

Melton Borough Council

Invitation to Tender for

Electrical Testing, Upgrading, Rewire and Storage
Heater Programme

OJEU Reference: 2017/S 158-327214

DOCUMENT THREE - SPECIFICATION

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SECTION 1: Introduction

1.1 Site Visits

Should bidders wish to visit a sample of properties in order to inform their tender, please contact Laurence Short lshort@melton.gov.uk

1.2 Contract

This contract is for 4 years. The Council reserves the right at its sole discretion to extend the contract for up to a further 24 months. The form of contract will be the JCT Measured Term Contract 2011 and will be executed under the common seal of the Council.

The clauses of the conditions of contract will be equally binding as if they had been fully repeated in this schedule of works and the contractor must make provision in his tender for fully carrying out all provisions of the contract.

Blank spaces in the contract to be completed as below. Where no spaces are completed, the default position is to apply.

Articles of Agreement JCT MTC11

The Employer	Melton Borough Council
1st Recital	The works to be carried out are as set out in "description of the works" set out in (2) Contract Particulars
4th Recital	The Employer has appointed a CDM Designer
Article 1	Contractor obligations, contractor shall carry out the complete works in accordance with the schedule of works
Article 2	Contract Sum as form of tender
Article 3	Name of Officer in Melton Borough Council
Article 4	Designer
Article 5	Principle Contractor for purposes of CDM regs is the contractor
Article 6	Adjudication- Clause 7.2 applies. Nominator of Adjudicator: The President or Vice President or the Chairman or Vice Chairman of the Royal Institution of Chartered Surveyors
Article 7	Arbitration does apply.

If you have any problems complying with this requirement please contact the Contract Administrator, Laurence Short lshort@melton.gov.uk

SECTION 2: All Electrical Works Service Specification

If there is any doubt over the extent of works to be carried out please contact Laurence Short at Melton Borough Council by email on: lshort@melton.gov.uk

Generally:

Melton Borough Council requires electrical testing, upgrading, rewiring and the renewal of electric storage heaters to its general needs and sheltered housing stock included in the asset listing documents that accompany this specification.

The works will be divided into two lots:

Lot 1: The inspection, upgrading and rewiring of electrical installations to a selection of properties within the Borough of Melton. In the Pricing Schedule for Lot 1 there are a total of 547 properties. This is an indicative number. Over the lifetime of the contract the total number of properties requiring upgrading and rewiring may vary.

Lot 2: The inspection, upgrading and rewiring of electrical installations and also heater upgrades, to a selection of properties within the Borough of Melton. In the Pricing Schedule for Lot 2 there are a total of 122 properties. This is an indicative number. Over the lifetime of the contract the total number of properties requiring upgrading and rewiring and also heater upgrades may vary.

Anticipated Council expenditure per annum:

	Yr 1 (Feb – Mar 2018)	Yr 2	Yr 3	Yr 4	Yr 5	Total £
Lot 1	65k	500k	300k	300k	300k	£1,365,000
Lot 2	35k	130k	50k	100k	100k	£ 415,000

These figures are indicative and reflect the current requirement based on the property information contained in this specification. These figures are subject to change

Contract period:

The contract will be for a period of 4 years with an option to extend for up to a further 24 months.

Commencement date:

1st February 2018 – this date may be subject to change

Termination:

Eight weeks notice by either party.

Contract Performance Monitoring:

Via monthly meetings with the Contract Administrator and/or as advised.

Contract Administrator:

Laurence Short, Project Surveyor
Melton Borough Council, Council Offices, Parkside, Station Approach, Burton St,
Melton Mowbray, LE13 1GH
lshort@melton.gov.uk

Sites:

These are a combination of traditionally and non-traditionally built properties which include bedsits, one, two and three bedroom flats, bungalows and houses. There may also be a small number of four bedroom houses.

Melton Borough Council may also include other properties that are within their sheltered and non-sheltered housing stock.

Parking:

Parking is usually available on street or in car parks within the vicinity of all properties.

Access:

Access to each of the residential blocks is via the main entrances – unless otherwise advised by the Contract Administrator.

Residents:

The provider is reminded to take particular care when providing the specified services to ensure minimum disruption to tenants everyday lives, nor to cause undue distress to vulnerable people living in the accommodation. This may include people with a learning disability, mental health problems or frail older persons.

Scope of requirements:

As per electrical rewiring specifications/conversion of electrical storage heaters specification documents accompanying this general specification.

It is expected that the Contractor will ensure the specified electrical works can be delivered in line with the specification at all times. The Contractor will ensure adequate cover arrangements are in place to maintain the required frequency and quality of services.

Health & Safety Information:

Prior to the start of the contract, the Contractor must provide the Contract Administrator with the following, or otherwise satisfy the Contract Administrator that the appropriate measures are in place:

1. A copy of the Contractor's health and safety policy.
2. Disclosure (where applicable) of any previous Health and Safety Executive enforcement action during the past five years
3. A copy of the contractor's environmental policy

4. The names, job titles and duties of staff who will be responsible for health and safety on the specified services and also details of their health and safety qualifications or training
5. A copy of the contractor's ethical or equality policy

The Contractor will be required to perform appropriate COSHH risk assessments and compile appropriate Material Safety Data Sheets (MSDS) in respect of the specified services. The Contractor will be required to provide adequate signage to comply with health and safety regulations and appropriate for the specified services.

Equipment:

The Contractor will provide all equipment and materials necessary to provide the specified service.

Insurance:

Before the start of the contract, the Contractor must submit details of the following insurance cover:

PUBLIC LIABILITY INSURANCE

Level of cover: £5,000,000

Period of insurance: On-going throughout the contract period

Amount of indemnity required: £ 5,000,000.

PROFESSIONAL LIABILITY INSURANCE

Level of cover: £5,000,000

Period of insurance: On-going throughout the contract period

Amount of indemnity required: £ 5,000,000.

EMPLOYERS LIABILITY INSURANCE

Level of cover: £5,000,000

Period of insurance: On-going throughout the contract period.

Amount of indemnity required: £5,000,000.

Insurance claims:

If any event occurs which may give rise to any claim or proceeding in respect of loss, damage, or injury the Contractor must immediately inform their insurers and the Contract Administrator. The Contractor must also indemnify Melton Borough Council against any loss which may be caused by any failure to give such notice.

Monitoring:

The Contractor will carry out regular monitoring/auditing of the agreed standards and specifications and will keep the Contract Administrator updated on any performance issues and all and any other problems, challenges or complaints encountered in providing the specified services.

The Contractor will maintain appropriate records on site to demonstrate that the specified services have been performed at the specified intervals and to the specified standards. The Contractor will meet with the Contract Administrator and/or

tenants representatives every month or as advised by the Contract Administrator, to review the performance of the specified services.

Delays and disruption to services:

The Contractor must inform the Contract Administrator should any circumstances arise which may jeopardise the Contractors capacity or ability to provide the specified services. The Contractor must inform the Contract Administrator how they will mitigate such situations to ensure continuity of service provision.

Staff:

Staff providing the specified services must be appropriately trained to provide the specified type and quality of work. Staff must be eligible to work in the UK.

Safety Signage – Adequate signage to be displayed by the Contractor before and during works where required. Signage must be removed when all areas are fully dry.

Smoking on site is not permitted.

Waste:

The Contractor must ensure that the sites are kept free of waste and that non-hazardous and hazardous waste is disposed of appropriately and in a manner approved by or compliant with the Waste Regulation Authority, COSHH, Health & Safety legislation and any successive legislation or requirements of relevant agencies as appropriate.

Working Hours:

Monday- Friday, 8am- 5pm excluding bank or public holidays. No works will take place outside the above hours or on bank holidays without prior written consent from the Contract Administrator. Weekend working by approval of Contract Administrator only.

Name Boards / Advertisements:

The Contractor is not permitted to display name boards or advertisements at or about the specified sites. .

Section 3: Rewire Specification 2017- 2021 (Lots 1 and 2)

General Description of works

The Works has been divided into two lots.

Lot 1. The work involves the inspection, upgrading and rewiring of all electrical installations to a selection of properties within the Borough of Melton, East Midlands.

Lot 2. The work involves the inspections, upgrading and rewiring of all electrical installations and the replacement of electrical storage heaters to a selection of properties within the Borough of Melton, East Midlands.

Mains and consumer units are to be kept in their original position unless otherwise stated by the Contract Administrator.

Subject to initial surveys the work may involve the renewal of all fixed wiring throughout the property. Where existing wiring is considered to meet current standards this may remain in place and these properties to have upgraded consumer units, earth bonding and other relevant component upgrades.

The Contractor must ensure all cables are routed and installed in compliance with the latest version of BS 7671 and the Building Regulations. When cables are laid in old joist notches the contractor must ensure that cables have mechanical protection. All cables to attic spaces will also require to be clipped appropriately.

Rewiring Specification

The whole of the installation shall be carried out in accordance with the IEE Wiring Regulations 17th Edition and to BS 7671: 2008 as amended and the relevant current Part P of the Building Regulations by a registered approved competent person (BSI, ELECSA, NICEIC, NAPIT).

The work is to undertake electrical inspections of properties to determine the extent of works required to meet the current regulatory standards.

All wiring shall be chased into plaster and this shall be made good including all fittings such as double switched socket outlets, switches, lighting and cooker panels. Where properties are of non-traditional construction and with the authorisation of the Contract Administrator, a surface mounted wiring installation will be permitted.

All wiring shall comply with BS 6004: 2012.

All sockets, switches and light fittings shall be either Volex, Ashley, Crabtree or MK or equivalent. All consumer units including RCD's, MCBO's and lockable isolation switches shall be Wylex or equivalent.

Where a property is subject to a rewire (items 7- 12 in the pricing schedule) the Contractor will allow in their price to install mains operated interlinked fire detection to BS 5839-6: 2013.

The table below shows the minimum provision of twin switched socket outlets per room that is required as part of this contract.

Room Location	Minimum number of twin switched socket outlets (TSSO) per room
Kitchen	Cooker panel and socket plus 3 x TSSO
Dining Room	2 x TSSO
Lounge	3 x TSSO
Through lounge/diner	5 x TSSO
Hallway	1 x TSSO
First floor landing	1 x TSSO
Bedroom 1 (large)	3 x TSSO
Bedroom 2 (large)	3 x TSSO
Bedroom 3 (small)	2 x TSSO
Bedroom 4 (small)	2 x TSSO
Utility room/wash house	1 x TSSO
Garage	1 x TSSO

Outlet Mounting Height

All switches and sockets shall be mounted at a height which will make them accessible; that is between 450mm and 1200mm above finished floor level. Generally low level sockets should not be mounted more than 500mm above FFL.

Kitchen Outlets

Outlets situated near a kitchen sink shall be above sink height at a horizontal distance of not less than 300mm from the edge of the sink top.

Cooker Power Circuit. When installing the new cooker circuit it will be required to fit a cooker control unit and a cooker outlet point behind the cooker space. The contractor will also be expected to reconnect the tenant's cooker after completion.

Outside Lights

Where Contractors rewire a property, they shall include for the installation of external bulkhead light fittings to the front and rear of the property. Ideally the lights should be a 7 Watt LED Bulkhead installed at eye level or according to manufacturer's instructions. To be sited by the front and rear exits and to include a switch inside the property for both lights.

Consumer Units

Consumer units shall be replaced with Square D 5 x 5 split load or similar. One spare 40 amp MCB shall be provided in the unit. The Contractor shall ensure the installation of a pre-board in-line isolator.

It should be noted that where a kitchen has recently been installed then a new consumer unit has already been fitted. Where this is the case then a replacement will not be necessary.

Electric Showers

Where an electric shower exists within a property the contractor shall inspect, test and where necessary rewire the appliance in accordance with current regulations.

Immersion Heaters

Where immersion heaters already exist then these shall be rewired in accordance with current IEE regulations, 17th edition to BS 7671: 2008. Where immersion heaters are currently wired through the E7 board, allow to supply and fit a suitable timer control to allow operation at the cheap rate if the supply has to be moved into the new consumer unit.

Extractor Fans

Where electric extractor fans exist within a property the Contractor shall inspect, test and where necessary rewire the appliances in accordance with current regulations.

Tenants Own Fittings

Where a tenant has their own electrical fitting in-situ then this shall be inspected and if safe re-connected after rewiring.

Additional Works Requested by Tenants

Any extra works requested by tenants should be treated as a private arrangement between the tenant and the contractor. Before any work is undertaken by the Contractor the tenant must seek the written approval from Melton Borough Council. This approval must be shown to the Contractor prior to undertaking the work.

Trunking

There will be no trunking or mini trunking used unless approved by the Contract Administrator. This condition applies equally to houses and flats.

Smoke detectors

Smoke and heat detectors may already be fitted to the Councils housing stock.

These should be removed and replaced with inter-linked mains powered smoke and heat detectors with battery back-up. In houses one detector shall be fitted to the ground floor and one fitted to the first floor or in accordance with manufacturer's guidance, all to BS 5839-6: 2013.

Completion Certificate

Upon completion of the rewiring works an appropriate test certificate to BS 7671 shall be issued and submitted with the invoice for payment. A Building Regulations compliance certificate should also be provided to the Council within 30 days of completion of the work.

Ring Main- Fixed Equipment

New electrical ring mains- all wiring to be chased into existing plasterwork. The Contract Administrator will agree with the Contractor how the circuits will be wired.

Three separate circuits are required:

1. Kitchen to have its own ring main (or radial circuit)
2. Separate ring main to first floor (or radial circuit) lights and sockets

3. Separate ring main to ground floor (or radial circuit) lights and sockets

Ground Floor Lighting Main- Fixed Equipment

New electrical lighting main, all wiring to be chased into existing plasterwork. All fittings shall be Volex, Ashley, Crabtree or MK or equivalent.

First Floor Lighting Main- Fixed Equipment

New electrical lighting main, all wiring to be chased into existing plasterwork. All fittings shall be Volex, Ashley, Crabtree or MK or equivalent.

Mains Position- Equipment Sockets & Outlets

Install 100amp DP lockable isolation switch and consumer unit as per 17th Edition Regulations with main switch and two RCD units.

Central Heating

Where central heating is installed, rewire spur unit supply.

External- Lighting

External vandal proof bulkhead light to front and rear doors, (potential one-way switch, or two/three gang switch where required by the Contract Administrator).

Ideally the lights should be a 7 Watt LED Bulkhead installed at eye level or according to manufacturer's instructions.

Earthing- Fixed Equipment

Equipotential bonding to BS 7671 to incoming points, water cylinder, central heating pipe work and warm air ducting.

If an earth connection is through an earth clamp and connected to the supply authorities cable, then upgrading of the earth must be catered for wholly.

Preparation Work & Removal of Existing Installation.

Carpets, Furniture, Tenant Effects, etc

The Contractor is to provide clean dust sheets to cover all furniture and carpets throughout the dwelling and will be wholly responsible for cleaning any soiling caused by him to the carpets, furniture, curtains etc. The Contractor shall include for moving furniture and rolling back carpets and replacing upon completion. Any damage resulting from the works will be deemed to be the responsibility of the contractor who shall repair or replace the damaged property or contents at their own expense to the entire satisfaction of the Contract Administrator.

Should the tenant have laminate floor covering to an upstairs room, the Contractor should first request the tenant lift these coverings. Should the tenant not be capable of this the Contractor should only lift the floor if the tenant is willing to sign a disclaimer exonerating any blame from the contractor should any damage occur. The moving of kitchen appliances on vinyl floor coverings should be treated the same the same.

Contactors Credentials

The Contractor should be a member of a self certified electrical scheme Part P,

preferably the NICEIC or equivalent.

Electricity Supply

Phase : Single.

Voltage : 230 V.

Source : Local electricity distributor.

Suitability Of Supply : Determine the maximum demand of the installation, the incoming supply type, location and its suitability, the type of earthing arrangement and special requirements for switches, fuses and meters.

Removing Existing Electrical System

Extent : Existing system complete, including exposed and buried wiring back to meter position, conduit, fittings, accessories and boxes.

Location : Throughout property

Disposal : Remove from site.

Lighting Circuits

Lighting to the property should be as per existing locations. It is a requirement that a minimum of two lighting circuits will be required to all properties, to ensure at least some of the lights will work in the event of a fault.

The Contractor should reinstate any of the tenant's own light fittings, shades or wall lights providing they are safe and comply with current regulations. Should a dispute arise then this should be discussed with the Contract Administrator.

Socket Outlets (Ring Main)

The power circuits to the property should be split into 2 separate circuits (ring mains). There should be a power circuit for the house socket outlets and a separate circuit feeding the kitchen socket outlets.

The kitchen should also allow for a low level socket outlet for the washing machine and refrigerator.

Inspection & Testing

Upon completion of the new installation the Contractor will be required to provide a completion certificate for each property as a requirement of BS7671. It will be a requirement to submit certification with any valuation or invoice for payment. The Contractor will be expected to forward any Building control Part P notifications.

Upon completion of the new installation the Contractor will be expected to advise the tenant on the operation of the new consumer unit and smoke detectors.

Inspection and Testing Certification.

Submit One copy.

Plaster Work and Wall tiling

Making Good Plaster to Chased wall, Ceiling & Holes etc.

The plasterer undertaking this work should be fully aware of the requirements of this

specification in terms of tenanted property. The plasterer will be expected to provide adequate dust sheets when plastering. It is also a requirement to mix plaster outside the property and leave the mixing area clean and tidy.

When plastering chases, all existing wall paper should be neatly cut back using a sharp blade to create a square edge and allow for finishing leaving adequate room to feather in the new works.

The plasterer will be expected to locate **All** chases, holes etc. that have been made as a result of the rewire and liaise with the contractor's supervisor if in doubt.

Manufacturer: Contractor's choice.

Undercoat: Lightweight gypsum browning plaster.

Undercoat Thickness: As existing.

Final Coat: Gypsum finishes plaster.

Final Coat Thickness: Finish flush with existing.

Final Coat Finish: Smooth enough to allow paint finish.**Renewal/Repair of Kitchen Tiles**

In relation to bathrooms and kitchens, the contractor should make every attempt to avoid removing/damaging tiles, especially if the tiles cannot be replaced to match existing. The Contractor is to include for all retiling where necessary to make good after rewiring.

Preparing Wall for Tiling

Initial Preparation: Contractor's choice.

Final Preparation: Apply bonding agent.

Ceramic Tiling On Adhesive Bed To Internal Wall

Manufacturer: Contractor's choice.

Type: Ceramic tiles, water absorption 3% or less.

Size: 150mm x 150mm or to match.

Thickness: 6.5-7 mm.

Finish: Glazed.

Colour: White.

Bedding: 3 mm ribbed thin bed adhesive.

Joint Width: 2 mm.

Ceramic Round Edge Wall Tiles

Manufacturer: As general wall tiling.

Type: As general wall tiling.

Size: 150 x 150 mm.

Thickness: As general wall tiling.

Finish: As general wall tiling.

Colour: As general wall tiling.

Position: Single round edge tiling top course.

Bedding: As general wall tiling.

Grouting To Wall Tiling (M40)

Manufacturer: Contractor's choice.

Type: Flexible polymer modified water and frost resistant cement base grout.

Colour: White.
Joint Profile: Flush.

Install new Timber meter Cupboard

General: The contractor should make every effort to reuse existing meter cupboards. When this is not possible then the Contractor should contact the contract administrator.

Install Additional Socket Outlet

The Council accepts that some properties do not strictly follow the expected archetype, and there may be a requirement for additional sockets. This explains the requirement to provide a price in the schedule (see item 42A in pricing schedule).

GENERAL TECHNICAL REQUIREMENTS

GENERAL

Precedence

General: Where and to the extent that documents conflict the following orders of precedence apply:

1. Schedules of work override preliminaries, which override contract drawings, which override the reference specification.
2. Conflict in the documents: advise Contract Administrator

Definitions and interpretations - general

Employer's Representative: The person nominated in the Contract as Employer's Representative, Architect, Contract Administrator or Project Manager.

Reference specification: Not all clauses in the reference specification apply to this project. If in doubt about the applicability of a clause, obtain instructions.

Communication: When required to communicate – including advise, inform, submit, give notice, instruct, agree, confirm, seek or obtain information, consent or instructions, or make arrangements – do so in writing to the Employer's Representative.

Responses from the Employer's Representative: Do not proceed until response has been received.

Definitions and interpretations – products and work

Remove:

- Disconnect, dismantle as necessary and take out the designated products or work and associated accessories, fastenings, supports, linings and bedding materials.

Dispose of unwanted materials.

- Excludes taking out and disposing of associated pipe work, wiring, ductwork or other services.

Keep for reuse:

- Do not damage designated products or work. Clean off bedding and jointing materials.

Make good:

- Execute local remedial work to designated work. Make secure, sound and neat.
- Excludes redecoration and/ or replacement.

Repair:

- Execute remedial work to designated products. Make secure, sound and neat.
- Excludes redecoration and/ or replacement.

Refix: Fix removed products.

Replace: Supply and fix new products matching those removed. Execute work to match original new state of that removed.

Ease: Adjust moving parts of designated products or work to achieve free movement and good fit in open and closed positions.

Match existing: Provide products and work of the same appearance and features as the original, excluding ageing and weathering. Make joints between existing and new work as inconspicuous as possible.

Documents

Currency: References to published documents are to the editions, including amendments, current on the date of the invitation to tender.

Services drawings: Diagrammatic, except to the extent that figured dimensions are given or calculable.

Dimensions: Do not rely on scaled dimensions.

COMPLIANCE

Compliance generally

Submittals, samples, inspections and tests: Undertake to suit the works programme. Do not conceal, or proceed with, affected work until compliance with requirements is confirmed.

Compliance with proprietary specifications: Retain on site evidence that the proprietary product specified has been supplied.

Compliance with performance specifications: Submit evidence of compliance, including test reports indicating properties tested, pass/ fail criteria, test methods and procedures, test results, identity of testing agency, test dates and times, identities of witnesses, and analysis of results.

PRODUCTS AND EXECUTION

General quality

Products generally: New proposals for recycled products will be considered.

- Supply of each product: From the same source or manufacturer.
- Whole quantity of each product required to complete the Works: Consistent kind, size, quality and overall appearance.
- Product tolerances: Where critical, measure a sufficient quantity to determine compliance.

Execution generally: Fix, apply, install or lay products securely, accurately, plumb, neatly and in alignment.

- Colour batching: Do not use different colour batches where they can be seen together.
- Dimensions: Check on-site dimensions.
- Finished work: Not defective, e.g. not damaged, disfigured, dirty, faulty, or out of tolerance.

Sizes

General dimensions: Nominal.

Cross section dimensions of timber: Finished dimensions.

Substitution

Products: If an alternative product to that specified is proposed, obtain approval before ordering the product.

Work: If alternative work to that specified is proposed, obtain approval before execution.

Reasons: Submit reasons for the proposed substitution.

Documentation: Submit relevant information, including:

- Manufacturer and product reference;
- Cost;
- Availability;
- Relevant standards;
- Performance;
- Function;
- Compatibility of accessories;
- Proposed revisions to drawings and specification;
- Compatibility with adjacent work;
- Appearance; and
- Copy of warranty/ guarantee.

Alterations to adjacent work: If needed, advise scope, nature and cost.

Manufacturers' guarantees: If substitution is accepted, submit.

Manufacturers recommendations

General: Comply with manufacturer's current printed recommendations and instructions. Changes to recommendations or instructions since close of tender: Submit details.

Manufacturers' current recommendations and instructions: Keep copies on site.

Ancillary products and accessories: Use those supplied or recommended by main product manufacturer.

Agreement certified products: Comply with limitations, recommendations and requirements of relevant valid certificates.

Defects in existing work

Reporting undocumented defects: When discovered, immediately give notice. Do not proceed with affected related work until response has been received.

Documented remedial work: Do not execute work which may:

- hinder access to defective products or work; or
- be rendered abortive by remedial work.

Accuracy, appearance and fit

Tolerances and dimensions: If likely to be critical to execution or difficult to achieve, as early as possible either:

- submit proposals; or
- arrange for inspection of appearance of relevant aspects of partially finished work.

General tolerances (maximum): To BS 5606, tables 1 and 2.

Structural floor design level tolerances (maximum):

- Floors which are to be self-finished, and floors to receive sheet or tile finishes directly bedded in adhesive: ± 10 mm.
- Floors to receive dry board/ panel work with little or no tolerance on thickness: ± 10 mm.
- Floors to receive fully bonded screeds/ toppings/ beds: ± 15 mm.
- Floors to receive unbonded or floating screeds/ beds: ± 20 mm.

Services runs

General: Provide adequate space and support for services, including unobstructed routes and fixings.

Services inaccessible after installation: Submit proposals for future location and identification of runs and fittings.

Fixing of services: Submit typical details of locations, types and methods of fixing of services to fabric.

Spares

General: Supply designated spares in their original packaging.

PLASTERED COATINGS

GENERAL

PRODUCTS

Component materials for cement gauged plaster mortars

Lime: sand, ready-mixed: Lime to BS EN 459-1, type CL 90. Sand to BS EN 13139, grading 0/2 or 0/4 (CP or MP) with category 2 fines

Sand: To BS EN 13139; grading 0/2 or 0/4 (CP or MP) with category 2 fines.

Lime: To BS EN 459-1; type CL 90S.

Air entraining (plasticizing) admixtures: To BS EN 934-2 and compatible with other mortar constituents.

Pigment for coloured mortars: To BS EN 12878.

Cement: Common Portland to BS EN 197-1; from CEM 1, slag CEM II/S, fly ash CEM II/V or W. White cement: Portland to BS EN 197-1, CEM 1. Sulfate resisting cement: Portland to BS 4027.

Masonry cement: To BS EN 998-1.

Component materials for lime: sand plaster mortars

No hydraulic ready prepared lime putty: Slaked directly from CL 90 (high calcium) quicklime to BS EN 459-1.

Natural hydraulic lime (NHL): To BS EN 459-1.

Sand: To BS EN 13139; grading to approval.

Gypsum plasters

Lightweight gypsum plaster undercoats: To BS 8481.

Gypsum plaster: To BS 8481.

Board finish plaster: To BS 8481.

Finish plaster: To BS 8481.

Gypsum plasterboard backings

Plasterboard: To BS EN 520.

Beads, stops and lath

Galvanized steel: To BS EN 13658-1.

Stainless steel: To BS EN 10088-1, grade 1.4301 (304).

Isolating membranes

Building paper: To BS 1521.

EXECUTION**Admixtures**

Suitable admixtures:

- Other than air entraining (plasticizing) admixtures to BS EN 934-2: Submit proposals.

Prohibited admixtures: Calcium chloride and any admixture containing calcium chloride.

STONE, QUARRY AND CERAMIC TILING OR MOSAIC PRODUCTS**Tiles**

Ceramic floor and wall tiles (including quarry tiles and ceramic mosaics): To relevant

parts of BS EN 1441.

Natural stone calibrated modular tiles: To BS EN 12057.

Natural stone not calibrated modular tiles: To BS EN 12057.

Natural stone slabs: To BS EN 12058.

Bedding adhesive

Standard: To BS 5980.

Mortar bedding mix

Cement: Portland to BS EN 197-1, type CEM I/42.5.

Sand:

- For bedding to walls: To BS 1199, type A.
- For bedding to floors: To BS EN 13139.
- Grading designation: 0/4 (MP) category 1 fines and between 20%–66% passing a 0.5 sieve.

Ready mixed lime sand (coarse stuff) for bedding to floors: To BS EN 998-2.

Cement: sand grouting mix

Cement: Portland to BS EN 197-1, type CEM I/42.5.

Sand:

- Joint widths of 6 mm or more: To BS 1199, table 1, type B.
- Joint widths of 3–6 mm: To BS 5385-5, table 2.

Mixing: Mix thoroughly. Use the minimum of clean water needed for workability.

Sealants

Standard: To BS EN ISO 11600, type F.

Crack control reinforcement

Standard: To BS 4483.

EXECUTION

Adverse weather

Temperatures below 5°C or damp conditions: Do not fix tiles.

Frozen materials: Do not use.

Frozen or frost bound substrates: Do not apply finishes.

Inclement weather, frost and premature drying out: Protect work.

Suitability of backgrounds/ bases

Background/ Base tolerances: To permit specified flatness/ regularity of finished surfaces given the permissible minimum and maximum thicknesses of bedding.

Background/ Base drying times (minimum) before tiling:

- Concrete slabs, concrete walls and brick/ block walls: 6 weeks.
- Cement: sand screeds: 3 weeks.
- Rendering: 2 weeks.
- Gypsum plaster: 4 weeks.

Falls in bases

General: Give notice if falls are inadequate.

Existing backgrounds/ bases

Efflorescence, laitance, dirt and other loose material: Remove.

Deposits of oil, grease and other materials incompatible with the bedding: Remove.
Tile, paint and other nonporous surfaces: Clean.

Wet substrates: Dry before tiling.

Loose or hollow portions: Cut out.

Plaster which is loose, soft, friable, badly cracked or affected by efflorescence:

Remove. Cut back to straight horizontal

and vertical edges.

- Making good: Use plaster or no shrinking filler.

Defective areas of glazed brick: Cut out.

Loose or hollow sounding tiles: Remove.

Paint with unsatisfactory adhesion: Remove so as not to impair bedding adhesion.

New in situ concrete

Mould, oil, surface retarders and other materials incompatible with bedding: Remove.

New plaster

Plaster: Dry, solidly bedded, free from dust and friable matter.

Plaster primer: Apply if recommended by adhesive manufacturer.

Plasterboard

Boards: Dry, securely fixed and rigid with no protruding fixings and face to receive decorative finish exposed.

Smoothing underlay

Condition: Allow to dry before tiling.

Intermediate substrate

Joints: Close butt.

Penetrations: Seal.

Substrate surface: Secure, true and even.

Fixing

Colour/ Shade: Unintended variations within tiles for use in each area/ room are not permitted.

- Variegated tiles: Mix thoroughly.

Adhesive: Compatible with background/ base. Prime if recommended by adhesive manufacturer.

Cut tiles: Neat and accurate.

Fixing: Provide adhesion over entire background/ base and tile backs.

Final appearance:

- Before bedding material sets, adjust tiles and joints to give true, regular appearance when viewed under final lighting conditions.

- Width, plane and alignment of joints between mosaic sheets: To match joints between mosaic tiles.

Surplus bedding material: Clean from joints and face of tiles without disturbing tiles.

Setting out

Joints: True to line, continuous and without steps.

- Walls: Horizontal, vertical and aligned round corners.
- Floors: If setting out is not indicated on drawings, parallel to the main axis of the space or specified features.
- Adjoining floors/ walls and adjoining floors/ skirtings: Align.

Cut tiles: Minimize number, maximize size and position unobtrusively.

Movement joints: If locations are not indicated, submit proposals.

Flatness and regularity of tiling

Sudden irregularities: Not permitted.

Deviation of surfaces: Measure from underside of a 2 m straightedge placed anywhere on the surface. The straightedge must not be obstructed by the tiles and no gap should be greater than 3 mm.

Level of tiling across joints

Deviation between tile surfaces either side of a joint (maximum):

- 1 mm for joints less than 6 mm wide.
- 2 mm for joints 6 mm or greater in width.

Bedding mortar

Batching: Select from:

- Batch by weight.
- Batch by volume: Permitted on the basis of previously established weight: volume relationships of the particular materials. Use accurate gauge boxes. Allow for bulking of damp sand.

Mixing: Thoroughly to achieve uniform consistence. Use a suitable forced action mechanical mixer. Do not use a free fall type mixer.

Application: Within two hours of mixing at normal temperatures. Do not use after initial set. Do not retemper.

Crack control reinforcement

Installation: Place centrally in depth of bed. Lap not less than 100 mm and securely tie together with steel wire.

Corners: Avoid a four layer build at corners.

Skirtings

Coved tile skirtings: Bed solid to wall before laying floor tiles.

Sit-on tile skirtings: Bed solid to wall after laying floor tiles.

Semidry cement: sand bed (floors)

Water content: A film of water must not form on surface of bed when fully compacted.

Movement joints

General: Extend through tiles and bedding to base/ background.

Rigid joint sections: Set to exact finished level of floor.

Structural joints: Centre movement joint over joints in base/ background.

Grouting

Sequence: Grout when bed/ adhesive has set sufficient to prevent disturbance of tiles.

Joints: 6 mm deep (or depth of tile if less). Free from dust and debris.

Grouting: Fill joints completely, tool to profile, clean off surface. Leave free from blemishes.

Polishing: When grout is hard, polish tiling with a dry cloth.

Coloured grout:

- Staining of tiles: Not permitted.

- Evaluating risk of staining: Apply grout to a few tiles in a small trial area. If discolouration occurs apply a protective sealer to tiles and repeat trial.

HOLES, CHASES, COVERS AND SUPPORTS FOR SERVICES

GENERAL

Cross-reference

General: Read with A90 General technical requirements.

EXECUTION

Ducts, chases and holes generally

General: Wherever possible, form during construction rather than by cutting.

Holes and chases in concrete

Holes larger than 10 mm diameter and chases: Cast in.

Holes smaller than 10 mm diameter: Drilling is permitted.

Holes in structural steelwork

General: Cutting and drilling are not permitted.

Holes, recesses and chases in masonry

Locations: Select to maintain integrity of strength, stability and sound resistance of construction.

Sizes: Minimum needed to accommodate services.

- Holes: 300 x 300 mm (maximum).

Walls of hollow or cellular block: Do not chase.

Walls of other materials:

- Vertical chases: No deeper than one third of single leaf thickness, excluding finishes.
- Horizontal or raking chases: No longer than 1 m. No deeper than one sixth of the single leaf thickness, excluding finishes.

Chases and recesses: Do not set back to back. Offset by a clear distance at least equal to the wall thickness.

Cutting: Do not cut until mortar is fully set. Cut carefully and neatly. Do not spall, crack or otherwise damage surrounding structure.

Notches and holes in structural timber

General: Avoid if possible.

Sizes: Minimum needed to accommodate services.

Position: Do not locate near knots or other defects.

Notches and holes in the same joist: 100 mm apart horizontally (minimum).

Notches in joists: Locate at top. Form by sawing down to a drilled hole.

- Depth: One eighth of joist depth (maximum).
- Distance from supports: In zone between one twelfth and one quarter of span.

Holes in joists: Locate on neutral axis.

- Diameter: One quarter of joist depth (maximum).
- Centres: 3 x diameter of largest hole (minimum).
- Distance from supports: In zone between one quarter and two fifths of span.

Notches in roof rafters, struts and columns: Not permitted.

Holes in struts and columns: Locate on neutral axis.

- Diameter: One quarter (maximum) of smallest width of member.
- Centres: 3 x diameter of largest hole (minimum).

- Distance from ends: In zone between one quarter and two fifths of span.

Floor ducting and trunking

Fixing: Pack ducting and trunking level and true before screeding.

Pipe sleeves

Sleeves: Extend through full thickness of wall or floor. Position accurately.

- Generally: Clearance around service pipe: 20 mm (maximum) or diameter of service, whichever is the lesser.
- Installation: Bed solid.

Exposed to view: Finish bedding and sealing neatly.

Access covers/ gratings and frames

Vertical positioning of frames: Level, or marry in with levels of surrounding surfaces.

Permissible deviation in level of external covers and frames: +0 to -6 mm.

COMPLETION

Meter cabinets

Keys: At completion, hand over to Employer.

ELECTRICAL INSTALLATION

GENERAL

Design and execution

Standard: To BS 7671.

PRODUCTS

Conduit and trunking

Types and sizes: Suitable for operating conditions.

Steel conduit and fittings: To BS 4568-1 or BS EN 61386-1.

PVC conduit and fittings: To BS 4607-1 or BS EN 61386-21.

Steel surface trunking systems: To BS EN 50085-1 and -2-1.

PVC surface trunking systems: To BS 4678-4.

Steel underfloor ducting system: To BS 4678-2.

Cable Tray

Standard: To BS EN 61537.

Types and sizes: Suitable for operating conditions.

Cables

Standard: BASEC certified.

Types and sizes: To BS 7671.

Consumer control units and distribution boards

Consumer control units: To BS EN 60439-3, ASTA certified.

Distribution boards: To BS EN 60439-3, ASTA certified.

Main control rating: Suit maximum demand.

Number of ways: Permanently label each way to identify circuit function, cable size and protective device rating.

Circuit protection: Miniature circuit breakers to BS EN 60898 or fuses to BS 88-2, BS 88-3, BS 88-6, BS 1361, or BS 3036.

Additional circuit protection: To BS EN 61008-1 or BS EN 61009-1.

Clearance in front of switchgear (minimum): 1 m.

Equipment and accessories

Minor accessories needed to complete the installation: Types recommended for purpose by relevant manufacturer.

Electrical accessories: Complete with mounting boxes.

- Choice of manufacturer: Submit details of selected manufacturer with relevant catalogues.

Thirteen amp socket outlets: To BS 1363-2.

Socket outlets with integral RCD: To BS 7288.

Fused connection units: To BS 1363-4.

Shaver outlets: Single voltage to BS 4573, dual voltage to BS EN 61558-2-5.

Coaxial cable socket outlet: To BS 5733 and BS EN 60669-1.

Wall mounted switchplates: To BS EN 60669-1.

Ceiling mounted pullcord switches: To BS EN 61058-2-1.

Ceiling roses: To BS 67.

Bayonet cap lampholders: To BS EN 61184.

Edison screw lampholders: To BS EN 60238.

Compact fluorescent lampholders: To BS EN 60061-2.

Photoelectric control units for control of individual lights or lighting circuits: To BS 5972.

Television antennae: To BS 5640-1 and -2.

Electric thermal storage heaters: To BS EN 60335-2-61, BEAB approved.

Electric room heaters: To BS EN 60335-2-30, BEAB approved.

Electric heated towel rails and sauna heaters: To BS EN 60335-2-43, BEAB approved.

Time switches: To BS EN 60730-1 and BS EN 60730-2-7, BEAB approved.

Photoelectric control units for control of individual lights or lighting circuits: To BS 5972.

Emergency lighting systems

Luminaires and related components: Registered under Industry Committee for Emergency Lighting (ICEL) Product Registration Scheme.

Luminaires, including self contained emergency lighting luminaires: To BS EN 60598-2-22.

Luminaires modified for emergency use: Certified to ICEL 1004.

EXECUTION

Circuits

Arrangement: Divide installation into separately controlled circuits. Subdivide further where necessary.

Installation generally

Performance: Provide a safe, well insulated, earth protected system capable of supplying the anticipated maximum demand.

Supports and fasteners: Corrosion resisting where moisture is present or may occur. Avoid contact between dissimilar metals.

Switchgear

Clearance in front of switchgear (minimum): 1 m.

Labelling: Permanently label each way, identifying circuit function, rating and cable size.

Enclosure identification: Label with project reference.

Cable trays

Access: Provide space encompassing cable trays to permit access for installing and maintaining cables.

Cutting: Along an unperforated line. Minimize. Make good edges. Treat surface as the tray.

Cable baskets

Access: Provide space encompassing cable trays to permit access for installing and maintaining cables.

Cutting: Side action bolt croppers. Minimize. Make good cut edges by treating to same standard as the basket.

Conduit and fittings

Fixing: Fix securely. Fix boxes independently of conduit.

Location: Position vertically and horizontally in line with equipment served, and parallel with building lines. Locate where accessible.

Jointing:

- Number of joints: Minimize by using maximum practicable lengths of conduit.
- Cut ends: Remove burrs, and plug during building works.
- Movement joints in structure: Manufactured expansion coupling.
- Threaded steel conduits: Tightly screw to ensure electrical continuity, with no thread showing.

• Conduit connections to boxes and items of equipment, other than those with threaded entries: Earthing coupling/ male brass bush and protective conductor.

Changes of direction: Use site machine formed bends, junction boxes and proprietary components. Do not use elbows or tees. Alternatively, use conduit boxes.

Connections to boxes, trunking, equipment and accessories: Use appropriate screwed couplings, adaptors, connectors and glands. Provide rubber bushes at open ends.

Conduit in concrete

Fixing: Securely to reinforcement. Boxes to formwork to prevent displacement.

Concrete cover: As for reinforcement.

Drainage of conduit

Drainage outlet locations: At lowest points in conduit installed externally and where condensation may occur.

Trunking/ Ducting/ Cable management systems

Positioning: Accurately with respect to equipment served and, where relevant, floor level.

Access: Provide space around cable trunking to permit access for installing and maintaining cables.

Jointing:

- Number of joints: Minimize by using maximum practicable lengths of conduit.
- Steel systems: Use mechanical couplings; do not weld. Fit a copper link at each joint to ensure electrical continuity.
- Movement joints in structure: Manufactured expansion coupling.

Fixing: Fix securely. Restrain floor mounted systems to prevent movement during screeding.

Junctions and changes of direction: Use proprietary units.

Cable exit holes: Fit grommets, bushes or liners.

Protection: Do not damage components. Fit temporary blanking plates to prevent ingress of screed and other extraneous materials.
Service outlet units: Fit when cables are installed.

Fire stopping of trunking/ ducting

Trunking/ ducting passing through fire resisting construction: Seal internally.

- Sealing material: Submit proposals.

Cable routes

Cables generally: Conceal wherever possible:

- Concealed cable runs to wall switches and outlets: Vertically in line with the accessory.

Exposed cable runs: Submit proposals.

- Orientation: Straight, vertical and/ or horizontal and parallel to walls.

Distance from other services running parallel: 150 mm minimum.

- Position cables below heating pipes.

Installing cables

General: Install cables neatly and securely. Protect against accidental damage, adverse environmental conditions, mechanical stress and deleterious substances.

Timing: Do not start internal cabling until building enclosure provides permanently dry conditions.

Jointing: At equipment and terminal fittings only.

Cables passing through masonry walls: Sleeve with conduit bushed at both ends.

Cables surrounded or covered by insulation: Derate.

Protective conductors

Type: Cable conductors.

Armoured cables

Temperature: Do not start installation if cable or ambient temperature is below 0°C, or has been below 0°C during the previous 24 hours.

Galvanized steel guards: Fit where cables are vulnerable to mechanical damage.

Earthing: Bond armour to equipment and main earthing system.

Connections to apparatus: Moisture proof. Use sealed glands and PVC shrouds.

PVC sheathed cables

Low temperatures: Do not install if ambient temperature is below 5°C.

MICC cables

Bending: Do not corrugate sheath.

Equipment and boxes: Connect with PVC shrouded glands.

Cable fasteners: Clips and spacings recommended by manufacturer and within 150 mm of bends and connections.

Testing: Test each length immediately after fixing. Repeat 24-48 hours later.

Cables laid directly in the ground

Cable bedding: 75 mm of sand.

Backfilling: 75 mm of sand over cables, then as-dug material.

Marker tape: nominally 250 mm above cable.

Multiple cables in same trench: Set 150 mm apart.

Cables below roads and hardstandings: Ducted, derate if longer than 10 m.

Cables entering buildings from below ground

Pipeducts: Seal at both ends.

Method: Submit proposals.

Cables in plaster

Cover: Galvanized steel channel. Nail to substrate.

Cables in vertical trunking/ ducts

Support: Pin racks or cleats at each floor level or at 5 m vertical centres, whichever is less.

Heat barrier centres (maximum): 5 m.

Heat barriers: Required except where fire resisting barriers are not provided.

Cables in accessible roof spaces

Cables running across ceiling joists: Fasten to timber battens fixed to joists.

Fixing electrical accessories/ equipment

Location: Coordinate with other wall or ceiling mounted equipment.

Positions: Accurate. Square to vertical and horizontal axes.

Alignment: Place adjacent accessories on the same vertical or horizontal axis, as appropriate.

Multigang switches

Connection: Provide a logical relationship with luminaires. Fit blanks to unused switch spaces.

Segregation: Internally segregate each phase with phase barriers and warning plates.

Location: To suit requirements of Building Regulations.

Luminaires, lamp holders and pendant sets

Supports: Adequate for weight of luminaire.

Lamps: Provide.

External luminaires and lighting columns

Cleanliness: Check seals for particle ingress and clean before sealing.

Columns: Install to Highways Agency 'Specification for highway works'.

Earth bars

Location: At incoming electrical service position.

Mounting: Wall mounted on insulated supports.

Labelling

Identification and notices:

- Standards: To BS 5499-5 and BS 5378-2.
- Equipment: Label when a voltage exceeding 230 V is present.

Distribution boards and consumer units: Card circuit chart within a reusable clear plastic cover. Fit to the inside of each

unit. Include typed information identifying the outgoing circuit references, their device rating, cable type, size, circuit

location and details. Label each outgoing way corresponding to the circuit chart.

Sub-main cables: Label at both ends and to both sides of wall/ floor penetrations with proprietary cable markers.

Emergency lighting systems

Standards: To the most onerous requirements of BS 5266-1, BS EN 1838, BS EN 50171, BS EN 50172 and the Health and Safety (Safety Signs and Signals) Regulations.

Emergency luminaires

Permanent electrical supplies: Derive from adjacent local lighting circuit.
Charge indicator: Position in a conspicuous location.

Engraving

Metal and plastic accessories: Engrave, indicating their purpose.
Emergency lighting test key switches: Describe their function.
Multigang light switches: Describe the luminaire arrangement.

COMPLETION

Inspection and testing

Testing and commissioning: To BS 7671.
Notice before testing (minimum): 24 hours.
Labels and signs required by Regulations: Fix securely in correct locations before system is tested.
Evidence: System log books, inspection and completion certificates.
Emergency lighting system:

- Standard: To BS 5266-1.
- Test certificates: To BS 5266-1, Annex B.
- System log book: To BS 5266-1.

Final fix

Accessory faceplates, luminaires and other equipment: Fit after completion of decorations.

Cleaning

All electrical equipment: Clean immediately before handover.

Training

General: Before Completion, explain and demonstrate the purpose, function, operation and maintenance of the facility to end user nominees.
Scope: Use items and procedures listed in the Building Manual as the basis for instruction.
Times and locations: Submit proposals. Include for items requiring seasonal operation.

FIRE DETECTION AND ALARM SYSTEMS

GENERAL PRODUCTS

Equipment and accessories

For dwellings systems:

- Smoke alarms: To BS EN 14604, Kitemark certified.
- Carbon monoxide alarms: To BS EN 50291 and BS EN 50292.

For non dwellings systems:

- Control equipment: To BS EN 54-2.
- Sounders: To BS EN 54-3.

- Power supply: To BS EN 54-4.
- Point heat detectors: To BS EN 54-5.
- Point smoke detectors: To BS EN 54-7.
- Point flame detectors: To BS EN 54-10.
- Manual call points: To BS EN 54-11.
- Optical beam smoke detectors: To BS EN 54-12.
- Automatic door release devices: To BS 5839-3 or BS EN 1155.

Cables

PVC: To BS 6004.

LSZH (low smoke zero halogen): To BS 7211.

Standard fire resisting: To BS 5839-1.

Enhanced fire resisting: To BS 5839-1.

General:

- Minor accessories needed to complete the installation: Types recommended for purpose by relevant manufacturer.

EXECUTION

Design and installation

Standard: To BS 5839-1 or BS 5839-6 and LPCB LPS 1014. Issue 5.1, as appropriate.

Installing equipment and accessories

Standards: To BS 7671 and in accordance with BS 5839-1 or BS 5839-6 (dwellings) as applicable.

Location: To provide safe access for maintenance and testing.

Environment at installation: Clean and dust free.

Mains power supply: Dedicated circuit from the building's main switchboard or consumer unit.

Cables: PVC to BS 6004 or LSZH to BS 7211(dwellings): Standard fire resisting or enhanced fire resisting to BS 5839-1 (non dwellings).

Domestic fire alarm detection and alarm system testing and commissioning

Standard: In accordance with BS 5839-6.

Smoke alarms: Verify the operation using smoke canisters.

Standby operation: Verify.

Certification: To BS 5839-6, Annex E or F.

Notice: 24 hours (minimum) before testing.

Commercial fire alarm detection and alarm system testing and commissioning

Standard: In accordance with BS 5839-1.

Smoke alarms: Verify the operation using smoke canisters.

Standby operation: Verify.

Certification: To BS 5839-1, Appendices G.

Log book: To BS 5839-1, Appendix F.

Notice: 24 hours (minimum) before testing.

Cleaning

All equipment: Clean immediately before handover.

Training

General: Before Completion, explain and demonstrate the purpose, function, operation and maintenance of the facility to end user nominees.

Scope: Use items and procedures listed in the Building Manual as the basis for instruction.

Times and locations: Submit proposals. Include for items requiring seasonal operation.

SECTION 4: Additional Specification for Lot 2

The work involves the inspection, rewiring and upgrading of electrical systems including a survey for the replacement of old electrical storage heaters with Dimplex Quantum heaters, or similar approved, to a selection of properties within the Borough of Melton, East Midlands.

Where Dimplex Quantum storage heaters are not installed, the similar approved must be a high heat retention storage heater that is SAP and BRE accredited. The heater must have a built in data logger, include a built in seven day timer facility and come with a 10 year guarantee.

Removing Existing Electrical Storage Heaters

Extent: Existing system complete, including exposed wiring back to meter position, conduit, fittings, accessories and boxes.

Location: Throughout property

Disposal: Remove from site.

SECTION 5: KEY PERFORMANCE INDICATORS

KPI 1	Customer Satisfaction with the service provided by the Contractor
Purpose	To determine the overall level of customer satisfaction with the service that tenants receive.
Definitions	<p>Was the customer satisfied with the overall service provided by the Contractor?</p> <ul style="list-style-type: none"> • Very satisfied • Neither satisfied nor dis-satisfied • Dis-satisfied
Method	<p>A standard customer satisfaction questionnaire to be submitted by the Contractor to the tenant on completion of work.</p> <p>Number either very satisfied or <u>neither satisfied nor dis-satisfied</u> x 100</p> <p>Total number of surveys</p>
Collected Data	Monthly at contract meeting.
Agreed Target	Agreed Target 95%
Who Collects the Data?	Contractor

KPI 2	Completions performance
Purpose	To determine the number of inspections, rewires and upgrades completed against programme.
Definitions	The annual programme will be mapped out by Melton Borough Council and the Contractor to agree monthly targets to meet the annual programme.
Method	<p>For the specified month, the contractor will supply the total number of inspections, rewires and upgrades expected to be completed during the month and the total actually completed.</p> $\frac{\text{Number of inspections/rewires/upgrades actually completed in a month}}{\text{Number agreed to be completed in a month}} \times 100$
Collected Data	Monthly at Contract meeting.
Agreed Target	Agreed target 97%
Who Collects the Data?	Melton Borough Council/Contractor

KPI 3	Quality and defects, non-conformity and recalls
Purpose	To determine the ability of the Contractor to complete works right first time, to a required minimum standard and to reduce the number of recalls across the contract.
Definitions	<p>The number of recalls arising from:</p> <ol style="list-style-type: none"> 1) Works not being completed satisfactorily within agreed timescale 2) New product failure 3) Contractor has not removed debris or waste.
Method	<p>Melton Borough Council and the Contractor will record all defects.</p> $\frac{\text{Number of defects in a given month}}{\text{Number of properties being worked on}} \times 100$
Collected Data	Monthly at Contract meeting.
Agreed Target	Agreed Target 4%
Who Collects Data?	Melton Borough Council/Contractor

KPI 4	Health and safety
Purpose	To measure, reduce and eliminate the number of accidents during the duration of the contract.
Definitions	The number of reportable accidents. The number is cumulative rather than monthly.
Method	<p>The contractor will supply Melton Borough Council the number of reportable accidents and the number employed on the contract during any given month- see Appendix 2</p> $\frac{\text{Contractors number of reportable accidents (cumulative)}}{\text{Contractor's average number employed (including sub-contractors)}} \times 100$
Collected Data	Monthly at contract meeting.
Agreed Target	Agreed Target 0%
Who collects Data?	Contractor

KPI 5	Complaints
Purpose	To determine the number of complaints received during the month and the performance of the Contractor in responding to and resolving those complaints.
Definitions	The number of complaints received from residents or Melton Borough Council staff pertaining to the work, service or products used. This will be a measure of the total number of complaints received in any given month.
Method	<p>Both Melton Borough Council and the Contractor will record and report on the number of complaints received during the month being measured. Each complaint will be given a unique reference number and recorded in the complaints log- see Appendix 3.</p> <p>$\frac{\text{Number of complaints received in a given month}}{\text{Number of properties being worked on}} \times 100$</p>
Collected Data	Monthly at contract meetings.
Agreed Target	Agreed Target 5%
Who collects Data?	Melton Borough Council/Contractor