when activated.
    - Take air flow readings.
    - Confirm that dual supplies are both present.
    - Confirm system is satisfactory on completion and note any recommendations and defects.

8.1.10. Fire Safety Related Equipment: Dry Risers

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The planned service, safety inspection and maintenance and repair will be undertaken by a competent person and to comply with the main requirements of BS9990:2015.

At the 6 monthly maintenance visit, the following should be carried out/ completed:

- Inspection and if required repair of dry riser housing.
- Full visual inspection.
- Clear the riser of any debris.
- Check all exposed pipework and flanges.
- Check security of any anchor points and brackets.
- Check for integrity of fire stopping where pipes pass through walls or slab.
- Report defects.
- Check condition of breaching connections and report.
- Check for full and free movement of all landing hydrant valves, checks hand wheel is secured correctly.
- Check all inlet and landing valves and associated washers are sound, replace as required.
- Check security of padlocks and tamper straps. Report back any issues.
- Check signage is correct and replace as necessary.

Every 12 month the Contractor shall carry out below activities in addition to those set out above.

- Undertake a full test at pressure.
- Open the top valve of the system and flush out the system to remove any debris, ensuring no debris remains in the immediate vicinity.
- Test the system in accordance with current industry standards.

8.1.11. Fire Safety Related Equipment: Fire Fighting Equipment

Fire Fighting Equipment includes, but is not limited to, the following:

- Fire extinguishers (wet Chemical, CO2, Water, Foam and dry powder.)
- Hose Reels.
- Fire Blankets.

The Contractor shall maintain all equipment in accordance with current legislation and manufacturer’s recommendations.

At the annual maintenance visits, the following should be carried out/ completed:

- Ensure all equipment is located correctly to suit risk.
- Ensure all equipment is correctly wall mounted and secure.
- Examine extinguisher body for cylinder damage.
- Inspect service history to determine service procedure.
- Inspect medium if required.

- Remove, check weight & date of cartridge.
- On stored pressure units, weigh full extinguisher and test head gauge CO2 units check weight and cylinder date and ensure horn safe.
- Inspect all discharge paths and ensure they are clear and head assembly is fully operational.
- Examine all pressure seals and threads and ensure that they are not damaged.
- Lubricate as required.
- Ensure that retaining pin and anti-tamper tags are intact.
- Record service details.

For hand held firefighting equipment, every fifth year, the Contractor shall include for and carry out in addition to the above, a full discharge test and refill. All chemical discharge waste is to be removed from site and appropriately disposed of. Certification of disposal process is required.

The contractor shall allow for in their annual testing, servicing and maintenance sum:

- Large parts and components (hoses, Horns & H Caps)
- All consumables (O-rings, clips, pins etc.)
- All discharge tests & refills as per BS5306 • Wall fixings (where missing.)
- ID signs (where missing.)

8.1.12. Fire Safety Related Equipment: Refuse Chute with Automatic Fire Shutter Door Maintenance

The Contractor shall carry out maintenance in line with relevant health and safety legislation and in accordance with BS476.

The following should be carried out/completed:

- Confirm number of chutes and hoppers on system.
- Confirm how many hopper doors are on the chute.
- Confirm what the current body of the chute is made from.
- Wipe down hoppers at each level.
- Check all hopper door handles and adjust if necessary.
- Check all hopper door closing mechanisms and adjust.
- Inspect door fixings secure and replace if necessary.
- Service Interlock control panels to all hopper doors.
- Service and adjust proximity switches or magnets.
- Inspect interlock control panel cable to hopper doors and terminal blocks.
- Service hopper door interlocking mechanism. Check alignment and operation.
- Inspect smoke seals to all hopper door and replace where necessary.
- Service interlocking failsafe operation to all levels - Only 1 No. door to open at any time. All doors locked in event of power failure.

- Service foul air extraction fan.
- Service automatic chute cleaning system.
- Service main control panel.
- Inspect rubber safety curtain to discharge section.
- Measure chute discharge diameter.
- Service manual cut-off plate.
- Photos of fire shutter doors before and after test.
- Before and after cleaning photos.
- Record results of fire shutter door test
- Any comments or recommendations for further works to be recorded.

8.1.13. Fire Safety Related Equipment: Fire Damper Maintenance

The Contractor shall carry out maintenance in accordance with BS 9999 and manufacturer's instructions. The Contractor should carry out the following:

- Identification – finding and recording the location of dampers in the building.
- Inspection – a visual check of the installation and state of repair
- Testing – a physical fire damper drop test
- Resetting – replacing the fire damper to its 'ready' state.
- Recording any remedial repairs identified

8.1.14. Heating Plant: Communal Gas Servicing

At the servicing visits, the Contractor shall carry out the following: a Plant Commissioning/Service Record (CP15), a Gas Testing and Purging Form (CP16) and a Gas Installation Safety Report (CP17)

The Contractor will also carry out the following checks/ inspections:

- Check ventilation to ensure conformity with the relevant regulations, British Standard and/or IGEM guidance document and manufacturer's recommendations.
- Carry out a safety inspection of the flue system and chimney. The following should be carried out:
    - A full inspection of the flue ensuring it is fixed securely and compliant.
    - Smoke testing.
    - Inspection of fans, joints and flue liners.
- Inspect and review the operation of all appliances to ensure:
    - There are no signs of leakage or damage.
    - They are fixed correctly in accordance with manufacturer's instructions.
    - All safety devices are functioning correctly.
    - The flame picture of all burners is correct.

    - The thermal performance of each boiler is at the prevailing firing rate generally in accordance with the manufacturers requirements.
- Where an Immediately Dangerous (I.D) or At Risk (A.R) is found the Contractor is to undertake the necessary action, in accordance with the Gas Industry Unsafe Situations Procedure (GIUSP.) The Contract Manager should be informed immediately.

Following a service, the Contractor is to commission the appliances and central heating system as follows:

- Restore the gas, the electrical and the water supplies and test the gas supply from the primary meter to the appliances for tightness and rectify any leaks.
- Purge air from system and radiators if necessary.
- Restore mains electrical supplies and ensure that earth connections are correct, and the fuses are of the correct rating, replace if necessary.
- Reset all controls as required.
- Re-light appliances, check and reset ignition devices, location of thermocouples, pilot weep jets and electrodes. Carry out and record details of flue gas analysis. CO and CO/CO2 ratio checks also check and record the minimum and maximum CO2 percentage reading.
- Check and adjust where necessary all pilots and burners for correct gas rate, aeration and flame picture.
- Check location of all heat sensing probes.
- Reset all manual and automatic controls.
- Check operation of all pumps and ancillary controls.
- Ensure the appliances are stable and level.
- Clean the appliances.
- Attach a new label to the appliances stating the date of service, when the next service is due and the Contractors telephone number for breakdown and emergency service.

In addition to the main servicing and safety check visit the servicing works will also include a commissioning visit prior to the start of the heating season- normally at the start of October.

8.1.15. Heating Plant: Air Source Heat Pump Maintenance

The Contractor should carry out/ complete the following:

- Manually check the operation of all safety controls and rectify any faults.
- Clean and check air filters remove debris as necessary.
- Clear obstructions and debris away from compressor units and check condition of refrigerant hoses and connections
- Check any condense water pipe.
- Refit any removed component parts.
- Check system operation.

- Check refrigerant pressure and leakage.
- Check to ensure the system is installed in accordance with the relevant regulations and manufacturer's instructions.
- Heat Pump:
    - Clean and clear evaporator coil (treat algae growth if present) Fan operation, unit vibration, noise and damage.
    - Check unit is mounted correctly, secure plus correct clearances exist.
    - Check density of anti-freeze, pH and acidity.
    - Clean magnetic filters/strainers, remove trapped air.
    - Check primary pressure.
    - Check flow rate and adjust where possible/necessary.
    - Check controller settings and suitability.
    - Check all sensors are in place.
    - Check, identify & rectify any leaks to system circuits.
- Immersion heater function check:
    - Function of unvented safety equipment.
    - Check & charge potable water system expansion vessel.
    - Check & charge heat system expansion vessel.
    - Test heat up performance in heating and hot water mode.
    - Check and repair outdoor insulation.
    - Cylinder disinfect mode (time & day.)

8.1.16. Heating Plant: Building Management System

All BMS systems are to be serviced annually by the manufacturer or by a manufacturer approved service engineer. The Contractor shall carry out/ complete the following:

- Visual inspection of condition of equipment.
- Cleaning of relevant equipment.
- Checking and calibrating of all sensors.
- Review of operational efficiency of plant.
- Review and adjust setpoints and schedules as necessary.
- Check network connections, data collection and remote monitoring functions are working correctly.
- Implement any required software or security updates.

8.1.17. Heating Plant: Heat Interface Units

- The Contractor shall carry out/ complete the following: Check and clean the strainers.
- Inspect the functionality of the pumps.

- Check the system operating parameters.
- Check and clean the port valves.
- Check for leaks and pressure drops in both the primary and secondary sides of the heat exchangers.

8.1.18. Heating Plant: Sump Pump

- Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following: A visual inspection of the system to check for display faults, signs of leakage, worn parts and corrosion.
- Check and test the power supply.
- Test the pump to ensure it is operating to manufacturers recommendations.
- Deep clean of the pump, sump pit and associated areas.
- Check and test the battery backup (if present.)
- Inspect discharge pipe.

8.1.19. Heating Plant: Generator – Major Service

Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Review lubricating system, change oil and filters and check for any leaks.
- Record oil pressure.
- Drain sediment from fuel tank and clean out water and sediment trap.
- Check fuel system for operation and leaks.
- Check and record fuel level.
- Check coolant level, antifreeze content and coolant inhibitor and top up if necessary.
- Clean coolant filters.
- Check cooling system for operation and leaks.
- Record engine cooling system temperatures.
- Check air intake system for operation and change air filter.
- Inspect and check condition of exhaust system.
- Inspect and check condition of alternator.
- Checking engine electrical system and record charging rate.
- Lubricate all engine linkages.
- Change of all oils and filters.
- A mains failure will be simulated to ensure that the set starts automatically and that essential electrical services remain in service.

8.1.20. Heating Plant: Generator – Minor Service

Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Review lubricating system and check for any leaks.
- Record oil pressure.
- Drain sediment from fuel tank and clean out water and sediment trap.
- Check fuel system for operation and leaks.
- Check and record fuel level.
- Check coolant level, antifreeze content and coolant inhibitor and top up if necessary.
- Clean coolant filters.
- Check cooling system for operation and leaks.
- Record engine cooling system temperatures.
- Check air intake system for operation and change air filter if needed.
- Inspect and check condition of exhaust system.
- Inspect and check condition of alternator.
- Checking engine electrical system and record charging rate.
- Lubricate all engine linkages.
- A mains failure will be simulated to ensure that the set starts automatically and that essential electrical services remain in service.

8.1.21. Heating Plant: Quarterly Generator Check

The Contractor shall carry out/ complete the following:

- Carry out a visual inspection of the generator including levels of oil and coolant and battery condition.
- Check the attenuator and exhausts are clear of any blockages.
- Test proper operation.

8.1.22. Heating Plant: Heating System Chemical Analysis

The Contractor shall carry out annual sample analysis and water treatment. The Contractor shall carry this out in line with the recommendations detailed in BS 2486:1997 and BS 7593:2019.

Chemicals used shall be either be:

- Compatible in all respects with the existing treatment regime of products currently in use; or
- Of an approved type to provide similar protection to the systems treated following any necessary cleaning/flushing operations to be carried out by the specialist.

The Contractor shall be responsible for operation, control and monitoring of the water treatment installation and maintain water treatment levels up to 1.5% system losses per month.

8.1.23. Heating Plant: Heating Pumps & Pressurisation Unit

Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Visual Inspection to check for display faults and signs of leakage.
- Check electrical connections for security and condition.
- Clean the pump area and ensure it's free of debris.
- Drain expansion vessels, check their diaphragms for soundness, and adjust the pre-charge as necessary.
- Test non-return valves and isolating.
- Run and test pump performance.
- Clean and descale break tanks.
- Test and clean float switches and check float valves for correct operation.
- Check operation of pressure reducing/spill valves and clean filters.
- Test and re-adjust pressure switches and controls.

8.1.24. Heating Plant: Cold Water Booster Pumps Service

All cold-water booster sets are to be serviced by the manufacturer or by a manufacturer approved service engineer. Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Visual Inspection to check for display faults, signs of leakage and any signs of damage.
- Examine all connections, pipes, and fittings for any leaks.
- Check electrical connections for security and condition.
- Clean the pump area and ensure it's free of debris.
- Inspect water tank valve ball, inlet pipe work and valves and outlet pipe work and NIR/Valves.
- Check and inspect pressure vessels.
- Check tank pressure.
- Check and inspect gauge.
- Check and test pressure sensor.
- Check speed control system.

8.1.25. Heating Plant: Plant Room Inspection

At the quarterly inspection visits, the Contractor shall carry out/ complete the following:

- All centralised calorifiers, hot water heaters and storage vessels are to be examined externally for signs of leakage or deterioration.

- Annually, all centralised calorifiers are to be opened up, descaled, cleaned and examined internally.
- Service and inspect:
    - All thermostats and thermometers
    - All relay valves, governors, pressure stats
    - All time switches, clocks, and programmers, optimiser and compensators installed either within the plant room or remotely.
    - All control panels, associated relays, indicator lights and neon, switches any other associated component parts and internal wiring.
    - All boiler or burner ignition systems and devices
    - All appliance burners and package burners including pilots, injectors and restrictors etc.
    - Combustion chambers and heat exchangers to all appliances.
    - Flueways and flues.
    - Fan dilution and flue extract systems.
    - Ventilation intake and extract fans.
    - Valves (zone, non-return, manual, actuator operated and safety devices.)
    - All primary and secondary water circulation pumps and valves installed within the plant room only including replacement of cracked or broken belts.
    - The entire primary heating and hot water pipework and any secondary pipework installed within the plant room including the replacement of any insulation.
    - All types of calorifier, hot water heaters and storage vessels installed including pipework to and the isolation valve on the cold feed supply and any controls installed on any calorifier.
    - All water controls.
    - All appliance integral electrical controls and equipment.
    - Electrical immersion heaters and controls.
    - All safety devices installed on the gas supply pipework including allowance for resetting and testing.
    - All BMS systems installed.
    - All cold-water booster set.
- Descale and clear of sludge any system appliances and components parts as necessary.
- Adjust any controls requiring regular duty cycling of multiple plant, (pumps, boilers, etc), including any adjustments to ensure efficient use and wear of the system.
- Adjust any controls due to clock changes.
- Renew appliance scale reducer cartridges or contents if loose fill at each service or other times as necessary.
- Top up inhibitor levels as necessary.
- Check and confirm the flow and return temperatures.

- Carry out a summer/ winter mode changeover where required.
- Ensure the plant room is in clean and tidy condition.

8.1.26. Heating Plant: Solenoid Check

Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Visual inspection of solenoid valve.
- Test of solenoid valve operation and function.

8.1.27. Heating Plant: Weekly Plant Room Check

During the weekly plant room check, the Contractor shall carry out/ complete the following:

- Check BMS system for any alerts/ warnings.
- Carry out a visual inspection of all plant and equipment.
- Check for any signs of leaks, loose fittings, signs of damage, and warning lights.
- Ensure plant room is clean and tidy.

8.1.28. Communal M&E Equipment: Air Handling Units Service

The Contractor shall carry out/ complete the following:

- Visual inspection of unit to check for damage, corrosion etc.
- Air filters - inspect, clean or replace as required.
- Fan/scroll assembly – ensure free rotation of bearings.
- Drive pulleys – ensure pulleys tight on shaft and correctly aligned.
- Drive belts – review condition and ensure correctly tensioned.
- Guards – ensure correctly fitted and review condition.
- Controls – check correct operation.
- Wiring – check connections, suitable containment.
- Access doors / panels – ensure securely fitted and check door seal condition.
- Anti-vibration mountings – check condition and fitting.
- Motor – check mounting, ensure terminals secure and ensure free rotation.
- Drainage – check for blockages and leaks.
- Dampers – review operation and ensure free of debris.
- Cooling coil – check for leaks and ensure clear of debris.
- Heating coil - check for leaks and ensure clear of debris.
- Frost protection coil - check for leaks and ensure clear of debris.
- Inlet and outlet grilles - check for leaks and ensure clear of debris.

8.1.29. Communal M&E Equipment: Air Conditioning Units Service

The Contractor shall carry out/ complete the following:

- Test compressor for undue noise or vibration.
- Inspect refrigerant charge level in receiver and/or liquid line sight glass. Ensure “F” Gas inspection is completed, as appropriate.
- Inspect accessible parts of system for refrigerant leaks. Pay particular attention to bolted and flare connected joints, sight glass glands and any pressure relief valve vent to atmosphere.
- Inspect condenser and evaporator fins for damage and/or dust accumulation. Clean as necessary.
- Fans and motors and damper drive motors (if fitted)-check bearings and lubricate as necessary. Inspect and check on fan guard covers and inspection plates.
- Check and clean evaporator and drains, dip tray and pump. Check condensate drain is clear and clean.
- Inspect refrigerant pipework for vibration and rectify any loose or inadequate support/fixing.
- Check filter condition and clean or replace as necessary.
- Inspect condition of Insulation and repair and reseal as necessary.
- Clean surfaces of compressor and components of condensing unit. Remove any dirt or rubbish from vicinity of plant.
- Check for damage to flexible conduits. Tighten all terminal connections. Isolate local control panel and inspect for signs of overheating. Check integrity of electrical insulation.
- Confirm system operation is in accordance with design parameters, and that start/stop times are in accordance with the Contract Manager’s requirements.
- System Controls:
    - Confirm correct date and time is displayed.
    - Confirm correct plant operation times.
    - Confirm operation of room set point controls.
    - Confirm all temperature indications are realistic.
    - Check operation of frost protection.

8.1.30. Communal M&E Equipment: TM44 Air Conditioning Assessment

As part of UK energy legislation, it is a legal requirement for all buildings that have a combined cooling output of 12kw to be subject to an energy assessment known as a TM44 inspection.

At the 5 yearly inspection the assessor shall look at how the system is being used, serviced and maintained. A report should be provided after the inspection detailing recommendations as to how to improve energy efficiency and reduce carbon footprint and overhead costs.

The report should also include the following identifications/improvements:

- Any faults identified during inspection and suggested actions
- The adequacy of installed control
- Control settings and suggestions made for improvement.
- Size of installed system in relation to cooling load and suggestions for improvement
- A summary of findings with key recommendations.
- Inspection of the air handling equipment associated with the air Conditioning and/or conditioned areas.
- Inspection of any factors of the building which may affect the efficiency/performance of the AC systems: glazing (excessive solar gains, blinds etc,) other heating systems effecting the AC systems and lighting systems.

8.1.31. Communal M&E Equipment: Lightning Conductor Testing

Lightning conductor systems should be tested in strict accordance with BS EN 62305-4. This should include:

- A visual inspection of the lightning conductor system and all its component parts.
- Electrical resistance testing of the isolated earth locations and the conductor's continuity and resistance to earth.

8.1.32. Communal M&E Equipment: Davit Arms Servicing & Maintenance

The Contractor shall carry out/ complete the following:

- Inspection of each davit arm and base to confirm that none of the following have occurred:
    - Cracks
    - Corrosion
    - Deterioration
    - Defects
    - SWL recorded.
- Provide confirmation that the base or arm is safe to use.
- Update service sticker/tag on asset with maintenance date.
- Recommendations on any remedial repairs required.

8.1.33. Communal M&E Equipment: Mechanical Ventilation Heat Recovery (MVHR) Servicing

Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Filters to be changed.

- Heat exchanger cleaned.
- Motors tested for correct operation.
- Room diffusers cleaned.
- System balanced.
- System re-commission.
- Check yield performance.
- Check and confirm extract and inlet flow rates.

8.1.34. Communal M&E Equipment: Solar PV

Operation should be reviewed and maintenance carried out in accordance with manufacturers recommendations. The Contractor shall carry out/ complete the following:

- Visual inspection of system
- Test electrical components and consumables.
- Review of the data collected by the inverter and any fault codes identified.

8.1.35. Communal M&E Equipment: Communal Electrical Testing

The Contractor shall carry out/ complete the following:

- Undertake I.E.T. inspection and report.
- Inspect and report on condition of the undernoted items in accordance with the 18th Edition of I.E.T. Regulations for Electrical Installation including but not limited to:
    - Visual inspection.
    - Continuity of ring final circuit conductors.
    - Continuity of protective conductors, main and supplementary bonding.
    - Earth electrode resistance.
    - Insulation resistance.
    - Protection by electrical separation.
    - Insulation of non-conducting floors and walls.
    - Polarity.
    - Earth fault loop impedance.
    - Operation of residual current operated devices and fault - voltage operated devices.
    - Any other matters required.
- Undertake all necessary C1 & C2 faults, as defined in the Electrical Safety Council; Best Practice Guide; Electrical installation condition reporting: Classification Codes for domestic and similar electrical installations Issue 7.1, published October 2023, or subsequently amended.
- Production of certificate delivered in an agreed format.

8.1.36. Communal M&E Equipment: Dwelling Electrical Testing

The Contractor shall carry out/ complete the following:

- Undertake I.E.T. inspection and Report.
- Inspect and report on condition of the undernoted items in accordance with the 18th Edition of I.E.T. Regulations for Electrical Installation including but not limited to:
    - Visual inspection.
    - Continuity of ring final circuit conductors.
    - Continuity of protective conductors, main and supplementary bonding.
    - Earth electrode resistance.
    - Insulation resistance.
    - Protection by electrical separation.
    - Insulation of non-conducting floors and walls.
    - Polarity.
    - Earth fault loop impedance.
    - Operation of residual current operated devices and fault - voltage operated devices.
    - Any other matters required.
- Undertake all necessary C1 & C2 faults, as defined in the Electrical Safety Council; Best Practice Guide; Electrical installation condition reporting: Classification Codes for domestic and similar electrical installations Issue 7.1, published October 2023, or subsequently amended.
- Production of certificate delivered in an agreed format.

8.1.37. Communal M&E Equipment: Portable Appliance Testing

The contractor shall carry out testing of all class 1 and 2 equipment on an annual basis. Testing should be carried out as per the Code of Practice for In-service Inspection and Testing of Electrical Equipment.

8.1.38. Water Safety Management: Water Risk Assessments (WRA's/LRA's)

The Contractor shall carry out the following:

- Check all pre-existing information.
- Arrange for suitable site access prior to visits taking place.
- Carry out visual inspection of all water related assets on site.
- Use visual inspection data to inform and compile a comprehensive schematic
- Carry out a Water Risk assessment in line with requirements set out in BS 8580-1:2019 and include:
    - A Comprehensive list of management responsibilities, including the name of the competent person and a description of the system.
    - A competence and training matrix of key personnel.
    - List of identified potential risk sources.

- Suggested means of preventing identified risk or implementing risk-reduction control measures.
- Monitoring, inspection, and maintenance procedures.
- A record of the monitoring results and inspection and checks carried out.
- Arrangements to review the risk assessment regularly, particularly when there is reason to suspect it is no longer valid.

8.1.39. Water Safety Management: Enhanced Water Risk Assessments (ELRA's)

- The Contractor shall carry out the following: All the requirements set out for LRA's above.
- Visual inspections are to be invasive and may include the following actions:
  - Removal of wall panelling and flooring
  - The use of cameras, drones, or other imaging technology
- ELRA's must limit the use of historic or presumptive data.

8.1.40. Water Safety Management: Communal Cylinder/Calorifier/HWS Servicing

- The Contractor shall carry out/ complete the following: Carry out visual inspection and check for installation standard, damage, or corrosion.
- Check the pressure on the expansion vessel.
- Test the operation of the pressure relief valve.
- Top up the system if required and check the operation of the filling loop.
- Check the filling loop for leaks and rectify where required.
- Test the operation of motorised valves.
- Check the manual bottle air eliminator and vent any excess air in the system.
- Check the operation of the circulating pump and test the load.
- Test the expansion relief valve.
- Test the temperature relief valve for correct operation.
- Clean the mesh filter on the mains inlet set.
- Check the immersion heater thermostats.
- Where possible, blow-down, sample and refill.

8.1.41. Water Safety Management: TVC & Legionella Sampling

- The Contractor shall carry out/ complete the following: Carry out dynamic risk assessment ensuring safe site conditions are met.
- Take pre and post flush dip samples.
- Record water temperatures at the point of sampling.
- Record and label all sampling.

- Deliver to the laboratory for sampling, ensuring that samples are clearly marked and suitably packaged.
- Report on other water risk items that are identified but do not form part of the sampling task.
- Report back on presumptive results and recommend immediate actions to remediate.
- Report back on final sampling results.

8.1.42. Water Safety Management: UV Unit Service

The Contractor shall carry out/ complete the following:

- Confirm status of unit upon arrival.
- Check controller is operating correctly.
- Check hours remaining on arrival.
- Confirm if TSD system is working.
- Record UV intensity level (%.)
- Remove and clean UV intensity monitor.
- Replace lamp and confirm no. of lamps replaced.
- Carry out calibration following lamp change.
- Record hours remaining on completion.
- Remove and clean quartz sleeve, replace if necessary.
- Check for any leaks.
- Check for any mechanical or electrical faults.
- Identify if any other faults have been detected.
- Confirm status of unit upon departure.

8.1.43. Water Safety Management: Cold Water Storage Tank Inspection & Clean

The Contractor shall carry out/ complete the following:

- Carry out a visual inspection and check for installation standard, damage, or corrosion.
- Clean and remove any tank contaminants.
- Chlorinate the cistern if necessary.
- Check all flyscreens and lids are fit for purpose and secured correctly.
- Ensure the standing platform is free from damage or rot and is sufficient to support the weight of the tank under full load.
- Check the ball-cock and float for operation, cleanliness, and damage.
- Carry out operational test of the overflow.
- Check overflow venting.

- Inspect all check valves, double check valves, anti-vacuum valves and other mechanical anti-back siphonage protectors. Repair or replace components as necessary.

8.1.44. Water Safety Management: Cold Water Storage Tank Maintenance & Chlorination

The Contractor shall carry out/complete the following:

- Clean and rinse out the tank, removing any sludge, scale or biofilm.
- Pump out any residual water.
- Spray surfaces with biocide.
- Rinse thoroughly and pump out any residue.
- Refill tank and carry out water quality checks.

8.1.45. Water Safety Management: Shower Descales/Cleans

The Contractor shall carry out/complete the following:

- Each site will require two shower heads and hoses per outlet, to be placed into a servicing rotation throughout their serviceable life.
- Remove and disassemble the shower heads and hoses from one another and replace with the cleaned items.
- Replace soft rubber or plastic washers or gaskets with neoprene or other approved rubber substitutes.
- Removed heads & hoses are to be taken back to be cleaned off site.
- De-scale the taps, shower heads and hoses using a proprietary de-scaling agent for 1 hour (or to manufacturer's instruction.)
- Cleaning:
    - Flush the tap/showerheads and hoses through with clean water.
    - Immerse the shower heads and hoses in an approved biocide solution (50mg/l hypochlorite solution at the appropriate concentration and for the appropriate amount of time - following the manufacturer’s instructions.
    - Dispose of the wastewater safely and in accordance with environmental protection guidance.
    - Flush and wash the shower heads and hoses through with clean water.

8.1.46. Water Safety Management: Mixer Shower Units, Inspection & Service (communal areas)

The Contractor shall carry out/ complete the following:

- Carry out visual inspection and check for installation standard, damage, or corrosion.
- Carry out full strip-down and service according to manufacturer’s instructions.
- Clean or replace all filters, O-rings, seals, or washers as required.

- Ensure that Isolation valves are in place and operate to design.
- Check intake temperature readings.
- Check blended temperature settings.

8.1.47. Water Safety Management: Expansion Vessel Inspection & Service

The Contractor shall carry out/ complete the following:

- Carry out visual inspection and check for installation standard, damage, or corrosion.
- Check the pressure on the expansion vessel.
- Test the operation of the pressure relief valve.
- Top up the expansion diaphragm (if required)
- Ensure all pressure gauges are operational and calibrated.
- Flush & purge.
- Check and report on local isolation points.

8.1.48. Point of Use Water Heater Inspection & Service

The Contractor shall carry out/ complete the following:

- Carry out visual inspection and check for installation standard, damage, scaling, or corrosion.
- Check electrical connection and fuses.
- Check the output temperature.

8.1.49. Water Safety Management: Monthly Temperature Monitoring

The Contractor shall carry out/ complete the following:

- All hot water outlets and appliances which have hot water connections should be run in sequence to ensure that the minimum temperatures are maintained throughout the whole system.
- Ensure the temperature of the water within the water heater must be sufficient to maintain temperatures as set out in HSG 274 part 2.
- Ensure that scald risk notification and prevention is suitable and in place.
- For cold outlets, carry out temperature monitoring to all sentinel points including 20% of outlets between sentinel points on a rolling basis. Ensuring all outlets are visited over a 5-month period.

8.1.50. Water Safety Management: TMV Inspection & Service

The Contractor shall carry out/ complete the following:

- Carry out visual inspection and check for installation standard, damage, or corrosion.

- Carry out full strip-down and service according to manufacturer's instructions.
- Clean or replace all filters, O-rings, seals, or washers as required.
- Ensure that Isolation valves are in place and operate to design.
- Check intake temperature readings.
- Check blended temperature settings.
- Carry out simulated failure test.

8.1.51. Water Safety Management: Water Feature Weekly Checks

For waterfalls, the Contractor shall carry out/ complete the following:

- Check and clean the pre-filter strainer.
- Check and record free chlorine levels within parameters: 2.0 - 4.0 ppm.
- Check and record pH is within parameters 7.2 - 7.6.
- Clean all wet surfaces from debris or waste.
- Clean all debris and remove foreign objects.
- Thoroughly flush the supply to the break tank when in low use.
- Ensure the break tank has regular turnover in low use periods.

For ponds, the Contractor shall carry out/ complete the following:

- Monitor critical water parameters, like temperature & disinfectant residual & record.
- Remove all organic debris & foreign objects.
- Implement dip slides taken & results recorded to determine quality of water.
- Treat water with mild disinfectant according to size and application.

8.1.52. Water Safety Management: Water Feature Annual Maintenance

For waterfalls, the Contractor shall carry out/ complete the following:

- A full system inspection and service.
- In the summer months, legionella water sampling.
- A thorough clean prior to the summer season.

For ponds, the Contractor shall carry out/ complete the following:

- In the summer months, legionella water sampling.
- TVC & E-Coli water sampling.
- Blue/Green Algae water sampling.
- A thorough clean prior to the summer season.

8.1.53. Water Safety Management: Weekly Flushing

The Contractor shall carry out/ complete the following:

- All little used outlets will be flushed sufficiently to ensure suitable turnover of water.
- Temperatures should be taken at each outlet to ensure that it has normalised as set out in HSG 274 part 2.
- Any temperature over 60˚C should be notified on the day.

8.1.54. Servicing Reports

The Contractor shall submit electronically within 2 days of the service a PDF report via the ROCC Contractor Portal.

The service report should conform with the relevant standard and include:

- Contractor name and address.
- Site name/Central & Cecil job number.
- Technician's attendance time/date.
- Technician's time spent on site.
- Engineer's name.
- Engineer Gas Safe number (if applicable.)
- Location of equipment.
- Type of service carried out.
- Make/Model and type of equipment.
- Detail of works completed, together with summary if system has been returned to working order/additional recommendations.
- Details of any defects and recommended actions.
- Confirmation the equipment is safe to be left in use.
- Confirmation engineer has carried out dynamic risk assessment and confirmation it is safe to proceed.
- Engineer signature.
- Client signature (if available.)

Please note: No handwritten reports will be accepted.

Measurements, values, timings, etc., are to accompany each certification report. General statement such as "satisfactory", "fit for service" or similar phrases will not be adequate unless they are accompanied by supporting evidence upon which the statement has been determined. Each report should also clearly mark whether the piece of equipment is currently in or out of service.

The template servicing report for each workstream will be reviewed and agreed by Central & Cecil and the Contractor prior to contract commencement.

8.1.55. Log Books

The Contractor shall provide and maintain a logbook in the plant room. Separate logbooks can be maintained for heating plant, fire safety equipment, communal M&E equipment and water safety as required. However, all logbooks must be updated on completion of any task - servicing or repair. This includes any emergency call outs carried out.

9. Remedial Work & Repair Technical Specifications

The Contractor will be required to carry out remedial work and repairs to all elements of property safety related systems at Grace House which will be of varying manufacture.

Repair and remedial work will be linked to the equipment being maintained under this contract. It could include any of the work listed below.

Fire Safety Related Equipment:

- Repairs or remedials to all fire safety equipment in the servicing programme.
- Replacement of firefighting equipment.
- Replacement of certified fire doors.

Heating Plant:

- Repairs or remedials to all equipment that forms parts of the heating plant including heat interfaces units.
- Repairs or remedials to all types of manual and automatic appliance controls and valves including but not specific to thermostats, time switches, clocks, programmers, gas valves, safety devices, zone valves, flow-share valves, energy management controls not located in the plant room.
- Repairs or remedials to all electrical wiring within the system from the point of exit from the plant room that supplies any control or component part of a system that is not located within the plant room.
- Repairs or remedials to all flues, flue fans and terminals.
- Repairs or remedials to all valves that are used to control or isolate parts, or the entire system not located in the plant room.
- Repairs or remedials to all radiators throughout the system and radiator valves.

Communal M&E Equipment:

- Repairs or remedials to all communal M&E equipment in the servicing programme.

Water Safety Management:

- All flushing, disinfection and chlorination of outlets and the whole system.
- Repairs or remedials to TMVs, point of user water heaters and cold-water tanks.
- Installation of access hatches where required.

Any items found to be defective shall be replaced like for like with a similar product from the same manufacturer or an alternative manufacturer with prior agreement from Central & Cecil. Where original manufacturers products are no longer available equivalent parts may be used on prior agreement with Central & Cecil.

Central & Cecil are to be notified should any of the below situations arise, but this should not delay works proceeding:

- Any repairs caused as a result by vandalism, storm damage or wilful neglect by a third party.
- Obsolete or end of life equipment (as determined by Central & Cecil.)

For all repairs and remedials, a worksheet detailing what has been completed should be provided via the Contractor Portal, alongside relevant evidence (including photographs) and any further information.

9.1.1. M&E Repairs during Weekly Attendance

Included in this contract is provision of a weekly on-site presence to complete servicing tasks and repairs. The contractor should allow for 4 hours provision of a mechanical engineer and 4 hours provision of an electrical engineer each week.

The schedule for each engineer will be agreed with Central & Cecil in advance.

The engineers should carry out routine and non-urgent repairs during this attendance time, at no additional labour cost. Materials will still be chargeable as usual.

Jobs for these repairs will be logged on the Contractor Portal in the usual way. However, if a job emerges during attendance, e.g. an issue highlighted by site staff or during a weekly check, then a retrospective repair job will need to be requested and completed within the Contractor Portal, detailing the works completed and any materials used.

9.1.2. Other Repairs at Time of Service & At First Repair Attendance

The Contractor shall be permitted to undertake remedial works to correct non-functioning equipment up to financial limit of £250 (exc. VAT) at the time of service or at time of first repair call out. This figure may be amended at Central & Cecil's discretion. Repairs beyond this threshold will need to be subject to Central & Cecil approval. Any request for payment for repair works undertaken exceeding the threshold will be rejected and excess spend will not be paid.

Please note if there is an immediate danger/threat to life present and works to make safe would exceed the working spend limit, no pre-approval will be required, and Central & Cecil will accept costs retrospectively. Please ensure that Central & Cecil is made aware at the earliest opportunity.

If repairs are undertaken at the time of the service a retrospective repair job will need to be requested and completed within Central & Cecil's Contractor Portal detailing works completed. This retrospective repair job will also need to be quoted when applying for the additional payment.

9.1.1. Call Outs and Emergency Repairs

The Contractor shall be required to provide a 24-hour 365 day per year emergency breakdown service. Answerphone services are not acceptable.

The Contractor shall be able to respond to instructions to attend a critical emergency breakdown by attending site within four hours from receipt of call from Central & Cecil.

Breakdowns shall be given priority over planned service visits and must be completed within scheduled timeframe, unless otherwise agreed with Central & Cecil. Every attempt should be made to still attend rescheduled work within priority SLAs. Any residents subject to cancelled appointments should be called by the Contractor to inform them and rearrange, and new appointments should be logged in the Contractor Portal.

For emergency breakdowns reported during normal working hours the Contractor will be issued verbally with an instruction followed by digital instruction via Central & Cecil's Contractor Portal. Routine Repairs will just be released via the portal without a call so the Contractor will be expected to regularly monitor the portal.

For breakdowns reported outside normal working hours the Contractor will be given verbal instruction and be issued written instruction the following working day via the portal.

The Contractor shall provide details for the out of normal hours breakdown service. Details, which should include names, contact numbers and escalation contact details, should be available at the commencement of the contract. These details shall be updated to reflect any revisions immediately following any such revisions. The Contractor shall also re-confirm the contact details prior to each extension of the Contract and prior to public holidays e.g. Easter, Christmas etc.

The Contractor shall report to Central & Cecil if they are unable to complete a repair and update the portal with the course of action they are taking i.e. obtaining replacement parts. The Contractor shall also report to the client if any appointments need to be rearranged within 24 hours, for example, due to engineer sickness absence.

In the event of spares/parts not being available from stock or local suppliers the Contractor is to make arrangements for overnight delivery direct from the manufacturer to their agents where possible.

9.1.2. Spare Parts and Renewals

The Contractor shall use only genuine manufacturer's spares, except where otherwise directed, with all removed equipment to be taken from site and correctly disposed of at the Contractor's expense in line with relevant legislation.

The Contractor shall ensure they carry sufficient replacement parts to aid in the ability to complete a 1st time fix.

The Contractor shall only use new spares, except when otherwise directed. Reconditioned parts are not acceptable, with the exception of no longer obtainable parts.

Random checks of replaced parts may be carried out by Central & Cecil. The Contractor shall reimburse the Central & Cecil for any parts that have been changed and subsequently are found to be in non-working order.

Central & Cecil reserves the right to request copies of supplier's invoices to verify cost mark-up against trade price of materials used against the values stated in the Tender Response Document.

The Contractor shall ensure that they always source all materials at the most competitive rates currently available to ensure best value.

All replacement parts shall be on a like for like basis if still available. Where parts are no longer obtainable, replacements shall match the original performance and be approved by the original manufacturer of the equipment to ensure the original design remains compliant.

9.1.3. Quotations

For all repairs and remedial works over the £250 (exc. VAT) limit or for repairs and remedial works not completed at the time of service or first attendance, the Contractor shall submit an itemised quotation. A quotation request will be raised by Central & Cecil under the planned job priority and the timeframe for provision will be set by Central & Cecil's Contract Manager on a case-by-case basis.

The quotation must include a full breakdown of costs, showing individual costs for materials and labour, to enable the quotation to be evaluated fully.

Subject to approval Central & Cecil will issue the Contractor with an official instruction to proceed if deemed necessary, via the ROCC Contractor Portal. The job will be raised under the planned job priority with a timeframe for completion set by the Central & Cecil Contract Manager.

The Contractor shall use the agreed day rates when preparing quotations for equipment replacements/new installations to ensure best value to Central & Cecil and to enable procurement without seeking alternative quotations.

Notwithstanding the above, Central & Cecil reserves the right to seek alternative quotations to monitor the Contractors performance and competitiveness. Central & Cecil reserves the right to place orders with other suppliers for repair works if their quotations are deemed to offer preferential rates.

9.1.4. Water Safety Management: Disinfection Services

The technical specifications for any disinfection services for water management are included below.

9.1.4.1. Flushing

- Heat system to the normal temperature, open each tap and run for at least 3 minutes or until the required temperature threshold has been achieved.
- Cold taps should be flushed until the water runs cold.
- When flushing taps and other outlets, open slowly and take care not to cause splashing or release spray droplets to the atmosphere.
- Flush the toilet twice with the lid down to circulate fresh water through the system and empty the cistern.
- Showers and baths should be flushed at the maximum hot setting if served by a mixer/valve arrangement.
- Run temperatures will need to be recorded on the worksheet.

9.1.4.2. Chemical Disinfection - Chlorination

- Ensure working area is safe to access and carry out task.

- If accessing loft space, assess risks associated with access, lighting, ambient temperature, and interruption to building occupants and other users. If necessary, place safety signs in immediate vicinity.
- Identify down services outlets affected by disinfection works, place warning signs where necessary to avoid inadvertent consumption of water.
- Isolate all down service pipework and tank outlets where possible, and isolate incoming mains water supply.
- If present, disconnect any washing machines, dishwashers and vending machines so outlets can be drained to a bucket when drawing through treated water. In healthcare premises, any health treatment equipment may need to be removed from service in consultation with the Estates Manager and/or Infection Control Officer.
- Calculate the volume of water stored within the cold-water services distribution system.
- Calculate the amount of CDA7 & CDB9 required to achieve an initial dosage level of 50ppm.
- Ensure all appropriate PPE is being warn, chemical bund, Spill kit and a source of fresh water is available.
- Mix CDA7 & CDB9 in a ventilated area ensuring only trained persons with the correct PPE are in the vicinity.
- Add the chemical (Chlorine Dioxide) to the cold-water services by direct injection (pump as required.)
- Open all associated outlets progressively working one at a time away from the tank, this should include the flushing of toilets and urinals.
- Test the water from the hot (if applicable) and cold sentinel outlets using the test equipment – follow the instructions if in doubt. This should be at least 50ppm.
- Open the drain valves of any calorifiers/water heaters to ensure there is sufficient Chlorine Dioxide in the hot system.
- If present, pumps should be recycled, and valves opened to ensure treated water contacts all internal surfaces.
- Leave system to stand for 1 hour, checking residual levels at representative outlets every 15 minutes to ensure the required level is maintained, the reserve must not drop below 50ppm during the 1-hour period and all test results along with the locations must be recorded.
- After 1 hour, open all outlets including the mains supply to the cold-water services thoroughly flush the system with fresh water. Flushing toilets and urinals will also aid the removal from the system. Test various outlets, including the system sentinels to check the residual level has dropped to less than 0.5ppm.
- Reinstate the system to full-service conditions by opening any valves that were shut during the process and removing any signage.

9.1.4.3. Thermal Disinfection

- Thermal disinfecting is achieved by raising the temperature of water contained within the water heater and passing throughout the domestic hot water system for a period of not less than one hour.

- All hot water tap outlets and appliances which have hot water connections should be run in sequence to ensure that the minimum temperatures are maintained throughout the whole system. To ensure effectiveness of thermal disinfecting the temperature of the water within the water heater must be sufficient to maintain temperatures of not less than 60°C at tap outlets and appliances.
- To avoid risk of scalding, maintenance personnel must ensure that during this procedure tap outlets and appliances are used only by authorised persons, until the water temperatures return to their normal operating levels.

9.1.5. Water Safety Management: Disinfection Services for Void Properties

The technical specifications for any disinfection services for water management in void properties are included below.

9.1.5.1. Void properties with mains only

- Inspection of hot and cold-water system (note any defects.)
- Clean, descale and disinfection of all outlets.
- Clean and disinfect all shower heads and hoses.
- Service any TMV's on site.
- Service any shower mixer units.
- Flush through of all outlets.

9.1.5.2. Void properties with tank feeds

- Inspection of hot and cold-water system (note any defects.)
- Clean, descale and disinfection of all outlets.
- Clean and disinfect all shower heads and hoses.
- Service any TMV's on site.
- Service any shower mixer units.
- Clean of cold water tank.
- Flush through of all outlets.

9.1.6. Building Management System (BMS)

The Contractor responsible for the BMS system will be required to carry out repairs and remediation. The Contractor shall be required to provide a 24-hour 365 day per year emergency breakdown support service with a 4-hour remote response and a 24-hour on-site response where needed.

The Contractor shall provide remote operational support including making adjustments and changes to the plant time schedule, setpoints, controlled shutdowns and fault investigation. The Contractor must have the capacity to lead energy management activities on site, in

support of the M&E provider. The Contractor must also be able to advise on the plant control strategy and optimisation of equipment operation to improve sustainability and customer experience.

10. Upgrade/ New Installation Technical Specifications

Central & Cecil reserves the right to seek competitive alternative quotations for all upgrade and new installation works. Central & Cecil reserves the right to place orders with other suppliers for this work if their quotations are deemed to offer preferential rates.

Where a new piece of equipment has been installed, whether this is a direct replacement or a completely new install, a separate risk assessment will need to be submitted alongside the service reports and servicing schedule whereby a technically competent person has completed a review of the suitability of the type of equipment and equipment settings based on the intended building users.

For all works that fall under the scope of Construction (i.e. outside of servicing and repairs), as defined under the CDM regulations, the Contractor shall ensure that a specific Construction Phase Health and Safety Plan (CPP) is available on site and reflects the safety arrangements relevant to that site. For example, protection of the public, exposure to asbestos, electricity and confined spaces, etc. See HSE site for further information.

Throughout the course of the contract, Central & Cecil may have preferred manufacturers, makes and models for new installations. Any current preference requirements will be passed to the Contractor before contract start.

11. Other Considerations

All areas of work at Grace House shall be maintained as a clean area at all times free of any litter or debris. The Contractor shall ensure that all public areas and pathways are left clear and free of hazards at all times and leave the premises clean and tidy on completion of the work. The Contractor shall provide suitable first aid facilities on site. The Contractor shall ensure that all personnel are provided with, and instructed to wear, proprietary personal protective equipment (PPE) where and whenever there is a risk of injury, as deemed necessary by Risk assessment /Method Statement. The contractor shall at all times adopt the working practices as defined in the RAMS.

The Contractor shall carry out detailed and recorded risk assessments and method statements for required works and submit copies to Aster. All ad-hoc repair works must have at least a documented dynamic risk assessment confirming it’s safe to proceed before carrying out any repairs.

All works shall be carried out in strict accordance with the requirements of The Work at Height Regulations 2005.

All chemicals to be used in the servicing and cleaning process to be advised to the Client complete with all your relevant COSHH Assessments and copy of the manufacturers Hazard Data Sheets for prior approval.

The Contractor shall be responsible for ensuring that appropriate signage is displayed during work and where equipment is isolated. They shall be responsible for maintaining a sufficient stock of signage on site.

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SECTION 4 - Asset Register

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