

# Service Specification

April 2025  
Version 1

## Passenger Lifts, Mobility Lifting Equipment and Assisted Bath and Profiling Bed Servicing, Maintenance, Remedial Action, and Repairs

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## SECTION 1 - Description of Works and Lots

### 1. Introduction

This is the Service Specification for the procurement of passenger lifts, mobility lifting equipment, assisted baths and profiling bed service providers for Aster's housing stock located across southern England.

Aster has split the Contract into four 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.

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

Lot Number	Service Provision	Region
1	Passenger Lift Servicing, Maintenance, Remedial Action, and Repairs	London
2	Passenger Lift Servicing, Maintenance, Remedial Action, and Repairs	Hampshire, Dorset, Somerset, Wiltshire and Devon and Cornwall
3	Mobility Lifting Equipment Servicing, Maintenance, Remedial Action, and Repairs	All regions (London, Hampshire, Dorset, Somerset, Wiltshire and Devon and Cornwall)
4	Assisted Baths & Profiling Bed Servicing, Maintenance, Remedial Action, and Repairs	All regions (London, Hampshire, Dorset, Somerset, Wiltshire and Devon and Cornwall)

Each Contract will cover Servicing, Maintenance, Associated Repair and Remedial Works and some Upgrade and Installation Works within the dedicated Lot. The annual remedials/ repair requirement varies from Lot to Lot and the estimated values are set out below. These amounts may fluctuate and are not guaranteed.

- Lot 1: £140k (inc. VAT) for remedials/ repairs per annum.
- Lot 2: £327k (inc. VAT) for remedials/ repairs per annum.
- Lot 3: £73k (inc. VAT) for remedials/ repairs per annum.
- Lot 4: £30k (inc. VAT) for remedials/ repairs per annum.

Aster holds its stock data electronically against Unique Property Reference Numbers (UPRNs). These include rented and leasehold properties (homes), blocks and care homes.

All works orders, certificates, approvals and payments are managed through Aster's Contractor Portal (ROCC) managements systems. This requires dedicated resources to manage on the Service Provider's side which must be taken into account within the pricing.

Support and training will be provided by Aster throughout the contract duration. Details of ROCC requirements can be found in **Section 2** of this document.

The numbers of UPRNs provided per Lot are accurate at the point this tender is issued. Changes may occur prior to contract commencement and during the contract terms, due to asset disposals removing UPRNs and as a result of the development or purchase of new properties or equipment (adding UPRNs). As such it is anticipated that volumes of work within lots may fluctuate throughout the duration of the contract term. All changes to each Lot asset register will be made by Aster 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.

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

Aster's aim is to have works delivered through a simple and clear contract and cost model. Aster want to develop dynamic contract relationships, where Service Providers work proactively with Aster to drive the quality of service up, and deliver cost efficient outcomes.

The commercial (contract payment) model is based upon a set servicing cost, with supplementary use of a Schedule of Rates for repair or other works, when required. The intention is to have complete clarity over payments due for each piece of work, so that on completion potential providers can be paid securely.

Aster has deliberately chosen not to include distinctions between makes and models of equipment, or sizes of installations or facilities. It is expected that one generic cost for servicing be applied across all items, in accordance with those listed in **Appendix B – Pricing Model**. The Asset register listed in **Section 4** of this document also contains additional information regarding each location. Aster has sought to ensure that the stock and work profiles are clear and accurate in the Tender, to enable all work to be priced accurately.

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 Aster Group, and any offers to extend will be done so under the pre-existing conditions of these contracts.

## 2. Aster's Service Requirements

Aster have named this procurement project Passenger Lifts, Mobility Lifting Equipment and Assisted Baths and Profiling Beds.

Each Lot will provide required servicing, maintenance, remedial work, repairs as required but specific requirements will vary between the lots.

### 2.1.1. Servicing & Maintenance (PPM's)

Lot	Service	Frequency
1	Passenger lift servicing and maintenance	Monthly/ Every Other Month
	Goods lift servicing and maintenance	Monthly/ Every Other Month
	Firefighting lifts servicing and maintenance	Monthly
	Evacuation lifts servicing and maintenance	Monthly
2	Passenger lift servicing and maintenance	Monthly/ Every Other Month
	Goods lift servicing and maintenance	Monthly/ Every Other Month
	Firefighting lifts servicing and maintenance	Monthly
	Evacuation lifts servicing and maintenance	Monthly
3	Stairlifts servicing and maintenance	6 Monthly/ Annual depending on location.
	Assistance Hoists servicing and maintenance	6 Monthly
	Platform Lift servicing and maintenance	6 Monthly
	Through Floor Lifts servicing and maintenance	6 Monthly
	Stair Climbers servicing and maintenance	Annual
	Standing Aids servicing and maintenance	6 Monthly
	Step Lift servicing and maintenance	6 Monthly
4	Assisted Baths servicing and maintenance	6 Monthly
	Profiling Beds servicing and maintenance	Annual

Provision of safe and reliable lifts and lifting equipment is a priority for this contract. Bidders should expect to provide a thorough and comprehensive preventative servicing and maintenance regime of all associated equipment. Maintenance should be carried out with the express aim to avoid maintenance related defects appearing at inspection (LOLER, LEIA etc.) and to provide a reliable well-maintained asset.

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

#### 2.1.1. Remedial Works, Repairs, Upgrades and Installations

The following will be required:

- Repair, remediation and replacement of equipment related to passenger lifts, mobility lifting equipment and assisted baths.
- Other ad hoc works which will be charged under day-work rates or SOR.
- An out of hours and emergency breakdown and repair service for passenger lifts, mobility lifting equipment and assisted baths.
- An in-hours and out of hours service to attend critical emergencies and trapped passengers.
- Delivery of remedial works following inspections including LOLER, LEIA etc.
- Design and specification, installation, commissioning of new or replacement equipment and upgrade work 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.

#### 2.1.2. Delivery Profiles

The contract requirement has been divided into the following four Lots.

Lot Number	Service Provision	Region
1	Passenger Lift Servicing, Maintenance, Remedial Action, and Repairs	London
2	Passenger Lift Servicing, Maintenance, Remedial Action, and Repairs	Hampshire, Dorset, Somerset, Wiltshire and Devon and Cornwall
3	Mobility Lifting Equipment Servicing, Maintenance, Remedial Action, and Repairs	All regions (London, Hampshire, Dorset,

		Somerset, Wiltshire and Devon and Cornwall)
4	Assisted Baths & Profiling Bed Servicing, Maintenance and Installation	All regions (London, Hampshire, Dorset, Somerset, Wiltshire and Devon and Cornwall)

Bidders are asked to thoroughly review the requirements for each lot before submitting their bids.

#### 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 Aster at contract launch stage along with contact information and access arrangements specific to each site and asset.

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 Aster Contracts Manager.

Service visits will be raised by Aster 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 28<sup>th</sup> of the month.

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 inspections, the servicing activities within all lots or through other means as identified and specified by Aster. Faults will also be reported via Aster's contact centre by both site staff and Aster'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 Aster and sent through to suppliers via its Contractor Portal. If the job is a critical, emergency or out of hours job, Aster will also make a phone call to alert the supplier 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.
- Servicing delivery KPI's will be measured monthly.
- Large scale project work will be managed independently of the contract KPI's to pre-determined contract deliverables, bespoke to each project.

Ahead of work, Service Providers shall be responsible for visiting the site(s) to take all their own measurements, site surveys, necessary particulars and shall make arrangements with the Customer for gaining access to the relevant areas if required.

The Service Provider shall have the means to comply with delivery KPIs bearing in mind that the equipment within the premises will be of a differing manufacture. The Service Provider's operative(s) shall carry a range of tools, suitable access equipment, equipment access keys, calibrated test instruments and any other necessary equipment to perform this function satisfactorily. The Service Provider shall have access to the relevant supply chain to source all required parts and directly arrange manufacturer visits on behalf of Aster if required.

#### 2.1.1. Further Considerations

Remedial work from inspections and servicing 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.

Travel costs to and from sites should be taken into account in all of the pricing schedules, as the requirement for the contract is to have suitable resource who can cover the geographical areas. Travel costs include vehicles, operative time and all costs that are associated with transport.

The Service Provider is expected to exercise politeness, confidentiality and discretion during the course of the maintenance work. Results of the service may only be divulged to Aster's representative and other persons nominated by Aster.

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

Criminal record checks (DBS checks) will be required for attendance at Aster's sites.



**NOTE** – Aster is continually revising ways of working so as to provide a more efficient and streamlined service for its customers. Aster may require improved quality, or more advanced services, due to legislative changes or regulation updates e.g. Building Safety Act. Any amendments will be discussed through the regular contract meetings and agreed through the contract management processes.

#### 2.1.2. Access arrangements (all lots)

Location of specific equipment can vary depending on sites, and could be located in either a dwelling, or communal area.

Specific details regarding access codes and passwords to communal facilities will be periodically issued by Aster through secure means.

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 Aster at the beginning of this contract.

All available contact details, key codes and key requirements will be available on the ROCC system. Aster'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. At least a week's notice should be given for non-emergency and non-urgent works.
- 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 site, leaving a calling card.
- Details of the contact (dates, times & relevant numbers or e-mail addresses) are 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 Aster for resolution.
- Once Aster 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 entrance/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 Aster for resolution.
- Once Aster 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 Aster outside



of normal working hours for servicing, as some customers may require visits outside the normal daytime hours.

All employees and persons servicing the Service Provider shall, at the Service Provider's expense, be provided with identification passes which meet the minimum acceptable standards of Aster. The passes shall contain a current photograph of the recipient together with their name, also 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 Service Provider is to supply all suitable access equipment required to gain safe access to all equipment. This includes any special/ specific access keys for plants/ lift motor rooms. The Service Provider shall supply all access equipment, including ladders, platforms, scaffold, MEWPs, mobile units etc., to gain access to all plant & equipment at the properties listed at **Section 4** of this document. The Service Provider shall ensure that their operatives are fully trained and competent to use the access equipment required and utilised to safely access areas required.

#### 2.1.3. Contractor Competency

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

Formal confirmation of the level of experience and training of the operatives working under this contract is required. Aster 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. Aster reserve 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 Aster sites.

The Service Provider shall provide supervisory staff to regularly monitor the performance and quality of the work of its operative(s) and have a suitable and sufficient quality audit regime in place.

#### 2.1.4. Passenger Lift Services – Contractor Minimum Standards

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 on the equipment they are assigned under these contracts. Where Service Providers sub-let elements of the work; prior permission must be sought, and the Service Provider must ensure their sub-contractor meets the minimum standards required.

Personnel will need to be appropriately qualified and demonstrate competency in the below requirements:

- The Lift Regulations 1997.
- EOR/202 Basic Lift Safety certification.
- Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- Building Regulations Part M (relative to Equality Act requirement).
- Building Regulations (All parts).
- Electrical Equipment (Safety) Regulations 2016.
- Relevant British Standards which include:
  - BS7255 Code of Practice for Safe Working on Lifts
  - BSEN 13015: 2001 + A1:2008 Maintenance for Lifts and Escalators.
  - BS EN81 1 & 2 1998 Safety Rules for the construction and installation of lifts.
  - BS EN 81-20:2014 Safety rules for the construction and installation of lifts. Lifts for the transport of persons and goods - Passenger and goods passenger lifts
  - BS EN 81-50:2020 Safety rules for the construction and installation of lifts. Examinations and tests - Design rules, calculations, examinations and tests of lift components
  - BS EN81-3 2000 + A1 2008 Safety Rules for the construction and installation of electric and hydraulic service lifts.
  - BS EN81-28: 2022 - Safety Rules for the construction and installation of lifts – Lifts for the transport of persons and goods – Remote alarm on passenger and goods passenger lifts.
  - BS EN81-58: 2018 – Safety Rules for the construction and installation of lifts. Examination and tests. Landing doors fire resistance test.
  - BS EN81-70: 2021 - Safety Rules for the construction and installation of lifts – Particular applications for passenger and goods passenger – Accessibility to lifts for persons including persons with disability. (To be complied with in full unless relevant dimensions do not permit).
  - BS EN81-71: 2022 - Safety Rules for the construction and installation of lifts. A particular application for passenger and goods passenger lifts. Part 71. Vandal Resistant lifts.
  - BS EN81-72: 2020 – Safety rules for the construction and installation of lifts – Particular applications for passenger and goods passenger lifts – Part 72 Fire Fighters Lifts.

- BE EN81-80: 2003 – Safety rules for the construction and installation of lifts – existing lifts – Rules for the improvement of safety of existing passenger and goods passenger lifts.
- BS EN294: 1992 Incorporating Amendment 1- Safety of Machinery – Safety distances to prevent danger zones being reached by the upper limbs.
- BS EN50214:1998 – Flexible cables for lifts.
- BS EN12015: 1998 – Electro-Magnetic compatibility. Product family standard for lifts, escalators, and passenger conveyors. Emission.
- BS EN12016: 1998 – Electro-Magnetic compatibility. Product family standard for lifts, escalators, and passenger conveyors. Immunity.
- BS EN61000-3-2:2000 – Electromagnetic compatibility (EMC). Limits. Limits for harmonic emissions (equipment input current up to and including 16 Amp phase).
- BS EN13015:2001 – Maintenance for lifts and escalators. Rules for maintenance instructions.
- BS7671, IEE Regulations current edition.
- BS 5266 -1 2016 - Emergency lighting code of practise for the emergency lighting of premises.
- BS 7255:2001 – Safe Working on Lifts.
- BS 8300: 2001 - Design of buildings and their approaches to meet the needs of Disabled people – Code of practice.
- BS ISO 4190 Part 1: 1999 - Lift installations Class I, II, III, and VI lifts.
- BS ISO 4190 Part 2: 2001 – Lift installations Class IV lifts.
- BS 9999:2017 - Fire safety in the design, management and use of buildings
- BS 8899:2016 - Improvement of fire-fighting and evacuation provisions in existing lifts – Code of practice
- Any other relevant standards.

Lift Engineers should have one of the following qualifications, independently certified, or an appropriate equivalent:

- Level 3 NVQ Diploma in Engineering Maintenance (QCF) following an appropriate pathway in Servicing (EMG) and/or Repair (EMH); or
- Level 3 NVQ Diploma in Installation and Commissioning (QCF) following an appropriate pathway in Traction Lifts (ICC) and/or Hydraulic Lifts (ICD).
- Older certified qualifications including:
  - Level 3 NVQ in Engineering Maintenance with appropriate endorsement for Lift Servicing or Lift Repair.

- Level 3 NVQ in Installation and Commissioning with appropriate endorsement for Traction Lift Installation or Hydraulic Lift Installation.
- EMTA module/segment certification and apprenticeship certification prior to the existence of the former schemes.

Lift Technicians should have one of the following qualifications, independently certified, or an appropriate equivalent:

- Level 4 NVQ Certificate in Performing Testing Operations in the Lift and Escalator Industry including appropriate Unit Credits in one or both of the following units:
  - TLE4/005 Performing testing operations on existing/ modernised equipment in the lift and escalator industry.
  - TLE/006 Performing commissioning tests on new equipment in the lift and escalator industry.

All Service Providers 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 lifts and lifting equipment.
- Industry standards for electrical works (e.g.BS7571, BS7671 and IEE wiring regulations (or EU equivalent).
- All relevant regulations.

All Service Providers must hold accreditation with a competent person scheme such as the Lift and Escalation Industry Association (LEIA) or CHAS or be able to demonstrate equivalent competency with the above listed Acts, regulations and British Standards.

#### 2.1.5. Mobility Lifting Equipment Services – Contractor Minimum Standards

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 on the equipment they are assigned under these contracts. Where Service Providers sub-let elements of the work; prior permission must be sought, and the Service Provider must ensure their sub-contractor meets the minimum standards required.

Personnel will need to be appropriately qualified and demonstrate competency in the below requirements:

- Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- Equality Act 2010

- The Supply of Machinery (Safety) Regulations 2008
- Management of Health and Safety at Work Regulations 1999 (MHSWR)
- Manual Handling Operations Regulations 1992 (MHOR)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health Technical Memorandum 08-02: Lifts
- Relevant British Standards which include:
  - o BS 7671 - 18th Edition - Requirements for Electrical Installations. IET Wiring Regulations
  - o BS 6440:2011 - Powered vertical lifting platforms having non-enclosed or partially enclosed liftways intended for use by persons with impaired mobility.
  - o BS EN 81-40:2020 - Safety rules for the construction and installation of lifts. Special lifts for the transport of persons and goods - Stairlifts and inclined lifting platforms intended for persons with impaired mobility
  - o BS 6440:2011 - Powered vertical lifting platforms having non-enclosed or partially enclosed liftways intended for use by persons with impaired mobility.
  - o BS 5900:2012 - Powered homelifts with partially enclosed carriers and no liftway enclosures.
- Any other relevant standards.

All Service Providers 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 Service Providers must hold accreditation with a competent person scheme such as the Lift and Escalation Industry Association (LEIA) or CHAS or be able to demonstrate equivalent competency with the above listed Acts, regulations and British Standards.

#### 2.1.6. Assisted Baths & Profiling Beds Services – Contractor Minimum Standards

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 on the equipment they are assigned under these contracts. Where Service Providers sub-let elements of the work; prior permission must be sought, and the Service Provider must ensure their sub-contractor meets the minimum standards required.

Personnel will need to be appropriately qualified and demonstrate competency in the below requirements:

- Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulation 2002
- Control of Asbestos Regulations 2012
- Equality Act 2010
- The control of legionella bacteria in water systems, ACOP (L8)
- Legionnaires' disease - Technical guidance (HSG274)
- The Water Supply (Water Fittings) Regulations 1999
- The Supply of Machinery (Safety) Regulations 2008
- Management of Health and Safety at Work Regulations 1999 (MHSWR)
- Manual Handling Operations Regulations 1992 (MHOR)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Manual Handling Operations Regulations 1992
- Health Technical Memorandum 08-02: Lifts
- Health Technical Memorandum 08-03: Bedhead services
- Care Quality Commission (CQC) Regulation 12: Safe Care and Treatment
- Relevant British Standards which include:
  - o BS EN 60601-2-52:2010+A1:2015 - Medical electrical equipment - Particular requirements for basic safety and essential performance of medical beds
  - o BS ISO 17966:2016 - Assistive products for personal hygiene that support users
- Any other relevant standards.

All Service Providers 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

All Service Providers must hold accreditation with a competent person scheme such as the Lift and Escalation Industry Association (LEIA) or CHAS or be able to demonstrate equivalent competency with the above listed Acts, regulations and British Standards.

#### 2.1.7. Key Performance Indicators (KPI's)

Aster will monitor the performance of contract quality and delivery through a series of KPI measures. Aster requires all Service Providers to achieve KPI targets as detailed in **Table 1**.

These KPIs are specific to this contract and will be utilised when Aster is determining whether Service Providers need to be supported through challenging events that may disrupt Service Level Agreements (SLA's).

A key priority of this contract is ensuring lifts and lifting equipment are well-maintained, safe and reliable for customers. Performance reporting will consider the level of breakdowns and the extent of out of service periods that apply. It is a requirement that the Service Provider has mechanisms in place to monitor, escalate and report on these aspects.

#### Methodology

- KPI measures are to be submitted by the successful bidder to the Aster Contract Manager monthly.
- Monthly submissions will be made no later than the 10<sup>th</sup> day of every month.
- Aster 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 Aster's direction and instruction.

#### Failure to achieve KPI Targets

- Any Service Provider that fails to meet any of the desired KPI targets will be asked to provide a rationale for the delivery failure. Aster will then host a review meeting detailing the areas against which improvements are required.
- Service Providers are required to meet to a format and frequency as deemed appropriate by Aster's Contract Manager to discuss performance related issues.
- Following these meetings, the supplier 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.

Other day-to-day operational reporting will be required as part of this contract. Exact requirements are to be agreed at the start of the contract but will include a daily report on all lifts out of service.



**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/Planned Jobs	Record the number of jobs completed within the given response time against each job priority on a monthly basis.	98%
LOLER Remedial Jobs (Cat A)	Record the number of jobs completed within the given response time against each job priority on a monthly basis.	100%
LOLER Remedial Jobs (Cat B)	Record the number of jobs completed within the given response time against each job priority on a monthly basis.	90%
Missed appointments (Contractor at fault)	Record the number of jobs attended in time within the given period against the total number of jobs scheduled for attendance on a monthly basis.	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%
Lift downtime (passenger lift lots only)	Record the number of lifts out of service for 48 hours or more during the month and issue monthly report.	0
Client/resident satisfaction (Overall Service)	Measured by exception: Contractor will require 90% satisfaction for their, or Asters, customer satisfaction surveys.	90%

KPI	Method	Target
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 – 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 TP	Trapped Passenger Release	E	2 Hours
Level 1 E	Critical		4 Hours
Level 1	Emergency		24 hours
Level 2	Urgent	U	5 working days
level 3	Routine	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 TP	<b><i>Trapped Passenger Release</i></b>		

	Any defect or situation that has lead to a passenger being trapped and unable to release themselves in a passenger or other lift.
Level 1 E	<b>Critical Repair</b> 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.
Level 1	<b>Emergency Repair</b> 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.
Level 2	<b>Urgent Repair</b> Any defect that causes some minor inconvenience to the health, safety or security of the tenant or third party.
level 3	<b>Routine Repair</b> Any defect that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or a third party.
level 4	<b>Planned Repair</b> Any defect typically larger in nature & has resulted from general deterioration, normally external to the property.
level 5	<b>Cyclical</b> Pre-planned maintenance activity.

### 3. Descriptions and Summaries of Lots

Set out in the following sections are summaries of the sites and assets for each lot. Bidders should concentrate on the information relevant to the lot(s) for which they have been invited to Tender.

More detailed information regarding the assets within each lot can be found in **Section 4** of this document.

#### 3.1.1. Lot 1 – Passenger Lift Services- London Region

The Total Number of Sites is 31 with the following split:

Description	London	Grand Total
Passenger Lifts	46	46
Goods Lifts	1	1
Firefighting Lifts	3	3

Evacuation Lifts	1	1
<b>Grand Total</b>	<b>51</b>	<b>51</b>

### 3.1.1. Lot 2- Passenger Lift Services- South & South West Region

The total number of sites is 89 with the following split.

Description	Hampshire	Wiltshire	Dorset	Somerset	Devon & Cornwall	Grand Total
Passenger Lifts	34	7	48	4	13	106
Goods Lifts	0	0	0	0	0	1
Firefighting Lifts	0	0	0	0	0	0
Evacuation Lifts	0	0	0	0	0	0
<b>Grand Total</b>	<b>34</b>	<b>7</b>	<b>48</b>	<b>4</b>	<b>13</b>	<b>106</b>

### 3.1.2. Lot 3- Mobility Lifting Equipment- All Aster Regions

The Total Number of Sites is 615 with the following attribute split:

Description	Hampshire	London	Wiltshire	Dorset	Somerset	Devon & Cornwall	Grand Total
Stairlifts	108	4	66	146	63	12	390
Assistance Hoists	47	27	1	33	4	2	102
Platform Lift	6	4	2	11	19	2	38
Through Floor Lifts	6	1	2	2	1	1	13
Stair Climbers	2	0	0	0	0	0	2
Standing Aids	2	11	0	0	0	0	13
Step Lifts	1	0	0	1	1	0	3
<b>Grand Total</b>	<b>209</b>	<b>153</b>	<b>71</b>	<b>193</b>	<b>88</b>	<b>17</b>	<b>731</b>

### 3.1.3. Lot 4- Assisted Baths & Profiling Beds- All Aster Regions

The Total Number of Sites is 42 with the following attribute split:

Description	Hampshire	London	Wiltshire	Dorset	Somerset	Devon & Cornwall	Grand Total
Assisted Baths	7	13	3	24	2	5	44
Profiling Beds	37	106	0	0	0	0	143
<b>Grand Total</b>	<b>7</b>	<b>13</b>	<b>3</b>	<b>24</b>	<b>2</b>	<b>5</b>	<b>54</b>

### 3.1.4. Remedial works & Repairs

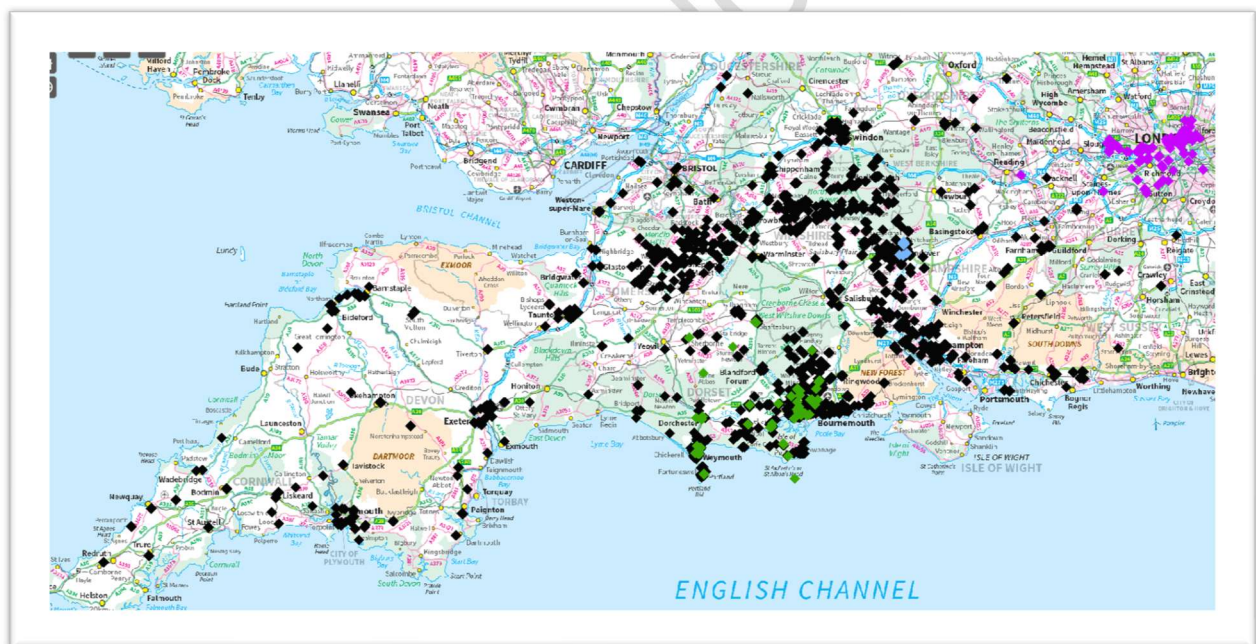
Works are Ad Hoc and based on inspections and servicing findings and reported repairs with the value of remedials varying from lot to lot as set out below.

- Lot 1: £140k (inc. VAT) for remedials/ repair per annum.
- Lot 2: £327k (inc. VAT) for remedials/ repair per annum.
- Lot 3: £73k (inc. VAT) for remedials/ repair per annum.
- Lot 4: £30k (inc. VAT) for remedials/ repair per annum.

## 4. Property Location and Geography

Aster's portfolio is located across the South of England, spanning a geographical area stretching from Cornwall to London.

The map below illustrates the scope of Asters property assets.



## 5. Asbestos

There is no expectation for Service Providers to work with or remove asbestos materials as part of this contract. However, as lifts maintenance operatives are likely to work near asbestos materials, all Service Providers, and their operatives, are required to hold UKATA (or equivalent) asbestos awareness.

Service Providers must have their asbestos procedures up to date and available for review at all times.

Aster will provide asbestos information, where available, via the ROCC Contractor Portal for each job.

Non-licenced work with asbestos must be co-ordinated with the Aster Contract manager. Any Licenced asbestos work is to be referred to the Aster prior to any work taking place.

FOR REFERENCE ONLY

## **SECTION 2 – ICT, Completions & Payments**

### **6. ICT**

All job management will be run through Aster's Contractor Portal.

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

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 certification has been verified following submission to Aster.

#### **6.1.1. Aster's Contractor Portal Usage**

The following is an overview of the expectation of service providers use of Asters 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 property safety 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 DA005634/2). 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 Aster with a relevant email address for this distribution email.
- A worksheet (and photographs where required) 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 be via 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 Aster employees know it's there.
- Job management is a crucial part of the service providers role, so Aster insist 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

The order will be paid for under an inclusive price per service cost model. Remedial action work will be paid for under the relevant rate in the Schedule of Rates (SOR) 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.

Service Providers 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 Aster Group.

#### 6.1.3. Application for Payment

The Service Provider following completion of works will submit a monthly application for payment to the Service 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 PO will be issued to enable the service provider 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 3<sup>rd</sup> working day of every month.

PLEASE NOTE- Aster 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 service providers supplier.

## **SECTION 3 - Technical Specifications**

### **7. Servicing Intervals**

The Service Provider is required to carry out servicing visits at regular and routinely arranged visits, as set out in this document, to provide comprehensive preventative maintenance of all plant and equipment to the extent shown within this document.

The number and duration of the service visits vary according to the type of equipment installed or as notified by Aster at our discretion. It must be noted that where a “lesser” frequency is indicated for some equipment, this should not be construed as meaning that the equipment in question shall be treated as less critical in relation to its good running or maintenance coverage. Equipment shown with greater/lesser intervals variously arise from the differing nature of the equipment, levels of use, age of the installations and similar factors.

For all servicing activity, industry standards and codes of practise for maintenance care are applicable. 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 schedule will be provided by Aster upon contract award. These schedules will include:

- The asset reference
- The asset type
- The scheme/property address/postcode and contact details
- Property UPRN
- The job number

Where urgent remedial works has been identified during servicing and maintenance visits, these should 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 Aster.

Defects that are classed as ‘immediately dangerous’ must be notified to the Aster Contract Manager 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 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. Passenger Lifts- Lots 1 & 2

The following forms part of the regular servicing and maintenance visit for passenger lifts, goods lifts, firefighting lifts and evacuation lifts. The service items noted are not entirely definitive and exhaustive in content and/or description; they are listed to provide a general appreciation and reminder for the Service Provider. Manufacturer's guidelines should also always be complied with.

The Service Provider will provide and have available all the necessary equipment to carry out the servicing and maintenance activity. This includes meters and devices for the checking and gauging of electrical and mechanical operations and characteristics.

Before the service is started, notices advising lift users that the "Plant is Undergoing Maintenance" are to be posted at each landing entrance.

Due to the fact that lift plant is, more often than not, installed in restricted areas and/or areas not frequented on a routine basis by persons other than those who may be involved with the plant, it is essential that maintenance and service care of all related objects, appliances etc is not overlooked.

The tasks required are set out in the table below with their frequencies:

Applicable Equipment	Service Item	Period/Date
All	Maintain plant rooms – shafts – shaft pits – pulley areas and related plant and machinery spaces in a clean condition by the use of dusting, brushing, and vacuum procedures.	On every Maintenance Visit
All	Removal of spilt lubricants and substances utilising appropriate solvents.	On every Maintenance Visit
All	Adjustment and repair of the door operating system and associated parts.	On every Maintenance Visit
All	Adjustment and repair of the automatic user protection devices.	On every Maintenance Visit
All	Adjustment and repair of the installation levelling and re-levelling systems.	On every Maintenance Visit
All	Adjustment and repair of the control system to ensure that the design characteristics and operating parameters are maintained.	On every Maintenance Visit

All	Adjustment and repair of door closing speed and pressures. (It should be noted that door pressure checks for this contract are required to be performed at six monthly intervals and should be recorded and provided to Aster).	6 Monthly
All	Adjustment and repair of brake operating device and associated parts.	On every Maintenance Visit
All	Adjustment and repair of the installation door security and locking system and associated parts.	On every Maintenance Visit
All	Check and report on the condition of hoisting and auxiliary ropes, chains, and similar suspension devices. Adjust and repair as condition warrants.	On every Maintenance Visit
All	Check condition of all parts positioned and/or operating within motor rooms, plant rooms, and directly related machinery spaces. As forming hoisting machines, drive sheaves, bearings, pulleys, bedplates, rope travelling traversing devices, hitch plates, rope braking devices, safety gear operating systems, wrapping sheaves; adjust and repair, components that are defective.	On every Maintenance Visit
All	Check condition of all parts, positioned and/or operating internal to the shafts as forming the lift car, car support, frame, safety gear system, balance weight, hoisting machines, hydraulic rams, ram cylinders, guide rail systems, entrance support assemblies, hoses, guide brackets, division screens, fascia panels, toe guards, conduit trunkings and cables, position reference systems, switching devices, buffer devices. Adjust and repair, components requiring attention as applicable.	On every Maintenance Visit
All	Operate, check and repair and/or adjust the external and internal communication system, emergency alarm, installation lighting and emergency lighting, and visual/audible message systems.	On every Maintenance Visit
All	Replace/clean, where appropriate, fluid system filters, air filters, ventilation, device apertures, and fretwork.	On every Maintenance Visit
All	Check, adjust and re-secure car handrails, furnishings, fitments, mirrors, enclosure panel work, door sight guards.	On every Maintenance Visit
All	Check and report before repair on driving sheave, pulley wheels, wrapping sheaves, multiplying pulleys, sprockets, chain pulleys, idler pulleys and their associated shafts, bearings, mountings, support housings and securing systems.	On every Maintenance Visit

All	Check, assess and where appropriate replace/replenish component lubricants operating mediums and hydraulic system oils.	On every Maintenance Visit
All	Checking battery back-up on all emergency lighting including UPS systems.	On every Maintenance Visit
All	Check and test communication systems internal and externally. Including the auto-dialler, Tunstall or warden call (to check and report only) Fire-fighting intercoms, evacuation intercoms. The functioning of the auto-dialler must be recorded on the visit report for the client to note. If any auto-dialler is not working it must be brought to the attention of Aster immediately.	On every Maintenance Visit
All	Check and adjust landing/car door bottom track shoes.	On every Maintenance Visit
All	Check and adjust operation of firefighting control system.	On every Maintenance Visit
All	Check and adjust operation of fire service control.	On every Maintenance Visit
All	Check and adjust operations of evacuation lift control system.	On every Maintenance Visit
All	Check and inspect operations of pit sump pumps installed in firefighting lift pits.	On every Maintenance Visit
All	Check and inspect hydraulic drive system filters.	On every Maintenance Visit
All	Check and inspect brake device check for operation and "slide" if applicable.	On every Maintenance Visit
All	Check and test closing pressures of automatically operated doors. Check and note: 1) Static Pressure 2) Kinetic Force	6 monthly
All	Check and test plant room, shaft, car, car top emergency lighting systems.	Check Operation On every Maintenance Visit with annual Full Run Down Test
All	Check and test brake release operation.	6 monthly
All	Check and test manual raising/lowering system for hydraulic systems.	6 monthly
All	Check and test winding systems on gearless installations.	6 monthly
All	Check and test pit prop and associated switching system.	Annually
All	Check and test main hoisting ropes and suspension chains, including tension checks and rope slip test.	Annually
All	Check and test rope brake device, its electrical supply and operational "slip".	Annually

All	Check and test electrical overload operation	Annually
All	Check and test landing door locking system.	Annually
All	Check and test shaft mounted lifting beam systems.	Prior to use
All	Check and test plant room mounted lifting beam systems.	Prior to use
Machine Room Less (MRL) Installations	Check security of control panel housings. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check condition of control panel doors, access panels, and latching/locking systems. Remedy defects. Ensure controller panels on landings are secure.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check earth bonding to control panel enclosures, doors/access panels. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check operation of lighting and emergency lighting internal to control panel enclosures. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check condition and operation effectiveness of the brake release and governor reset cable controls. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check for condition and suitability of pit props, their retaining devices and switching systems (of particular concern for installations having controller and/or prime moving machinery sited in the lift pit). Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	From the nearest adjacent floor, carry out audible check of the internally mounted hoisting machine or hydraulic drives with the lift in motion at usual running speed. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check availability and condition of maintenance safety barriers required as protection around control panels sited in common areas and lift entrances that are required to be open for checking repair and servicing of controller and hoisting machines internal to the lift shafts. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check condition and security of machine support assemblies where connected to car/balance weight guides. Remedy defects.	On every Maintenance Visit

Machine Room Less (MRL) Installations	Check for condition and security of hoisting machines sited internal to the lift shaft and where supported by the building fabric. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check for alignment and security of lift car and their support framework where these are of cantilevered design or connections for driving motion on these parts are fixed in an off centre position. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check lift car tops as suitable standing, working areas. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Ensure guard covers to in shaft driving sheaves, pulleys and ram yokes are secure and undamaged. Remedy defects.	On every Maintenance Visit
Machine Room Less (MRL) Installations	Check for availability and storage facility of electrical isolation mat. Remedy defects.	On every Maintenance Visit

Ensuring autodiallers are always operational is of extremely important to Aster and therefore the Service Provider should expect to not only monitor them during their maintenance visits but also fully manage them including renewing sims where required.

Aster will, from time to time, require additional testing to take place as part of the maintenance visit, including H&S testing and Supplementary testing. The required tests will be raised as a separate job and should be charged separately, as per the Supplementary testing and H&S works section on the schedule of rates.

#### 8.1.2. Firefighting & Evacuation Lifts- Lots 1 & 2

For Firefighting and Evacuation lifts, the specification for Passenger lifts should be followed in addition to the extra requirements set out here.

Where required, the Service Provider shall provide for maintenance visits to be specifically scheduled, in order that the Lift Engineer can interact with other trades in the scheduled testing of firefighting lift associated services, including secondary power supplies, changeover panels and shaft mounted fire alarm devices and fire alarm interfaces.

Applicable Equipment	Service Item	Period/Date
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Lifts for use by firefighters, evacuation lifts, and lifts with recall	Check lifts automatically recall to the designated floor if connected to fire detection/alarm system and recalls if activated manually.  Following recall, check the lift is removed from service if it is not intended to stay in service or until firefighters take control or the evacuation procedure commence.	Monthly
Lifts for use by firefighters, evacuation lifts, and lifts with recall	Check the operation of the evacuation and/ or firemen's/firefighting/firefighters lift switches.	Monthly
Lifts for use by firefighters, evacuation lifts, and lifts with recall	Simulates failure of primary power and changeover to secondary power supply. If a generator provides the secondary power supply, it should energize the lifts(s) for at least 1 hr.	Monthly
Lifts for use by firefighters, evacuation lifts, and lifts with recall	An annual performance test	Annual
Lifts for use by firefighters, evacuation lifts, and lifts with recall	Check labelling is in place that gives the lift type and is displayed adjacent to the firemen's/ firefighting/ firefighters lift switch.	Annual

### 8.1.3. Mobility Lifting Equipment- Lot 3

#### **Stairlifts**

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer.

The visit should consist of comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out:

- Check repair history since the last maintenance service.
- Check the structural integrity of installation including welds, fixings and brackets.
- Carry out a full functional test including emergency lowering.
- Clean the rail and carriage/chair.
- Replace rollers that don't operate smoothly.
- Clean adjust and lubricate gearboxes.
- Check of all manufacturers service points/recommendations are completed and recorded.
- Check design characteristics and function do not pose a risk to the service user.
- Check the correct operation of safety devices/edges.

Note- If any safety devices fail to comply with the necessary standards the equipment should immediately be removed from service, equipment mechanically/electrically isolated and the situation drawn immediately to the Contract Manager's attention via telephone and followed up by email.

- Electrical installation:
  - Examine flexible cables for crush damage, cuts, and abrasions.
  - Examine connections. tighten all terminals as required.
  - Test insulation resistance.
  - Check condition of batteries and replace as necessary.
  - Clean and adjust micro switches where necessary.
  - Ensure any isolator that is fitted is not damaged and cuts off the power when activated.
- Labels:
  - Ensure safe working load is clearly marked.
  - Record the maintenance date/next maintenance due date on the attached labelling.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

### **Patient Hoists & Standing Aids**

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer.

The visit should consist of comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out:

- Check repair history since the last maintenance service.
- Check the structural integrity of track including welds, fixings and brackets.
- Inspect sling/lifting tape.
- Carry out a full functional test.
- Replace rollers that don't operate smoothly.
- Clean, adjust and lubricate gearboxes.
- Check all manufacturers service points/recommendations are completed and recorded.
- Check design characteristics and function do not pose a risk to the service user.
- Check the correct operation of safety devices and emergency lowering functionality.

Note- If any safety devices fail to comply with the necessary standards the equipment should immediately be removed from service, equipment mechanically/electrically isolated and the situation drawn immediately to the Contract Manager's attention via telephone and followed up by email.

- Electrical installation:
  - Examine flexible cables for wear, crush damage, cuts, and abrasions.
  - Examine connections. Tighten all terminals as required.
  - Test insulation resistance.
  - Check condition of batteries and replace as necessary.
  - Clean and adjust micro switches where necessary.
  - Ensure any isolator that is fitted is not damaged and cuts off the power when activated.
- Labels:
  - Ensure safe working load is clearly marked.
  - Record the maintenance date/next maintenance due date on the attached labelling.
- If the equipment is defective, engineer to isolate and please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

## **Platform Lifts, Lifting Platforms, and Step-Lifts**

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer.

The visit should consist of a comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning

and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out:

- Check repair history since the last maintenance service.
- Check the structural integrity of installation including welds, guides, fixings and brackets.
- Carry out a full functional test.
- Clean the installation including the pit.
- Hydraulic or Pneumatic Rams should be checked for correct function, security and the presence of any oil leaks.
- Check all manufacturers service points/recommendations are completed and recorded.
- Check design characteristics don't pose a risk to the service user.
- Check the correct operation of safety devices and emergency lowering. Inspect rupture valves for hydraulic equipment.

Note- If any safety devices fail to comply with the necessary standards the equipment should immediately be removed from service, equipment mechanically/electrically isolated and the situation drawn immediately to the Contract Manager's attention via telephone and followed up by email.

- Electrical installation:
  - Examine flexible cables for wear, crush damage, cuts, and abrasions.
  - Examine connections. Tighten all terminals as required.
  - Test insulation resistance.
  - Check condition of batteries and replace as necessary.
  - Clean and adjust micro switches where necessary.
- Labels:
  - Ensure safe working load is clearly marked.
  - Record the maintenance date/next maintenance due date on the attached labelling.
- If the equipment is defective, please isolate and place an out of service sign on the equipment which is to include a message this has been reported to Aster.

## Through Floor Lifts

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer in accordance with the manufacturer's guidance.

The visit should consist of a comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning

and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out:

- Check repair history since the last maintenance service.
- Check the structural integrity of installation including welds, fixings, guides and brackets.
- Carry out a full functional test.
- Check all manufacturers service points/recommendations are completed and recorded.
- It is important that all access times are agreed prior to commencing any works.
- Check design characteristics don't pose a risk to the service user.
- Check the correct operation of safety devices and emergency lowering

Note- If any safety devices fail to comply with the necessary standards the equipment should immediately be removed from service, equipment mechanically/electrically isolated and the situation drawn immediately to the Contract Manager's attention via telephone and followed up by email.

- Electrical installation:
  - Examine flexible cables for wear, crush damage, cuts, and abrasions.
  - Examine connections. Tighten all terminals as required.
  - Test insulation resistance.
  - Check condition of batteries and replace as necessary.
  - Clean and adjust micro switches where necessary.
- Labels
  - Ensure safe working load is clearly marked.
  - Record the maintenance date/next maintenance due date on the attached labelling.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

## **Wheelchair Stair Climbers**

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer.

The visit should consist of a comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out and documented on the engineers job sheet

- Check repair history since the last maintenance service.
- Check the structural integrity of installation.
- Carry out a full functional test.
- Check all manufacturers service points/recommendations are completed and recorded.
- Check the correct operation of safety devices, emergency stop and lowering functionality as appropriate

Note- If any safety devices fail to comply with the necessary standards the equipment should immediately be removed from service, equipment mechanically/electrically isolated and the situation drawn immediately to the Contract Manager's attention via telephone and followed up by email.

- Electrical installation:
  - Examine flexible cables for wear, crush damage, cuts, and abrasions.
  - Examine connections. Tighten all terminals as required.
  - Test insulation resistance.
  - Check condition of batteries and replace as necessary.
  - Clean and adjust micro switches where necessary.
- Labels
  - Ensure safe working load is clearly marked.
  - Record the maintenance date/next maintenance due date on the attached labelling.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

#### 8.1.4. Assisted Bathing Equipment & Profiling Beds- Lot 4

##### **Assisted Bathing**

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer.

The visit should consist of comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out:

- Check repair history since the last maintenance service.
- Carry out a full functional test.

- Clean unit and flush outlets for at least 3 mins
- Check all manufacturers service points/recommendations are completed and recorded.
- Check design characteristics don't pose a risk to the service user.
- Check the correct operation of safety devices.
- Carry out water temperature checks in line with ACoP L8 & HSG 274

Note- If any safety devices fail to comply with the necessary standards the equipment should immediately be removed from service, equipment mechanically/electrically isolated and the situation drawn immediately to the Contract Manager's attention via telephone and followed up by email.

- Electrical installation:
  - Examine flexible cables for wear, crush damage, cuts, and abrasions.
  - Examine connections. Tighten all terminals as required.
  - Test insulation resistance.
  - Check condition of batteries and replace as necessary.
  - Clean and adjust micro switches where necessary.
- Labels:
  - Ensure safe working load is clearly marked.
  - Record the maintenance date/next maintenance due date on the attached labelling.
- If the equipment is defective, please place an out of service sign on the equipment which is to include a message this has been reported to Aster.

### **Profiling Beds**

All maintenance, inspection and testing shall be carried out by a suitably qualified, competent, and experienced engineer.

The visit should consist of comprehensive inspection and testing of all components, including electrical systems, mechanical parts, and safety mechanisms, as well as cleaning and lubrication of mechanical parts and must be carried out in line with manufacturers guidance for the equipment.

The following should be carried out:

- Carry out a full functional test.
- Check and comment on the general condition of the bed.
- Check the condition of the frame, welds and pivot points.
- Lubricate pivot points where necessary.



- Check for faults in mechanical components such as the control box and actuators.
- Examine flexible cables for wear, crush damage, cuts, and abrasions.
- Examine connections. Tighten all terminals as required.
- Test insulation resistance.
- Complete functionality test on the handset.
- Operate all the moving and adjustment functions.
- Inspect the castors and check brake function works correctly.
- Check the bed rail measurements comply with bed rail regulations.
- Simulate a load test.
- Ensure safe working load is clearly marked.
- Record the maintenance date/next maintenance due date on the attached labelling.

#### 8.1.5. Servicing Reports - All Lots

For each piece of equipment present on site, a completed Authorised Engineers Service Report must be submitted. The Service Provider shall submit electronically within 2 working days of the service a PDF report containing the following information via the Contractor Portal:

- Contractor name and address
- Site name/Aster job number
- Engineers attendance time/date
- Engineers time spent on site.
- Engineer's name
- 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.
- Confirmation of any maintenance activity, repairs or adjustments carried out.
- Confirmation of any work undertaken to correct any defects.
- 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.
- Confirmation and information on the operating condition of the equipment and any wear present.
- Status of autodialler if present.
- Photographs of the equipment
- Engineer signature
- Client signature (if available)

**Please note: No handwritten reports will be accepted.**

The standard template for servicing reports will be agreed between Aster and the Service Provider ahead of the contract start.

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 lift is currently in or out of service.

For Supplementary Tests, a hard copy of the SAFed test report must be left on site in a prominent position and an electronic copy uploaded to the Contractor Portal.

#### 8.1.6. Log Cards- Lots 1 & 2

Each passenger lift asset is to be provided with a service log card with provision for comprehensive detail. The supply of the log cards and the entering of the detail is the Service Provider’s responsibility and should be considered as a crucial intrinsic element of the project administration.

A plant service log card is required for each passenger lift installation, including plant that incorporates multiple installations as a single system design.

**Important note:** If the log card is not completed on site at each visit, then it is deemed that the lift has not been visited even though an electronic visit report may be submitted.

The log cards must be detailed for each attendance on the plant. Attendance not supported by comprehensive detail and/or unsigned and undated entries may have an effect on the associated payment.

Signatures in relation to attendances and entries will, in fact, be declarations on the part of the Service Provider.

The plant service logs will be accessed and reviewed by Aster or by Aster’s consultant/agents as may be appointed. The service log cards will be reviewed as part of the assessment of the Service Provider’s overall performance on the Project.

The following information is required as a minimum for each visit:

- Date of visit.
- Name of individual in attendance.
- Signature of individual in attendance.
- Reason for the visit.
- Adjustment carried out.
- Work completed.
- Material components used.

- Lift operational status on arrival.
- Lift operational status on departure.
- If the lift alarm/ autodialler or warden call is functioning. All means of communication must be commented on.

The on-site service logs will be issued by the Service Provider and will, thereafter, be in the ownership of Aster. No log cards should be removed from sites under any circumstances.

## **9. Remedial Work & Repair Technical Specifications**

### **9.1.1. Passenger Lift Breakdown, Remedial Works and Repairs- Lots 1 & 2**

The Service Provider will be required to carry out remedial work and repairs to all elements of the lift plant and equipment which will be of varying manufacture.

The following elements are included in the scope of this contract and could require repair and/or remedial work:

- Plant room emergency lighting system.
- Wheelhouse emergency lighting system.
- Lift shaft emergency lighting system.
- Shaft lighting system.
- Wheelhouse lighting system.
- Lift car light fittings and bulbs/tubes/LED fittings.
- Lift pit sump pump system.
- Access ladder/steps (within the lift plant rooms and the lift pits)
- Plant room handrails.
- Plant room lifting beam systems.
- Shaft lifting beam systems.
- Site based portable barrier systems.
- Back up electrical supply system.
- Duplicate electrical supply system.
- Special lift entrance lighting.
- Plant room fire extinguishers.
- Removable plant room floor plates (access to lift parts and wiring.)
- Access hatch doors and frames.
- Access hatch protection barriers/handrails.
- Deep pit support steelwork and floor decking.
- Door fusible link systems (associated with secondary lift fire doors.)
- Remote monitoring units (on-site).
- Lift Machine room heating.
- Automatic “changeover” devices for standby electrical supplies.
- Shaft division screens and supports.
- Shaft and pit access doors/hatches incorporating hinges, furniture, locking/latching devices, retainers electrical interlocks.

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 Aster. Where original manufacturers products are no longer available equivalent parts may be used on prior agreement with Aster.

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

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

In every case, it is preferred that the appointed service team attends. However, in the situation of a request for emergency attendance, this requirement may be relaxed where other engineers can offer a quicker response.

It will be permissible for the Service Provider to obtain the service of other reputable contractors that comply with the competency requirements set out in the document to attend emergencies where this can reduce response periods. Attending engineers must be entirely competent for the task to be undertaken and in this circumstance act solely and directly for the Service Provider employed for this maintenance project. If a third-party qualified lift contractor is to be used for emergency calls, Aster should be notified.

The Service Provider should attend and remedy other noticeable defects that applies to the asset undergoing emergency and/or breakdown attendance. In particular, the correction of door operation, floor levelling, inoperative emergency alarms, auto diallers, intercoms and user information and registration systems and indicators of the plant, even where these deficiencies do not relate to the principal incident as reported.

Any attending engineer should enter the fullest detail within the “on-site” plant log card to ensure continuity in the performance record of the installation and to inform the routine service team of the exact happening and remedial action taken.

In cases where the attending engineer is not confident that the plant can be rendered safe for use, the installation is to be electrically disconnected and locked off to prevent service. In these circumstances notices advising lift users that the “Plant is Out of Service” are to be posted at each landing entrance. Aster is to be informed of the preventative action taken and advised of the Service Provider’s next intention.

The Fire Safety (England) Regulations 2022 (FSER), Regulation 7 now make it a legal requirement for Aster to report lift faults for lifts in high-rise buildings that cannot be rectified within 24 hours to the local fire and rescue authority and then later report when the issue has been rectified. The Service Provider will need a process in place to ensure that faults that fall under this requirement are reported to Aster immediately, so Aster can notify the local fire and rescue authority.

## **Remedial work from LOLER Inspections**

Aster has arrangements in place to carry out regular LOLER inspections on these assets and the Service Provider will be expected to attend and rectify any defects found during these inspections. It is a legal requirement to action and resolve items raised on the LOLER

reports within the time frames specified. Aster considers LOLER report items to be of the utmost importance. If LOLER items are repeated without sufficient justification, the client reserves the right to call in an alternative lift Contractor to resolve.

The Service Provider is required to avoid maintenance related defects by way of adequate maintenance. However, where maintenance defects are raised on the LOLER Reports the Service Provider must resolve them at the earliest opportunity and by the deadline set by Aster for the job. Should the Service Provider fail to do so, Aster reserves the right to instruct an alternative Contractor to remedy such defects. For a category A defect, the Service Provider will be expected to attend as an emergency.

Items and issues noted on the LOLER reports that are considered as additions to the current designs, will require discussion, agreement on charges (if any) and further instruction, unless included in the Schedule of Rates.

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.

#### 9.1.2. Mobility Equipment Breakdowns, Repair & Remedial Actions- Lot 3

The Service Provider will be required to carry out remedial work and repairs to all elements of the assets which will be of varying manufacture.

Repair and remedial work to mobility equipment could include work to any of the elements on the installation up until the power supply.

Aster 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 Aster.)

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.

#### 9.1.3. Assisted Baths & Profiling Beds Breakdowns, Repair & Remedial Actions- Lot 3

The Service Provider will be required to carry out remedial work and repairs to all elements of the assets which will be of varying manufacture.

Repair and remedial work to assisted baths and profiling beds could include work to any of the elements on the installation up until the power supply and/ or the water supply.

Aster 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 Aster.)

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.

#### 9.1.4. Repairs at Time of Service & At First Repair Attendance

The Schedule of Rates in this contract includes rates for some common repairs and remedial works. However, in addition, the Service Provider shall be permitted to undertake remedial works to correct non-functioning equipment up to a financial limit of £350 (exc. VAT) at the time of service or at time of first repair call out. This figure may be amended at Aster's discretion. Repairs beyond this threshold will need to be subject to Aster's advanced approval. Any request for payment for repair works undertaken exceeding the threshold will be rejected and excess spend will not be paid.

For repairs completed under this limit, evidence will need to be provided that the repair was required, including photographs, so this can be audited by Aster.

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 Aster will accept costs retrospectively. Please ensure that Aster 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 Aster's Contractor Portal detailing the works completed. This retrospective repair job will also need to be quoted when applying for the additional payment.

#### 9.1.5. Spare Parts and Renewals

The Service Provider 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 Service Provider's expense in line with relevant legislation.

Service Provider's vehicles, at the start of each day, shall carry replacement parts to aid in the ability to complete a first-time fix.

The Service Provider shall only use new spares, except when otherwise directed. Reconditioned parts are not acceptable, with the exception of no longer obtainable parts, used in consultation with the Contract Manager.

Random checks of replaced parts may be carried out by Aster. The Service Provider shall reimburse Aster for any parts that have been changed and subsequently are found to be in non-working order.

Aster reserves the right to request copies of supplier's invoices to verify cost mark-up against trade price of materials used.

The Service Provider 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.

The obsolescence of any material, component, fabrication and design will only be effective in the sense of the following:

- That the design of the item is no longer current and new or revised designs cannot provide similar purpose and operating characteristics to the item in question.
- Where alternative items/components cannot be obtained to provide a similar function to that embodied in the original item employed in the overall system.
- Where repair or reconstruction cannot be completed at reasonable cost and/or without highly specialised engineering by the contractor.
- Where repair and/or replacement of the item would lessen the quality and effectiveness of the original key components.

#### 9.1.6. Quotations

For all repairs and remedial works over the £350 (exc. VAT) limit or for repairs and remedial works not completed at the time of service or first attendance, the Service Provider shall submit an itemised quotation. A quotation request will be raised by Aster under the planned job priority and the timeframe for completion will be set by Aster'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. The quotation should be shared with Aster using a pre-agreed document sharing facility e.g. SharePoint.

Subject to approval Aster will issue the Service Provider 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 Aster Contract Manager.

The Service Provider shall use the agreed day rates when preparing quotations for equipment replacements/new installations to ensure best value to Aster and to enable procurement without seeking alternative quotations.

Notwithstanding the above, Aster reserves the right to seek alternative quotations to monitor the Service Provider's performance and competitiveness. Aster reserves the right to place orders with other suppliers for repair or replacement works if their quotations are deemed to offer preferential rates.



#### 9.1.7. Call Outs and Emergency Repairs

The Service Provider shall be required to provide a 24-hour 365 day per year emergency breakdown service. Answer phone services are not acceptable.

The Service Provider shall be able to respond to instructions to attend a Trapped Passenger Release by attending site within 2 hours from receipt of a call from Aster. The Service Provider shall be able to respond to instructions to attend a critical emergency breakdown by attending site within four hours from receipt of a call from Aster.

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

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

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

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

The Service Provider shall report to Aster 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 Service Provider 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 Service Provider is to make arrangements for overnight delivery direct from the manufacturer to their agents where possible.

#### 9.1.8. Engineer Breakdown/Repair Reports - All Lots

For each attendance for a breakdown or remedial repair, a completed Authorised Engineers Service Report must be submitted. The Service Provider shall submit electronically within 2

working days of the service a PDF report containing the following information via the Contractor Portal:

- Contractor name and address
- Site name/Aster job number
- Engineers attendance time/date
- Engineers time spent on site.
- Engineer's name
- Type of visit carried out.
- Make/Model and type of equipment.
- Detail of any activity repairs or adjustments carried out, parts used and any further works required
- A summary of the equipment condition at the completion of the visit and clear indication if the equipment has been left in service or isolated (and method for doing so)
- Confirmation the equipment is safe to be left in use.
- Photographs of the equipment and parts replaced
- 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.

#### 10. Upgrade/ New Installation Technical Specification

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

On occasions where it is necessary for works to be completed on the plant by others, including upgrades and installations, the Service Provider will be given the opportunity to inspect the works undertaken and will, if reasonably satisfied, continue with the responsibilities as defined in the contract.

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 Service Provider 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. Such as, protection of the public, exposure to asbestos, electricity and confined spaces, etc.

Throughout the course of the contract, Aster may have preferred manufacturers, makes and models for new installations. Any current preference requirements will be passed to the Service Provider before contract start.

## **11. Other Considerations**

All sites shall be maintained as a clean area at all times, and be free of any litter or debris. The Service Provider 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 Service Provider shall provide suitable first aid facilities on site. The Service Provider shall ensure that all personnel are provided with, and instructed to wear, personal protective equipment (PPE) where and whenever there is a risk of injury, as deemed necessary by risk assessments and/or method statements. The Service Provider shall at all times adopt the working practices as defined in the risk assessments and/or method statements.

The Service Provider shall carry out a 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.

At the commencement of the Contract the successful bidder for Lots 1 & 2 Passenger Lifts, is to record the Lift Identification and subsequently provide signage in the Motor Room/ Motor Room door, within the lift car as necessary, to clearly identify the lift. This will aid in fault reporting. This exercise will be at an additional cost to the contract on each site depending on the level of the existing labelling.

For Lots 1 & 2, Aster will provide customer signage for each lift on the portfolio. The Service Provider is to allow for installing the signage to each lift as part of the initial servicing during the first three months of the start of the contract. Please note that the signage is to be placed in prominent positions on the lift installation.

In order, for Aster to comply with its duties as a landlord, particularly with Fire, Building Safety and Asbestos requirements, the Service Provider may from time to time have to provide access to lift shafts, pits or machine rooms in order for firefighting equipment to be checked or surveys carried out.

FOR REFERENCE ONLY

SECTION 4 - Aster Asset Register

FOR REFERENCE ONLY

- End of Document -

FOR REFERENCE ONLY