

**FAQs – S20: Mechanical & Electrical Installations – Automated Door/Opening, Door Access Systems and CCTV provisions.**

**If I don't have any of these services, will I still be charged for this contract?**

No. You will only pay for the services you receive.

**What will this contract cover?**

We are seeking to procure a contract for the servicing, maintenance and new installation to our Door Entry Systems, Automatic Opening Equipment and CCTV equipment within our housing stock located across southern England.

Aster has split the contract into two lots and intend to award a separate contract to the successful suppliers of each Lot. Suppliers may bid for more than one lot, however, will only be awarded the contract for the lot for which they scored highest.

Lot Number	Service Provision	Region
1	Door Entry Systems, Automatic Opening Equipment and CCTV Servicing, Maintenance and Installation	East (London, Hampshire and Wiltshire)
2	Door Entry Systems, Automatic Opening Equipment and CCTV Servicing, Maintenance and Installation	West (Dorset, Somerset, Devon and Cornwall)

We will be servicing the equipment at the below frequencies:

Service	Frequency
Automatic door servicing	Every 6 months
Automatic gate servicing	Every 6 months
Roller shutter servicing	Every 6 months
CCTV servicing	Annual
Folding wall servicing	Annual
Automatic vehicle barrier	Every 6 months

The contract will also include:

- Repair, remediation and replacement of equipment related to door entry/intercom systems, CCTV systems and automatic opening equipment.
- Other ad hoc works which will be charged under day-work rates or SOR.

- An out of hours and emergency repair service for door entry systems, CCTV systems and automatic opening equipment.
- Design & specification, installation, commissioning of new or replacement automatic doors, door entry/ intercom systems and CCTV systems. as determined by pre-agreed quotation, scope, and requirement.
- Remediation/alteration of all associated building works and electrical systems.

The full specification can be found on our website: [www.aster.co.uk/haveyoursay/consultations](http://www.aster.co.uk/haveyoursay/consultations)

### **What is the difference between a door entry system and an automatic door/opener?**

**A Door access** system acts as electronic security for the building. Those entering the building would need either a fob/code/or be buzzed in to gain access (instead of having a key). But are still required to physically open the door by hand.

**An Automatic Door/openers** opens the door automatically (no manual requirement to open the door).

### **What will this contract cover?**

Please refer to the specification we have made available on our website.  
[www.aster.co.uk/haveyoursay/consultations](http://www.aster.co.uk/haveyoursay/consultations)

### **Why are you changing it?**

We are taking this opportunity to ensure that we have the most appropriate supplier providing the services required.

### **How long will be agreement be for?**

It is proposed this is a long-term arrangement initially for four years with extensions allowing for a maximum of 6 years. Extensions will be granted on the successful delivery of the program and the attainment of the stated Key Performance Indicators (KPI's).

### **If a contract is for a number of years what happens if the contractor doesn't perform well, do they keep getting the work?**

The contract will say that if works or services are not delivered, the contractor is not achieving KPI's or are not value for money, we may end the contract.

### **If I or the block doesn't have a door access or CCTV system does this letter mean that one is going to be fitted?**

No.

### **How much will this cost me?**

Right now, we don't know. We will contact you again at Stage 2 of this consultation to let you know of any changes to your service charges as a result of this contract.

**You say this is a legal consultation, are you now going to add legal costs to my service charges?**

No. Although this consultation process is required by law there are no legal costs involved.

**Where can I access more information about the services you are looking to provide?**

A description of the services to be provided under the agreement can be found on our website [www.aster.co.uk/existing-customers/get-involved/consultations](http://www.aster.co.uk/existing-customers/get-involved/consultations). Alternatively, we can email this specification to you.

**What if I am not happy with the current services provided?**

Under this consultation process, we cannot deal with complaints about the quality of current provisions. Please call our contact center who will log any issues you are experiencing and forward these to our Property Safety team.

**What is a section 20 consultation and why does it affect me?**

The Section 20 consultation process was put in place to protect service charge payers and to make sure that landlords only carry out work or enter into service contracts that are necessary and at a reasonable cost. Anyone who pays a service charge whether they are a leaseholder, shared owner or tenant maybe be affected by a section 20 consultation.

The process allows service charge payers the chance to comment on the works and sometimes to suggest contractors for the works depending on the value of the contract.

**The letter mentions a payment of £100, does this mean I need to pay this or that this is going to be my contribution?**

No. This letter is not a request for payment and at this stage we do not know what the cost to you will be for this service. We are required to consult with you about our intention to enter into a new agreement with a new contractor which will continue for longer than 12 months and where your contribution **may** exceed £100.

We will write to you with details of the cost at stage two of this consultation once the tender exercise has been completed

**Can I nominate a contractor?**

While the opinions and views of Tenants, Leaseholders & Shared Owners are invited and considered, you are **not** invited to nominate a contractor or company for us to approach. This is in line with the regulations set out in the Landlord and Tenant Act 1985 as amended by the Commonhold and Leasehold Reform Act 2002, as the invitation to tender is made by way of public notice.

**What is an observation?**

You have a right to reply with your comments to a Section 20 notice up to 30 calendar days from the date of the notice. Your reply is known as an 'observation'. We will give due regard to any observations received during the consultation period.

A summary of all the observations received and our responses to them will be sent out with the next stage of the consultation documents. All the comments and feedback we receive are considered when planning the work and awarding the contract.

### **How do I make an observation?**

Your observation must be in writing either by letter or email. Any email should be sent to the email address at the top of this letter. Letters should be sent to the following address, Section 20 Officer, Aster Group, Sarsen Court, Horton Avenue, Cannings Hill, Devizes, Wiltshire, SN10 2AZ. You can't make observations verbally over the telephone or in person.

### **Is this Section 20 Notice a bill?**

No, this is not a bill. You do not need to make any payment in response to receiving this letter or any enclosed notices.

### **I have received a S20 notice but I don't think it's for me**

If you receive a notice to your address but not in your name, please let us know, it may be that our records need updating or that the leaseholder is subletting the property to you.

If you are a leaseholder sub-letting your property, please let us have a correspondence address so we can send S20 Notices to you there.

I am planning to sell my property before the service described in the S20 notice is completed. You should keep the documents safe and pass them to your solicitor when you have accepted an offer.

Any potential purchaser needs to be aware of any Section 20 consultation.

### **Where can I go for advice?**

You can contact your local Citizens Advice Bureau for independent advice. The following websites also have useful information about the S20 process:

<http://www.lease-advice.org>

<http://www.leaseholderadvicecentre.co.uk>