ASTER
GROUP

Document 2

Service Specification

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Version 2.1

Water Risk Assessment, Management, and Associated Remedial Works

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Service Specification

Contents

SECTION 1 - Description of Works and Lots

1. Introduction

This is the Service Specification for the procurement of Water Hygiene Risk Assessment, Cyclical Services and Associated Remedial Works (WRAM) service provider for Aster's housing stock located across southern England.

Aster intend to split the Contract into multiple Lots with regional divisions and intend to award a separate contract to each of the successful suppliers in each Lot. Aster reserve the right to review this lotting structure and further separate regions as required if it provides best value for money.

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

Lot Number	Service Provision	Region
1	Water Hygiene Risk Assessment, Cyclical Services and Associated Remedial Works (WRAM)	East (London, Hampshire and Wiltshire)
2	Water Hygiene Risk Assessment, Cyclical Services and Associated Remedial Works (WRAM)	West (Dorset, Somerset, Devon and Cornwall)

The requirement has been divided by region, with Lot 1 covering Aster' Southeast properties across London, Hampshire and Wiltshire; and Lot 2 covering Aster's Southwest Properties across Dorset, Somerset Devon and Cornwall.

Each Contract will cover Water Hygiene Risk Assessment, Cyclical Services and Associated Remedial Works (WRAM) within their allocated region. It should be noted that there is no exclusivity in the provision of remedial works and Aster will retain the flexibility and the right to assign the remedial work orders to the supplier they deem most appropriate. This is to encourage best practice across the delivery of water risk assessments and the associated remedial works.

Aster holds its stock data electronically against Unique Property Reference Numbers (UPRNs). These include rented and leasehold properties (homes) but also other stock, such as garages, blocks, road etc.

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 contractor'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 Appendix D.

Aster equipment within scope of this service specification is not currently asset tagged and are only identifiable with location descriptors. It is intended that a programme to asset tag all equipment will take place and it is expected that delivery of this programme will sit with the successful bidders, with identifiers to be provided by Aster. Once implemented, this system is to be used on any 3rd party systems that identify Aster assets.

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 disposals (stock rationalisation) removing UPRNs and as a result of the development of new properties (adding UPRNs). As such it is anticipated that volumes of work within lots is likely to fluctuate throughout the duration of the contract term. All changes to 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 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 contractors 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 and dayworks for separate works, when required (and only with prior approval). 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 as well as indicative sub servicing items for each site. 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 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.

Aster has prioritised simplicity of approach. with client and contractors, concentrating on service delivery within the contracts. Social value is a considerations which requirements are detailed in the Evaluation Criteria.

2. Aster's Service Requirements

Aster have named this procurement project Water Risk Assessment, Management, and Associated Remedial Works (WRAM). The contracts being procured have been divided into two distinct areas of service delivery, and again into East and West regional lots.

Lots will provide the specialist water services and remedial works from the servicing and general wear and tear:

2.1.1. Specialist Water Services (PPM's)

Service	Frequency
Water/Legionella Risk Assessments (LRA's)	Biennially
Enhanced LRA's	Ad-hoc
Communal cylinder/calorifier/HWS servicing	Annually
Chlorine dosing unit servicing	Monthly
Cold water storage tank inspection & clean	Annually
Expansion vessel inspection & service	Biannually
Water temperature checks	Monthly
POU water heater inspection & service	Biannually
Shower descales/cleans	Quarterly
TMV inspection & service (communal areas)	Biannually
TVC & legionella sampling	Annually/As required
Water softener service & inspection	Quarterly
Some emergencies reactive & planned remedial works	Regularly
Weekly Flushing	Ad Hoc (on request)

2.1.2. Remedial works and Ad hoc.

- Repair and replacement of equipment related to water-based services.
- Other ad hoc works which will be charged under day-work rates or SOR.
- Design & specification, installation, commissioning of new or replacement domestic and communal water systems, as determined by pre-agreed quotation, scope, and requirement.
- Remediation/alteration of all associated building works.

- Disinfection of water service within void properties (those not used, or flushed for 30 days)

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

2.1.3. Delivery Profiles

The contract requirement for Water Risk Assessment, Management, and Associated Remedial Works (WRAM) has been divided into the following two lots.

Lot Number	Service Provision	Region
1	Water Hygiene Risk Assessment, Cyclical Services and Associated Remedial Works (WRAM)	East: London, Hampshire and Wiltshire
2	Water Hygiene Risk Assessment, Cyclical Services and Associated Remedial Works (WRAM)	West: Dorset, Somerset, Devon and Cornwall

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

2.1.4. Specialist water hygiene services

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 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 28th.

The priority on each job will determine the delivery KPI.

Servicing delivery KPI's will be measured monthly.

2.1.5. Further Considerations

Remedials 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.

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

2.1.6. Remedial works services

Remedial works identified either through the servicing activities within lots 1 and 2, or through other means as identified and specified by Aster. 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
- 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 deliverable, bespoke to each project.

2.1.7. Access arrangements (all lots)

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

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 available on the ROCC system. Aster's teams are also available for any issues which may arise.

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 site cannot be made ensuring compliance with the due date.

- Contact attempts to be made on three separate occasions to organise access arrangements.
- Details of the contact (dates, times & relevant numbers or e-mail addresses) to be evidenced via the Contractor Portal. • If after three occasions still no date has been booked, these cases should be flagged as 'No Contact' and escalated back to Aster Group for resolution.
- Once Aster Group has resolved the issues, the updates will be communicated via the Contractor Portal.

2.1.8. Contractor Competency

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

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 service 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.

2.1.9. Specialist water hygiene services

- All bidding contracts must hold accreditation with the Legionella Control Association.
- Organisations must hold ISO 17020 for completing of Legionella Risk Assessments.
- All water sampling and analysis must be carried out by accredited UKAS ISO 17025 laboratories, working towards accreditation or can demonstrate equivalence.
- All personnel carrying out work to satisfy requirements in line with the HSWA 1974, BS 8580-1:2019, COSHH Regulations 2002, ACoP L8 and HSG 274, must be deemed qualified, competent, and approved to do so.

2.1.10. Remedial works services

- All bidding contracts must be Gas Safe registered
- All bidding contractors must hold membership with a recognised electrical accreditation body (such as NIC/EIC or Napit).
- All bidding contractors must have internal resource qualified, competent, and trained to carry out Cat-B non-licenced asbestos removals – UKATA or equivalent.
- All personnel must be deemed qualified and competent to carry out work they are assigned under these contracts.

Where contactors sub-let elements of the work; they (the contractor) must ensure their sub-contractor meets the above minimum standards.

2.1.11. Key Performance Indicators (KPI's)

Aster 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 contractors need to be supported through challenging events that may disrupt Service Level Agreements (SLA's).

Methodology

- KPI measures are to be submitted by the successful bidder to the Aster contracts manager monthly.
- Monthly submissions will be made no later than the 10th 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.

- Suppliers 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.

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%
Missed appointments (Contractor at fault)	Measured by exception: Contractor will automatically achieve 100% unless identified by the client	100%
Client/resident satisfaction (Overall Service)	Measured by exception: Contractor will require 90% satisfaction for their, or Asters, customer satisfaction surveys.	90%
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 E	Critical	E	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 E	***Critical Repair*** Any defect or situation that has the potential to endanger life or limb, cause major damage to the dwelling or affect a large number of tenants.		
Level 1	***Emergency Repair*** Any defect that puts the health, safety or security of the tenant or third party at immediate risk or adversely affects the structure of the property. Normally a single dwelling.		
Level 2	***Urgent Repair*** Any defect that causes some minor inconvenience to the health, safety or security of the tenant or third party.		
level 3	***Routine Repair*** Any defect that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or a third party.		
level 4	***Planned Repair*** Any defect typically larger in nature & has resulted from general deterioration, normally external to the property.		
level 5	***Cyclical*** Pre-planned maintenance activity.		

3. Descriptions and Summaries of Lots

Set out in the following sections are summaries of the 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 - Specialist water hygiene services - Aster East

Total Number of Sites are 120 with the following attribute split:

Description	Hampshire	London	Wiltshire	Grand Total
Chlorine Dosing		4		4
Tank Inspections	20	102	10	132
Expansion Vessel (12M)		11		11
Hot Water Cylinders	18	91	18	127
Risk Assessment	30	67	23	120
Sampling	61	59	42	162
Shower Clean	45	100	35	180
Monthly monitoring	306	59	243	608
TMV service	28	17	25	70
Chlorine Dosing		3		3
Expansion Vessel (6M)	9	18	11	38
Grey Water Service			1	1
Water Heater	3	23	8	34
Grand Total	**520**	**554**	**416**	**1490**

3.1.2. Lot 2 - Specialist water hygiene services - Aster West

Total Number of Sites are 129 with the following attribute split:

Description	Devon & Cornwall	Dorset	Somerset	Grand Total
Chlorine Dosing	2	5	1	8
Tank Inspections	12	83	6	101
Expansion Vessel (12M)		5	1	6
Hot Water Cylinders	12	43	12	67
Risk Assessment	9	87	34	130
Sampling (6M)		6	4	10
Sampling (12M)	24	158	63	245
Shower Clean	22	74	30	126
Monthly monitoring	177	845	391	1413
TMV service	68	156	37	261
Potability test (12M)		1		1
Chlorine Dosing	2	5	1	8
Expansion Vessel (6M)	11	32	12	55
Grey Water Service	1			1
Water Heater		7	10	17
Grand Total	**340**	**1507**	**602**	**2449**

3.1.3. Remedial works

The wining contractor will be required to cover any remedials works across both regions and should take that into account as part of their pricing submission.

Works are Ad Hoc based on PPM and LRA findings, with the value of remedials being approximately £200k (one hundred thousand) per region. The distribution of remedial works will be equal between the wining contractors but subject to available resource and performance.

3.1.4. Voids Property Flushing and disinfection

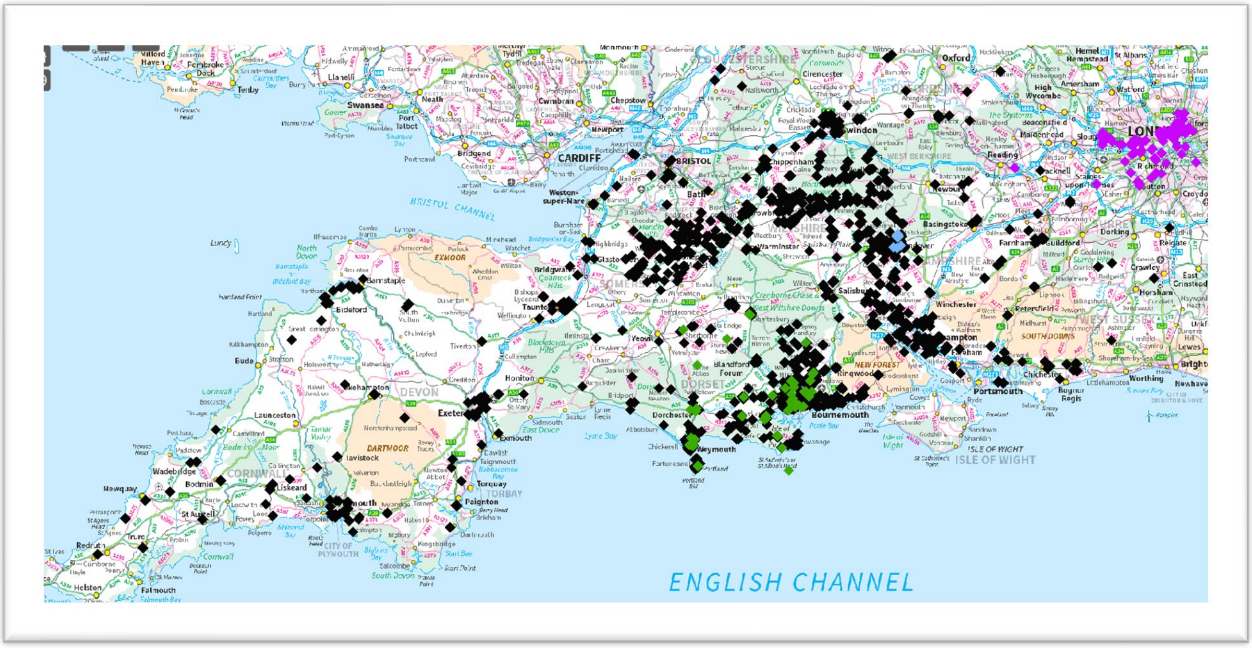
Where void properties have not been flushed for a period of time we require the water systems to be clean and disinfected prior to occupation. This is through our voids team and a 7-day turnaround is required. All works will be assigned via the contractor portal.

There are approximately 100 void properties flushed per region 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 Hampshire. For the purposes of this requirement, Aster have chosen to split the geographical span to form separate lots.

The map below illustrates the scope of Asters property assets.



5. Asbestos

All contractors, and their operatives, are required to hold UKATA (or equivalent) asbestos awareness, as a minimum.

All known asbestos installations identified are detailed on the contractor portal with London sites having QR codes on each site for access to an on-line register portal.

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

Non-licenced work with asbestos must be co-ordinated with the Aster Contract manager.

Any pricing for works that require non-licenced work must be included within their submitted costs and only carried out with written prior-approval from Aster.

Any Licenced asbestos work is to be referred to the Aster prior to any work taking place.

Aster is unable to provide information regarding the volume of non-licenced work as this is usually identified as part of dynamic risk assessments carried out by operatives.

SECTION 2 – ICT, Completions & Payments

6. ICT

All job management will be run through Aster's supplier 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 servicing team and mandatory notes as to why this work will not be completed by the contractor.

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

- When work cannot be completed on the first visit, to ensure that all parties know of the reason the works were not completed, by selecting the relevant reason and attaching a work sheet. All second visits will be sent back to the contractor with a count reference (using same job number but referencing 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 must be attached to every job completion (within 2 working days of the onsite visit being made) including the first visit where the job is being returned advising a second visit is required. If this document is disputed, it will be returned to the contractor in the portal with a disputed status advising the reason for the dispute. This must be dealt with within 2 working days by attaching the correct file with accurate details included. Notes of what the contractor has changed must be included.

- Invoices can be viewed within the portal with status of received, reconciled and paid. If there are any queries within this section of the portal, all contact must by via the Asset Management & Maintenance (AM&M) 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 a Schedule of Rates (SOR) which is included in the pricing model of this tender.

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

Contractors are required to submit electronic copies of certification along with a valuation for works contained therein. All valuations & certification submission must be deemed compliant before being considered for processing and payment by 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 10th 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

All lots serve to support Aster's statutory duty to manage water safety in accordance with HSAW Act 1974, RIDDOR, and ACoP L8 and HSG 274. Contained within lots 1 & 2 are schedules for items to be risk assessed, and subsequently serviced, monitored, remediated and maintained.

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

All supplementary equipment must be serviced in-line with manufacturer's instructions and meet the minimum requirements as set out in HSG 274 and WRAS.

The remedial function required because of servicing activities carried out to schedules in lots 1 & 2.

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 remedials works have been identified these will be brought to the attention of the Servicing Team on the day of the examination. The Servicing Team 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 Contracts Management Team so that the HSE can be notified under RIDDOR.

It is understood that some equipment types are of such a specialist nature that it will be necessary to sub-contract works and services to sub-contractors. It remains the responsibility 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. Water Risk Assessments (WRA's/LRA's)

- Check all pre-existing information

- Arrange for suitable site access prior to visits taking place
- Carry out visual inspection of all water related assets on site
- Use visual inspection data to inform and compile a comprehensive schematic
- Carry out a Water Risk assessment inline with requirements set out in BS 8580-1:2019 and include;
    - Comprehensive list of management responsibilities, including the name of the competent person and a description of your system
    - A competence and training matrix of key personnel
    - List of Identified potential risk sources
    - Suggested means of preventing identified risk, or implementing risk-reduction control measures
    - Monitoring, inspection, and maintenance procedures
    - Records of the monitoring results and inspection and checks carried out
    - Arrangements to review the risk assessment regularly, particularly when there is reason to suspect it is no longer valid

8.1.2. Enhanced Water Risk Assessments (ELRA's)

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

8.1.3. Communal cylinder/calorifier/HWS servicing

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

8.1.4. Chlorine dosing unit servicing

- Carry out a visual inspection and check for installation standard, damage, or corrosion
- Check and inspect the entire dosing system and ancillaries to ensure their efficacy eg:
    - Bunds
    - Level sensors

  - Chemical drum lids
  - Locks
  - Lights and indicators
  - Water meter pulse
  - Chemical pumps
  - Dosing lines and containment
  - Turbulator manifold/Tank injection system
  - Injection valves and springs
  - Loading valves & pulse monitors
  - Chloring dioxide monitor probe
  - Chemical Levels
  - Meter Readings
  - Pump settings
  - Pumps
  - Diaphragms
  - Seals & O rings
- Check chlorine dioxide residual levels at sentinel outlets to ensure safe dosage levels
- Collect 3x legionella (T4) samples and send for analysis
- Analysis of samples taken and supply result in a timely manner

8.1.5. Cold water storage tank inspection & clean

- Carry out a visual inspection and check for installation standard, damage, or corrosion
- Clean and remove any tank contaminants
- Chlorinate the cistern if necessary
- Check all fly-screens and lids are fit for purpose and secured correctly
- Ensure the standing platform is free from damage or rot, and is sufficient to support the weight of the tank under full load
- Check the ball-cock and float for operation, cleanliness, and damage
- Carry out operational test of the overflow
- Check overflow venting
- Inspect all check valves, double check valves, anti-vacuum valves and other mechanical anti-back syphonage protectors. Repair or replace components as necessary

8.1.6. Expansion vessel inspection & service

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

8.1.7. Water temperature checks

- All hot water outlets and appliances which have hot water connections should be run in sequence to ensure that the minimum temperatures are maintained throughout the whole system.
- Ensure the temperature of the water within the water heater must be sufficient to maintain temperatures as set out in HSG 274 part 2
- Ensure that scald risk notification and prevention is suitable and in place

8.1.8. POU water heater inspection & service

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

8.1.9. Shower descales/cleans

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

8.1.10. TMV inspection & service (communal areas)

- Carry out visual inspection and check for installation standard, damage, or corrosion
- Carry out full strip-down and service according to manufacturer’s instructions
- Clean or replace all filters, O-rings, seals, or washers as required
- Ensure that Isolation valves are in place and operate to design
- Check intake temperature readings
- Check blended temperature settings
- Carry out simulated failure test

8.1.11. TVC & legionella sampling

- Carry out dynamic risk assessment ensuring safe site conditions are met
- Take pre and post flush dip samples

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

8.1.12. Water softener service & inspection

- Carry out visual inspection and check for installation standard, damage, or corrosion
- Identify and compensate for changes in the raw water character
- Ensure the regeneration cycle is correct and that all the water softener' valves and controls operate as they should
- Establish the quality of treated water and ensure there is no brine carry over at the end of the regeneration cycle
- Check the unit' electrical safety
- Carry out a fault-finding review, resolving any easily rectifiable faults during the service and reporting others requiring further action
- Check levels and Supply and top up brine/salts as per manufacturer guidance
- Replace any consumable parts as per the manufacturer's guidance

8.1.13. Mixer Shower units, inspection & service (communal areas)

- Carry out visual inspection and check for installation standard, damage, or corrosion
- Carry out full strip-down and service according to manufacturer's instructions
- Clean or replace all filters, O-rings, seals, or washers as required
- Ensure that Isolation valves are in place and operate to design
- Check intake temperature readings
- Check blended temperature settings

8.1.14. Disinfection Services

8.1.14.1. Flushing

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

8.1.14.2. Chemical Disinfection - Chlorination

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

8.1.14.3. Thermal Disinfection

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

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

8.1.15. Disinfection Services for Void Properties

8.1.15.1. Void properties with mains only

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

8.1.15.2. Void properties with tank feeds

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

8.1.16. Weekly Flushing

- Weekly flushing if little used outlet is carried out by Aster Operatives. Contractors will be required to cover weekly flushing where operatives are unavailable. Aster will provide a week's notice and will provide flushing sheets to be submitted in completion.
- All little used outlets will be flushed sufficiently to ensure suitable turnover of water.
- Temperatures will taken at each outlet to ensure that it has normalised as set out in HSG 274 part 2
- Any temperature over 60^{o}C should be notified on the day.

SECTION 4 - Aster Asset Register

Lot 1 – East split into regions (these tables will be made available in excel format)

Lot 2 - West split into regions (these tables will be made available in excel format)

- End of Document -