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**Handyman Service Specification Document**

**Document 1**

**Service Specification**

**Handyman Services REF 102**

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**1.0 INTRODUCTION**

1.1 This document is designed to support Red Kite’s policies of obtaining value for money, to solicit professional, properly defined and costed quotes for services.

Red Kite Community Housing is looking to appoint a single contractor to provide a General Handyman Service for teams and departments across the organisation, enabling staff to use a preferred provider as required. It is envisaged that the contract will be for an initial period of 3 years with an option to extend for another two of 1-year periods. The service provider would be expected to cover all minor works as detailed further in this document.

The resulting contract will need to meet the following objectives: -

* + Provide a high-quality reliable service.
	+ Ensure Red Kite’s compliance with regulatory requirements and latest best practice.
	+ Promote high standards of integrity and probity.
	+ Deliver excellent quality and value for money services for Red Kite and our customers.

The operational area for the Handyman service is focussed on High Wycombe and the towns and villages across South Bucks. These currently include; but are not limited to, Wooburn Green, Bourne End, Flackwell Heath, Marlow, Lane End, Stokenchurch, Princes Risborough, Walters Ash, Downley, Hazlemere.

2.0 **Service Commencement**

Service commencement will be confirmed following discussions with the successful supplier and is anticipated that the successful Service Provider will have mobilised the service by 3rd May 2022.

3.0 **Cost Matrix and Payment Terms**

* All elements of the proposal shall be priced in £s Sterling
* All prices quoted shall exclude VAT
* The proposal shall remain fixed for the initial duration the three years contract term.

3.1 **Payment Terms**

Red Kite will raise purchase orders as and when a service is required. Payment will be made on presentation of invoices for orders raised.

Where relevant, Red Kite and the Service Provider will agree a mutually acceptable Payment Claim submission date for each calendar month. Payment to the Service Provider will be a minimum of 30 days from this date. You should therefore price on this assumption.

5.0 **Handyman Service Specification**

5.1 The handyman services to be delivered under this contract will be based on individual quotes for jobs raised (to be inclusive of the service and the materials to be used) or using the agreed hourly rate. Each job will be validated with a formal order raised based on the approved quoted sum or hours required.

Examples of the type of Handyman services required include the following. Individual quotes will be requested before formal orders are raised.

5.2 Moving furniture, stores, goods, files etc.

A reasonable sized van will be required to facilitate minor shifting of goods and property owned by Red Kite or for smaller removal jobs such as emptying Red Kite properties. The contractor will not be asked to dispose of waste material unless they already hold a Waste Carrier’s Licence. In the absence of any such permit, arrangements will be made for waste materials to be removed to a Red Kite location for disposal by others.

5.3 Assisting with resident’s moves or relocations (Decants)

From time to time, Red Kite require a tenant to relocate from one property into another. On these occasions it is in Red Kite’s interest to offer a support service to the tenant, in the form of taking down fittings, curtains, dismantling items of furniture, and re-erecting/assembling at the new location.

5.4 Disconnecting and disposal of ‘White Goods’

Associated with 5.3 above is the requirement to disconnect various domestic appliances such as fridges, freezers, dishwashers and items that can be disconnected/reconnected by an unqualified electrician or plumber, transport and reconnect them or otherwise disposed of.

5.5 Cleaning empty properties

Once a tenant has vacated a house, flat or bedsit, it is termed a ‘Void’ unit. Before it can be re-let, it is normal for a thorough deep-clean to be carried out. The contractor may be invited to quote for such cleaning. This work may occur in tandem with items from 5.2. For this cleaning, an additional charge will be agreed at the ordering stage.

5.6 Locksmith works including replacing, repairing, unlocking

The Handyman service is not expected to include locksmith services and therefore we are not expecting a suitable qualified person. As part of the service though, there can be a variety of jobs that a competent person could be asked to undertake in respect of repairing and replacing locks, hasps, handles, catches, hinges etc. including drilling out and replacing.

5.7 Repair and replacement of garage doors, locks and frames

This is specific to garages owned by Red Kite either in a garage compound or for garages associated and forming part of an individual Red Kite property. The repair or replacement of garage doors and/or frames may include metal ‘up and over’ doors and mechanisms, wooden double doors, locks and hinges, frames and glazing.

The contractor will be invited to quote for each job and will be expected to supply all materials necessary for the repair.

5.8 Other minor works in support of the business of Red Kite Community Housing

Other things that the contractor is able to assist with will be the subject of discussion and agreement. The contractor will not be pressurised or expected to undertake tasks for which they deem themselves suitable or competent or which they are physically unable to carry out.

5.9 Minor plumbing and electrical repairs

To be available to deal with leaks, burst pipes, blown fuses, disconnecting light fittings, silencing alarms and other minor plumbing and electrical matters that do not need a qualified professional or subject to it being an emergency that will be followed up by an inspection by a professional.

5.10 Minor carpentry works

Fitting shelves, adjusting doors, replacing kitchen/cupboard units, door frames, decking, steps and general carpentry works that do not require ‘joinery’ skills.

5.11 Minor glazing and window repairs

The repair of window frames, locking mechanisms, hinges, vents etc. and replacement of glazing including single and double-glazed units where replacement supplies can be readily obtained. The contractor is not expected to work off ladders above first floor height and then only if a second person is in attendance to ‘step’ the base.

5.13 Decorating

All internal/external minor decoration jobs that a competent handyman could reasonable be asked to undertake. This does not extend to major redecoration projects on multiple units but may well include a single property that has been vacated and which requires redecoration before it can be re-let.

5.14 Fitting curtain rails/blinds and hanging curtains

Associated with moves and relocations or with taking down curtains or blinds from empty properties or fitting new curtain rails, backing boards, pelmets or blinds as part of an empty property refurbishment. This could also include works within Red Kite’s own offices or taking down curtains or blinds in the communal areas of Sheltered Schemes to facilitate cleaning.

5.15 Minor repairs to fences, brickwork, paving

Red Kite have established contracts with companies that can undertake fencing, brickwork and paving jobs. There are however circumstances where minor repairs need to be carried out, sometimes associated with other minor repair works such as repairs to windows, doors etc. that the contractor may be invited to quote for.

5.16 Erecting, moving signage and key safes

Red Kite utilise a wide variety of signs associated with the identification of Red Kite property, land, play areas, car parks, garage sites, sheltered and general needs schemes and internal and external signs that advise on health & safety and security matters etc.

The contractor may also be asked to remove unwanted, illegal or unauthorised signs erected by others or to erect or remove notice boards, building name signs, door numbers and lettering.

5.17 Jet washing

Red Kite occasionally needs to arrange the cleaning of fire escape stairs, outdoor furniture or play area equipment. Each job will be requested and discussed as needed.

5.18 Waste removal

Red Kite may need to arrange additional waste / bulk waste removal in instances where our other contractors cannot respond to the request. A reasonable sized van will be required to facilitate this. The contractor will not be asked to dispose of waste material unless they hold a Waste Carrier’s Licence.

5.19 In the event that Red Kite requires additional work not covered by this specification, the Contractor will receive an additional works order and be paid at agreed rates at the point of ordering.

5.20 The Contractor will be expected to maintain a record of all sites visited, all work undertaken and any issues that Red Kite need to address. Any issues likely to be classified as a Health and Safety risk or hazardous to residents should be reported to the Contract Administrator immediately. Non-urgent issues will be dealt with via email, telephone conversations or meeting in person on site.

The Contractor’s operatives will also be expected to report immediately to Red Kite’s Contract Administrator any instance of vermin infestation such as mice, rats, bees, wasps or any other similar pest. The Contract Administrator will then arrange for the appropriate contractor to visit and deal with the infestation.

6.0 **Standards of work**

6.1 The standard of work expected from the contractor will be that which a competent handyman would be expected to produce in any of the areas of activity set out above. Should the work not be deemed to be adequate or of the expected standard, or the materials used not of a sufficient quality, the contractor will be asked to re-do or replace as necessary, at their own expense, before any invoices for that work are approved.

6.2 The Contractor will be expected to make whatever arrangements are necessary where a task requires the assistance of a second operative and the labour cost quoted for the job may reflect the employment of an assistant.

6.3 Where the standard of work consistently falls below the expected level, the contractor will lose the opportunity to quote for that type of work in future. If a whole range of works consistently fall below the expected standard, the contractor will be given notice that their opportunity to quote for any type of work on behalf of Red Kite Red Kite will cease with immediate effect.

7.0 **Availability and use of materials**

7.1 The Contractor will also be expected to ensure that only materials of sufficient quality are to be used on any job. Materials are to match existing like for like unless a similar matching product is no longer available. It this case, the use of a suitable alternative will be approved prior to installation by the Red Kite contract administrator.

7.2 The availability of suitable materials is not always guaranteed within the time constraints of a job. If the contractor cannot source matching materials or materials of an acceptable quality in time to carry out the works as agreed, the contract administrator will be consulted, and the options reviewed and agreed before the job is given the go-ahead.

8.0 **Health and Safety**

The Contractor will ensure that the Health and Safety criteria and standards attached to this contract are enforced at all times.

9.0 **Complaints**

If the Contractor or his operatives should receive a complaint about Red Kite, or the services being delivered, that complaint should be referred immediately to Red Kite’s Contract Administrator and it will then be dealt with through Red Kite’s formal complaints system. In dealing with complaints Red Kite expects the contractor to follow our KPI time frames for responses.

10.0 **Legislative compliance**

The Contractor shall comply with the National Indicator (NI) 195 and the Environmental Campaigns Standard (KBT- ex ENCAMS) and be aware at all times of the contents of The Environmental Protection Act 1990 (EPA) and the Cleaner Neighbourhoods and Environment Act 2005 (CENA).

In addition, and where relevant, The Contractor shall be aware of and comply with all/any similar legislation such as Working at Heights Regulations 2005.

## 11.0 Contract monitoring and remedy mechanism

### 11.1 Red Kite operates a flexible monitoring regime that includes Experience Specialists and tenant and leaseholder representatives. Red Kite‘s inspection regime may give rise to the identification of service failures. Service failures may be items that fail post inspections or items that look to be finished to a poor standard, as well as being items that do not comply with any previously mentioned Acts or safety standards. This is not an exhaustive list. Every effort will be made to tailor the inspection regime with The Contractor’s work schedule so as to ensure that a fair assessment of the quality of work can be made.

### 11.2 If the Contractor fails to rectify the service failure within 24 hours or the agreed time period, Red Kite may employ a third party to carry out the rectification works and seek to recover the cost of employing the third party from the Contractor.

### 11.5 Repeated Service Failures may result in Red Kite taking action to terminate the contract. This decision will not be taken lightly, and Red Kite will expect The Contractor to work with us so as to ensure this situation does not occur.

### 11.7 Following the issue of service failure The Contractor shall take digital photos of the incident or area that has caused the issue of the notice both before and after any work to rectify the issue. These photos shall be sent to Red Kite’s Contract Administrator within 24 hours of the issue being resolved.

### 12.0 **Annual review**

### The contractor will take part in an Annual Review process which will involve Red Kite’s staff. The review will focus on quality and value for money of service along with reviews and discussions on the value of any sales of items recovered from void garages and properties.

### 13.0 **Internal Red Kite contacts**

### Apart from regular contact with the Contract management team, The Contractor will be expected to establish close relationships with Red Kite’s Sheltered Service Specialists, the Estate team and the Repairs team. The Contractor will be provided with the names and contact details of the relevant team members.