

**Scope of Works**

**Window and Door Replacements**

**July 2024**

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# Overview & Minimum Requirements

North Star are currently looking for a provider of windows and doors to manage our Window and Door Replacement Programme. We are offering this on a fixed term basis to be reviewed annually up to a maximum of three years.

All works must be carried out in accordance with this specification and any deviations must be agreed by North Star.

The provider must have a relevant health and safety accreditation which must be maintained throughout the lifespan of the contract.

The provider must have a minimum of £10 million Employers Liability and £5 million Public Liability Insurance. Evidence of this must be seen prior to any award of contract and must be maintained throughout the term of the contract.

The provider must comply with all current and relevant legislation including but not limited to:

* + Health and Safety
  + Construction and Design Management Regulations
  + Building Regulations
  + Waste Management
  + Control of Asbestos

## 1.1 Technical Specification - Competency

The Contractor will be a FENSA, Certass or BSI Kitemark certified competent person for domestic glazing.

The Contractor will ensure all work is carried out in line with the relevant ‘Competent Person Scheme’ (CPS) guidance. i.e. Fensa Guide for Compliance.

The Contractor will ensure all installers and surveyors working on this contract satisfy the Minimum Technical Competencies (MTC) as set out by the DCLG. Please follow the link below to access the full guidance including technical competencies.

[https://www.gov.uk/guidance/competent-person-scheme-current-schemes-and-](https://www.gov.uk/guidance/competent-person-scheme-current-schemes-and-how-schemes-are-authorised#minimum-technical-competence-mtc-requirements-for-competent-person-schemes) [how-schemes-are-authorised#minimum-technical-competence-mtc-requirements-for-competent-person-schemes](https://www.gov.uk/guidance/competent-person-scheme-current-schemes-and-how-schemes-are-authorised#minimum-technical-competence-mtc-requirements-for-competent-person-schemes)

**British Standards**

Whenever reference is made to a British Standard this is to mean the most recent British Standard. Including any amendments made by the British Standards Institution.

**Regulations**

The Contractor will ensure all replacement doors and windows are fully compliant with the requirements of:

* Approved Document L1B – Conservation of fuel & power in existing dwellings
* Approved Document K 2013 – Protection from falling collusion and impact

**Access Equipment**

The Contractor will supply suitable and adequate access equipment to enable all works to be carried out. This includes but is not limited to window bar harnesses, scaffolding, scaffold towers, staging's, and mechanical hoists/platforms. Any such access equipment is to be agreed with North Star ahead of any systems being used on properties.

The Contractor will ensure full compliance with all Health and Safety Laws governing working at height.

Payment for scaffolding or other means of access apply only if the works require scaffolding or other means of access are above two story. Scaffolding or other means of access below two story is included within the framework price.

Where obstructive access equipment is being used to undertake works the Contractor will relocate satellite dishes for the duration of the works. And then reinstate once obstruction is removed.

The Contractor will take down scaffolding/access equipment within **one 1 week** of completion and handover to North Star.

## 1.2 Customer Service Standards

The Contractor will meet the following customer service standards:

* respond to enquiries received by phone by 5pm the next working day
* reply to letters or e-mails within five working days

When handling complaints the Contractor will:

* acknowledge receipt of the complaint within three working days
* give an answer within ten working days.

The standards listed above relate to resident and staff enquiries.

**Resident Information Booklet**

The Contractor will work with North Star during contract mobilisation to develop a Resident Information Booklet. It will be the Contractor’s responsibility to ensure these are distributed to residents. The appropriate time for these to be distributed will be discussed and agreed during mobilisation.

## 1.3 Contracting Parties

North Star welcome all bids regardless of makeup whether this be a single bid, joint bid, or consortium. Suppliers will however be required to confirm as part of their bid submission all parties involved in the delivery of this contract for checks to be carried out to confirm the competency of all parties.

Sub-contractors are permissible but only if they are disclosed and agreed in advance of any works being carried out.

# Replacement Programme

The annual programme for window or door replacements will vary from year to year and is subject to budget sign off but we anticipate that the spend to be as follows:

2024/2025 Windows £150,000 (35 Properties) Doors £120,000 (77 doors)

2025/2026 Windows £120,000 Doors £60,000

This information has been provided for guidance only and is not a guarantee of works and is subject to change. North Star will endeavor to provide subsequent replacement programmes as soon as possible in each anniversary year.

It is the responsibility of the provider to advise North Star if they believe that any window or door within the replacement programme has a minimum of five years life remaining. North Star will review your recommendations and advise accordingly.

## 2.1 Working Hours

Normal working hours are 8am to 5pm, Monday to Friday excluding all Bank Holidays.

## 2.2 Tenants Choice

All surveys are to be carried out with the tenant in attendance.

Tenants Choice Form will be completed by the Contractor whilst on site and approved (signed off) by the resident. A copy of the completed form will be left with the resident and a copy e-mailed to the Asset Management Surveyor.

The Tenant Choice Form will be developed by North Star and the Contractor during the contract mobilisation period.

If the tenant refuses to sign the Tenant Choice form the Contractor will advise the Asset Management Surveyor within 24 hours.

The Contractor will only proceed with product manufacture/ordering once the Tenant Choice Form has been signed by the resident ***and*** the Asset Management Surveyor has given approval to proceed.

No payment will be made by North Star for products manufactured/ordered without a fully completed Tenant Choice Form.

No payment will be made by North Star for products that are damaged, not fit for purpose, the wrong design/colour or because of mismeasurement.

**Disability Discrimination**

Components such as handles and locking mechanisms to be capable of offering adaptations in accordance with the Equality Act 2010 and the housing providers Equality Duty 2010.

* Push button mechanism – option to offset handle height on side-hung sashes
* Handles – option to provide non-latching facility. Where non latching handles are fitted the window should also have attached the appropriate information warning label.

Door viewers shall be positioned at a height to suit the occupant's requirements i.e. if the resident is a wheelchair user.

The Contractor will be required to offer quotations for adapted door release systems and flush/low level thresholds when identified.

# uPVC Windows

## 3.1 General

The window and door system is to meet the material and performance requirements of the Trade Standard Specification for white or near white high impact modified UPVC extruded hollow profiles with heat welded corner joints for plastic windows; Material Type A in accordance with BS:7413.

## 3.2 Performance and Functional Requirements

All windows and doors supplied on this contract will meet "Secured by Design” (SBD) requirements. The final product will have been checked by an independent third party as being ‘fit for purpose’ and secure when tested against PAS 24 (previously known as BS7950). The test must have been conducted on the whole window and not individual component parts.

Window assemblies will comply with the following standards:

* The BPWG/GGF Trade Standards for UPVC Windows.
* BS EN ISO 9001 and BS 9002 Schemes for: Quality Assurance
* BS 5368:Parts 1 to 3 and BS 6375:Part 1 – Classification of Weather tightness Operation and Strength Characteristics

Windows will meet the following rates in respect of Exposure Category B:

* Air permeability 600 PA
* Water tightness 300 PA
* Wind resistance 2000 PA
* Double glazing max: 1/175 deflections as laid down in BS 6375 Pt. 1.1989.

The performance of windows will be in accordance with:

* BS6375 Pt. 1, BS EN 12207, BS EN 12208, and test method BS5368 Pt. 1 (1985), Pt. 4 BS EN1027 and BS EN 12211
* BS5466 Pt. 1 (1977) and BS7479 1991 – Hardware and fixings
* BS5713 – Double glazed units
* BS6206 – Safety glass
* BS6262 and BS952 – Glass and glazing standards
* BS6399 Part 2 – Wind pressure standards
* BS7412 – Reinforcement and fixing of hardware
* BS7413 – PVCU extruded hollow profiles – type A
* BS7479 – 500 hour neutral salt spray test
* BS7950 – Enhanced security performance (formerly PAS011)
* BS8213 – Window safety.

Ground floor windows and doors and those easily accessible must have push button operated locks and laminated glass external leaves. Toughened glass in these locations is not acceptable.

**Wind Loads and Pressures**

The structural frame assemblies and installations must be capable of withstanding and accommodating satisfactorily wind loads and pressures in accordance with the requirements of BS 6399, BS 6375, and BS 6262.

**Concealed Drainage**

The window assemblies must incorporate concealed drainage dispersal methods that discharge clear of the structure.

**Fastenings**

All screws, nuts, bolts, rivets, and other fastenings shall be of corrosion resistant or treated material, e.g., austenitic stainless or ferritic steel, bi- chromate treated steel and be compatible with other metallic fixings used in the manufacture of the window, in accordance with BS 7412 and having been tested to BS EN 1670:1998 Class 4.

Fastenings that are protected when the window is closed may alternatively be made from steel which has been finished by one of the following methods:-

* Zinc plated and passivated according to BS EN 12329, BS EN 12330
* Hot dip galvanized according to the requirements of BS EN ISO 1461
* Sherardized according to the requirements of BS 4921 (1998)
* Sprayed with metal coating according to BS EN ISO 2063.

Hardware and ironmongery fittings and fixings are to penetrate at least two thicknesses of the UPVC profile and/or penetrate the reinforcement by at least2mm.

Fixing positions shall comply with BS 8213.security performance for casement and tilt/turn windows in for domestic.

The fixing instructions of the system supplier are to be followed and the Contractor is to; install the window and door units' plumb and square without twist, racking or distortion of any member in accordance with the system suppliers' installation tolerances.

**Extrusions**

All UPVC window and door units are to be manufactured from white or near white multi-chambered hollow un-plasticised polyvinyl chloride extrusion, containing an acrylic impact modifier. The minimum external wall thickness of profile is to be 3mm. No profile, to be used externally, shall contain reworked material.

All profiles inclusive of Main Framework, casements/ fanlight alike are to be reinforced regardless of length or position. All profile is to have drainage characteristics which allow water to escape without entering the chamber where reinforcement is placed.

**Marking**  
Profiles are to be marked in an unobtrusive position with a profile number and a form of unique identification of system type and batch numbering.

Each window and door is to be permanently marked or labelled in an unobtrusive position (i.e. not visible when the opening light or door is closed) with the name or trademark of the fabricator. To fixed lights the marking should be under the bead.

**Corner Weld Strength**

Tests are to be carried out by a recognised independent test authority and satisfactory results are to be achieved prior to the separate fabrication of the UPVC door and window units.

**Weather Tightness**

All windows, doors and panels are to satisfy the weather tightness criteria in accordance with BS 6375 Part 1; 1983.

Weather Tightness Tests are to be carried out to window types as instructed. Testing is to be carried out upon receipt of an instruction by the Asset Management Surveyor.

**Window Trim**

Trim around the windows will be no more than 45mm in width.

**Timber Product Damage**

If during the installation of the windows and doors, the product is damaged in any way it is vital the Contractor repair it immediately to protect the timber. The instructions within the Window and Door Manufactures Manual provide detailed information on how this should be done.

## 3.3 Hardware and Ironmongery

Hardware intended to operate the windows is to be replaceable from within the building, without removing the outer frame from the structure.

All hardware (except for cover plates and fixtures used for location purposes only) attached to plastic profile is, to be through the metal core with screws of sufficient length to fully penetrate the reinforcement by 2mm. The screws are to be of a material chemically compatible with the reinforcement. Where, with the agreement of the Asset Manager, this method of fixing is not practicable they are to be fixed with screws of sufficient length to fully penetrate at least two separate thickness of profit.

**Ironmongery**

Fasteners, hinges, stays, handles etc. are to satisfy the appropriate parts of BS 6375 Part 2: 1987.

Tenderers are to be prepared to submit evidence in the form of test certificates issued by a recognised independent test house to the effect that their proposed products satisfy the relevant criteria of this British Standard.

## 3.4 General Windows Restricted for Resident Safety

All hardware should permit safe cleaning of windows from within the property without putting the occupier in a dangerous position to BS 8213-2004 Design for Safety in Use and During Cleaning of Windows.

All hinge components such as bottom track, link bars and rivets to be capable of sustaining a minimum of 30,000 cycles of operation without demonstrating any significant deterioration or deformation that would inhibit their functions.

All hinges should incorporate nylon washers between all pivot points to minimise metal to metal fatigue. Friction adjustment should not rely on metal to metal contact and should be achieved by a metal cam working via a thermoplastic twin lipped slider block to provide precise long lasting friction adjustment.  
All hinges to have a thermoplastic asymmetric end cap to ensure smooth location and weather-tight sealing and should feature a roof to minimise the build-up of debris.

All windows should be approved to BS 7412: 2007 and to meet BS EN1670: 2007 Class 4 corrosion resistance.

Restricted hinges shall facilitate a maximum 100 mm opening in the restricted position. The release mechanism shall be an integral part of the hinge and shall self-relocate in one action on closure of the vent. All components, rivets and pins should withstand a force of 350N for one minute to comply with BS 6375 Part 2 : 2009 Operations and Strength Characteristics of Windows and Doors, and BS 8213 Part 1: 2004 - Design for Safety in Use and During Cleaning of Windows.

Side hung windows restricted by a single restrictor hinge, positioned at the bottom of each opening must comply with BS 6375 Part 2 : 2009.

All opening windows to be fitted with two pairs of non-contact ancillary security devices. Positioned adjacent to and not more than 50 mm away from the top of each hinge.

**Nominated Emergency Egress Openings**

Windows nominated as emergency egress openings will be defined by the British Standards. Where indicated and instructed windows to be fitted with Defender Egress Easy Clean Hinges as supplied by Yale DWS.

All opening windows to be fitted with two pairs of non-contact ancillary security device. Positioned adjacent to and not more than 50 mm away from the top of each hinge.

One opening in every habitable room on first floor, except kitchens, should provide an unobstructed area of at least 0.33m2 with minimum size of 450mm in any one direction. Effectively this should provide a minimum clear opening of 450mm x 734mm. All in accordance with Building Regulations Approved Document B at a maximum sill height of 1.1 m.

All hinges should be BBA Approved and to include a thermoplastic end point and die cast end cap with self-lubricating surface finish featuring a roof to minimise the build-up of debris. Friction adjustment should not rely on metal to metal contact and should be achieved by a metal cam working via a thermoplastic twin lipped slider block to provide precise long lasting friction adjustment.

Emergency windows after a considered and noted risk assessment can be fitted with a clearly visible and intuitive to release restrictor.

**Operating Handles - General**

Windows to be fitted with cranked espagnolette operating handles. Colour white. Handles to incorporate a push release mechanism. All to BS 6462-1985 strength Test C3.

Handle to be manufactured to BS EN ISO 9001 and should be capable of sustaining a minimum of 30,000 cycles of operation without demonstrating any significant deterioration or deformation that would inhibit its function.

**Operating Handles - Emergency Egress Windows**

Nominated Emergency Egress windows to be fitted with a green push release non deadlocking handle.

**Locking Mechanism**

Evidence of compliance with PAS 24:2016 - Enhanced security performance for door sets in the U.K. is a contract requirement.  
It is acknowledged attacks on locking devices may result in the device becoming inoperable and may thereby prevent occupants from exiting premises. This could be dangerous, particularly in the event of a fire or similar emergency; therefore, it is recommended that locks should, as far as is reasonably practicable, be designed to remain operable from the inside after attacks, particularly attacks not involving force.

# Doors

## 4.1 Composite Front Doors

Composite front doors are to be manufactured from glass reinforced polymer (GRP) and be energy efficient and environmentally friendly with a Polyurethane core c) secure and durable with a high impact-resistant, thermoset and GRP (Glass Reinforced Polyester) skins

Doors are to have a minimum 44mm thick door leaf, with a fully reinforced 70mm PVC-U Frame. Option of mobility threshold where required.

**Colour Choices**

The Contractor will provide the resident with a minimum of five colour choices for composite front doors. Each option is to be UV stable with a grained finish.

North Star will review and approve these colour choices at the pre contract meeting.

**Glazing ( Doors)**

Glazing to doors to meet current building regulations and to include the following;

* 24mm Glass unit (where applicable)
* 6.8mm laminated outer pane
* A minimum of 13.2mm black spacer bar
* 4mm toughened inner pane

## 4.2 Door leaf patterns

The minimum range of door leaf patterns shall be as illustrated below.

  

  

**Suited Locks**

Some properties may have a suited lock. If this is identified the Contractor is to contact the Asset Management Surveyor at the time of survey to allow for manufacture in time for installation.

**Split Spindle**

All front doors are to have inbuilt split spindle mechanisms.

The split spindle allows the external handle of the door to operate the lock mechanism, however it prevents the latch operating unless you use the door cylinder key. Therefore only known key holders can enter the property once the door is closed, even without dead locking the system. However from the inside the handle can be operated as normal for a quick and easy exit.

UPVC sash window sliders will have sash lifts, sash locks, travel restrictors and vertical slider balance springs.

## 4.3 Fabrication - General

**Joints**

All joints are to be heat welded. No solvent welded joints will be accepted. The joints may be finished with either a sanded and polished finished or a grooved finish to the line of the joint.

**Reinforcement**

All extruded sections inclusive of casement/ fanlight profile alike are to be reinforced. The reinforcement is to be screwed into position using countersunk head screws and must not move or rattle when any window or door is in use.

Metal profiles to provide reinforcement are to be made of one of the following materials:

* Mild Steel - Mild steel profiles are to be manufactured from sheet, hot- dip zinc coated of grade G275N BS 2989: 1982. Alternatively, reinforcement may be manufactured from mild steel of a similar grade which is subsequently given a corrosion resistant coating of equal performance to the above material. Reinforcement of these qualities is to be used only in profile or systems so designed and sealed that no exterior moisture may meet the reinforcement.
* Stainless Steel - Stainless steel profiles are to be manufactured from sheet or strip of grade 304 series from Table 4 of BS 1449: Part 2 1983.
* Aluminium - Aluminium profiles are to made from aluminium alloy to conditions 6063 or 6082 of BS 1474; 1972.

In cases where the overall size of certain door and window units requires the use of additional strengthening this is to be achieved using mullion/ transom straighteners in accordance with the instructions and recommendations of the system supplier.

**Drainage**

Internal drainage of the extruded sections is to be via chambers that do not contain reinforcing members and they must be completely isolated from any chamber containing reinforcement.

## 4.4 Main Entrance Doors

All entrance doors of individual dwellings to be fitted with a multi-point locking mechanism.

All doors to meet the requirements of BS EN 1627:2011 to PAS 24:2016. “Enhanced security performance requirements for door sets and windows in the U.K.”

All door sets must be fit for purpose and comply with BS 6375 Parts 1-3:2009. “General performance requirements for door assemblies.” (formerly PAS23).

All components should be capable of sustaining a minimum of 200,000 cycles of operation without demonstrating any significant deterioration and deformation that would inhibit their function.

Faceplate to be manufactured from stainless steel to BS EN 10088-2Grade 1.4016. Door Lock must meet BS EN 1670:2007 Grade 4, 240 hours NSS.

Door sets installed with a thumb turn release mechanism must specifically form part of the PAS 24 certified product range, as the pass criteria in the standards for such door sets is more stringent. Hence door sets tested with a key/key operation cannot claim compliance when a thumb turn release is installed. SBD requirement.

**Dwellings - with an alternative means of escape via a door**

Door lock to enable external access only to be gained by latch withdrawal by use of a key to prevent follow in crime, in accordance with BS 8220 and SBD guidance.

**Dwellings – without an alternative means of escape via a door.**

Locking devices fitted to entrance doors should permit emergency egress without the use of a key to conform to BS 8220:2000 Security of buildings against crime, Secured by Design (SBD), joint Police and Fire Service agreement on “Means of Escape” and NHBC guidance.

## 4.5 Door Fixtures

All handles must offer snib retention of latch, meet BS EN 1906 Grade 4. Tested to 200,000 cycles of operation and corrosion resistant to BS EN 1670 ;2007 Grade 4, 240 hrs. NSS. They must also be aluminium, powder coated in White, anodised Silver or Gold to match with other door furniture.

Cylinders must meet BS EN 1303:2005 “Building Hardware. Cylinder for locks. Requirements and test methods.” They must be durability Grade 6, 100,000 cycles, Key related security to Grade 6 - anti-pick, Attack resistance to Grade 2 and anti-drill 5 - 10 minutes.

Only cylinders carrying a kitemark certification number will be allowed

**Hinges** will be 3 per leaf, to meet the requirements of BS 6375 – 2:2009, 50,000 cycles of operation and BS EN 1670:2007 Grade 5 corrosion resistance.

**Letter plates** will be compliant to BS EN 13724:2002, “Apertures of private letterboxes and letter plates. Requirements and test methods.,” be approved to BS 476-20/22:1987 Grade FD30 providing more than half an hour integrity and have finishes of either Silver, Gold, Black or White.

They should have a restrictor hood on the inner-hinged flap to limit the opening of the inner-hinged flap and to prevent intruders gaining access via the letter plate aperture and to prevent manipulation and “fishing” to meet the guidance of BS 8220-1:2000 and SBD. The 180 degree opening flap should not snap off when opened too far.

**Door Viewer**

Door viewer shall have a wide angle of vision (min 70°), have a maximum diameter of 19mm, and finish to match letter plate and handle or as specified by the Asset Management Surveyor. The viewer shall be fitted with an internal swivel cover to prevent light emission and viewing from outside.

Security chains to be fitted to all dwelling entrance doors. Fixings to be strictly in accordance with the manufacturer’s instructions. Chains to be fixed at 1440mm from the bottom of the door.

**Door Furniture**

Front doors will include a door knocker all the same colour as the letter plate and house numbers.

**Lock Operating Instructions**  
The Contractor will provide the customer with a set of clear operating instructions explaining the key locking process in simple terms together with a diagram illustrating the locking process. It must be made clear to the resident prior to handover that the door set is not secure unless the locking system is fully engaged, SBD requirement.

The Contractor will provide the resident with three sets of keys for each door.

# Glazing, Glass & Panels

The size of the glass used for glazing is to be such that the necessary clearance between the edge of the glass, the base of the rebate and the necessary sealing joint gaps is present.

Glass is to be at least of the minimum thickness to meet wind load and safety requirements of BS 6262: 1982 and the glazing of windows, doors and panels shall be according to BS 6262: 1982.

Adequate drainage shall be provided to permit the escape of water from the platforms or horizontal members beneath each sealed unit and on the frame members beneath opening lights.

Glazing beads are to withstand the design wind pressure circulated in accordance with BS 6375 Part 1: 1983.

Glazing or re-glazing is to be possible from within the property without the need to remove the outer frame from the structure of the building.

Double glazing is to be in hermetically sealed double-glazed units to BS5713: 1979 not less than 20mm thick comprising two sheets of 4mm thick glass with a minimum 12mm air gap between. Inner pane of glass to be coated with low emissivity coating complete with Argon filled cavity.

Unless otherwise stated double glazing is to be in two sheets of 4mm toughened glass.

Unless otherwise stated glass is to be clear.

All glazing and safety glazing must comply with Building Regulations and Approved Document K

Glass of double glazing to window units in larders, bathrooms and toilets only is to be obscure (stippolite) 6mm toughened safety glass. Unless otherwise instructed by the Asset Management Surveyor.

Rear doors are to be provided with either clear or patterned glass as agreed with the resident.

Inner pane of glass to be coated with low emissivity coating complete with Argon filled cavity as required.

Installation is to be in accordance with BS ENISO 10077-1:2000 in compliance with Part L of the Building Regulations 2002.

**Door and window panels** shall be in 'Superclad' steel sandwich panels of 20mm overall thickness consisting of two sheets of steel either side of styro foam lB insulation core material with outer sheet pre-finished white for external and inner sheet pre-finished white for internal surfaces coating and colours to be colour coat HP 200 Platisol range or equivalent.

Glazing is to be by the dry method in accordance with BS 6262:1982.

Glazing beads to be splayed with pencil rounded arrisses are to be fitted internally with mitred corners

**Glazing Gaskets and Weather Stripping**

The weather stripping is to be capable of being renewed from within the building without disturbing the glazing system and without removing the outer frame from the structure.

Extruded materials are to be used for all glazing gaskets and weather- strips which do not have any detrimental effect on the UPVC plastic profile nor the sealed glass unit.

Co-extruded gaskets are to meet the same criteria as individual gaskets  
Co-extruded profiles (known as Co-extruded Beads) are to meet the same criteria as individual gaskets.

Glazing gaskets, wedges and weather seals are to be EPDM in accordance with BS 4255 Part 1: 1986.

All opening windows and doors are to be double weather-stripped.

All seals are, where possible, to surround a window or door in one piece and the seal may be lightly scoured at corners just to ease bending and even then only if the continuity of the seal is ensured.

The joint in seals is to be in the least exposed area of the window or door (in most cases this will be in top centre) and all seal junctions are to be offset.

Pressure seals are to cut oversize to ensure that they do not extend under tension when assembled. Excess material providing loops along the edges of the window or door is to be pushed into position only after the seal joint faces and corners are secure.

**Security**

Glazing systems are to be designed so the glass cannot be removed from the outside (e.g. by the insertion of a thin blade or of any other simple tool).

No closed and fastened opening light is to be an openable or removable from the outside, except using special tools or by breaking a part of the window.

Recommendations for securing windows and the performance of glazing given in BS 8220 Part 1:1986 and BS7950 are to be followed.

**Safety**  
Advice on the safety of openable windows given in CP153 Part 1: 1969 is to be followed. It must not be possible for any opening light to become accidentally disengaged from the outer frame in normal use.

**External Sills**

With existing tiled sills all the window units are to be fitted with continuous external hollow section (85mm x 25mm) sills of approved UPVC profile which are to project beyond the sub frame 25mm.

With traditional cavity or solid brick detail all the window units are to be fitted with continuous external sills of approved UPVC profile (c/w end caps) which are to project from the wall line to clear the throat. These may extend externally not less than 30mm and not exceeding 40mm.

The external sill is to be fixed to the outer frame with screws from the underside. These screws must not penetrate drainage channels.

Any properties fitted with External Wall Insulation (EWI) must have sill’s extended past the external face of the EWI at a clearance of 50mm. This is to ensure compliance with PAS 2030/ PAS 2023

**Internal Window sills**

Internal windows sill to be either replaced or over-boarded with UPVC.

**Glazing Bars**

Unless otherwise instructed by North Star, the Contractor will provide like for like replacements. Therefore where the following exist in the original unit they are to be provided in the new product;

* Astragal glazing bars including spacer bar in the sealed unit.
* Georgian bar option fitted within the double glazed unit.

**Other Accessories**

The window and door units are to be fitted with UPVC drain slot cover for the system suppliers profile.

Door thresholds are to be low level aluminium not exceeding 25mm high.

# Installations

Providers will be responsible for the installation of new. aluminium or uPVC windows and new aluminium, uPVC, or composite doors.

The window and door units are to be installed in accordance with the relevant ‘Competent Person Scheme’ (CPS) guidance. i.e. Fensa Guide for Compliance.

The Contractor is to gather all the door and window units for a dwelling before commencing work. No work to a dwelling is to commence until the entire door and window units are available. Once allocated to an aperture that window or door unit is not to be moved nor used elsewhere.

Replacement window and door units are, to maintain security and weather tightness, to be installed on the same day that the originals are removed. The existing window and door units are to be removed with extreme care to avoid unnecessary damage to the structure, fabric and finishes of the building and so as not to permit any subsidence or loss of support to the superstructure during or after the installation.

The installation in a dwelling has to be completed in all respects by the fixing team concerned, i.e. before commencing work to any other dwelling. No staggered or phased installations will be allowed.

The Contractor is to be responsible for both internal and external protection (i.e. plastic sheeting to protect furniture).

Sufficient dust sheets or protective coverings are to be used by the Contractor and the utmost care should be taken to avoid soiling of, or damage to, floor coverings and needless damaging of decorations. Care is to be taken by the Contractor to keep damage to reveals (adjacent to the installation) to the absolute minimum.

Every care is to be taken during the installation to ensure that debris such as wet plaster etc. does not foul drainage holes or impair the operation of hardware. Neither sand nor cement, nor plaster nor any other unsuitable material is to be used to fill the gap between the back of the frame and the reveal.

No perimeter joint is to be less than 5mm or exceed 10mm. The Contractor is to note that not less than 20mm of the extruded section 'flat' face of any outer frame profile is to be fully visible (internally and externally) at the head and jambs of an aperture after the whole of the specified installation. Frame extension pieces, if used to achieve this are to be appropriately screwed to the outer frame profile in the fabrication workshop (with mitred angles when jointed to both head and jambs) and not on site or just one side. Otherwise, the use of makeup pieces will only be permitted in exceptional circumstances and then only with the written approval of the Housing Services Manager.

All glass and insulated glazing units are to be carefully examined prior to installation for damage (especially at the edges). Defective items shall not be used.

Before installation, the structural opening is to be cleaned of dust and debris and a check is to be made to ensure that the existing DPC is in position and is not damaged.

If a DPC does not exist, is damaged or is not correctly fitted then this should be brought to the attention of the Asset Management Surveyor.

## 6.1 Removal of Existing Doors and Windows

**Preparation of Apertures for New Door and Window Units.**

Before removing existing window and door units, the Contractor is to check the:

* external and internal structure for damage. Report all damage to the Asset Management Surveyor before any work is commenced.
* new window and door units have not been damaged in transit and have been properly manufactured.
* measurements of the new windows and door units are correct and will fit into the apertures, i.e. once the existing have been removed.

Before commencing work in a dwelling (to avoid damage during the removal of existing and/ or installation of the new window and door units), report to the Asset Management Surveyor any items of furniture etc. which the residents have not moved away from apertures.

Cover residents' carpets and soft furnishings with dust sheets to minimise the possibility of damage and to facilitate husbandry after the installation.

Make necessary provision for temporary removal of any service cables, fittings, doorbells, disabled access equipment, phone lines, satellite cables, curtain rails, curtains, and the re-fixing of same on completion. All work to be carried out by competent trades persons, tested, and left in good working order.

In connection with the removal of the existing window and door units the Contractor is to:

* use a craft knife or similar and score around the perimeter of the existing frame on the inside (where the plaster or wall decoration meets the frame) to minimise any damage.
* remove all opening sashes and glass from the main frame
* saw through any mullions or transoms and break those out of the main frame
* saw through verticals of main frame as far as possible without causing damage to internal reveals or the structure
* protect finishing's to reveals and surround internally and externally and with a bearing block, use a lever bar between the structure and the main vertical frame to carefully lever the verticals inwards and then complete the saw cut and remove the vertical members completely from the aperture.
* use the same procedure as above to, remove the horizontal members of the outer frame from the aperture
* clean the aperture and remove any mastic sealant or other sealing pointing material from the structure
* remove all debris from the site, on a daily basis.

The Contractor is to note that any existing internal glazed tiled windowsills (i.e. kitchens/ bathrooms etc.) are all to remain unless the Asset Management Surveyor requests window board is fitted.

**Making Good**

The Contractor will make good to any plaster lines disturbed by the window or door removal/installation.

The Contractor will make good to any brickwork or render disturbed by the window or door removal/installation.

The Contractor will apply an adequate white silicone mastic sealant internally and externally to the new windows/doors and adjacent surfaces.

# Warranty & Performance

All window units are to be fitted with white coloured through profile Trickle Ventilation in accordance with building regulations. Trickle vents require small openings in a window or building component. The openings are integrated into the frame to provide effective ventilation. To maintain a healthy and comfortable living environment.

A pull cord control for hit and miss slide operation to be offered where accessibility is restricted.

All components should be capable of sustaining a minimum of 50,000 cycles of operation without demonstrating any significant deterioration and deformation that would inhibit their functions.

## 7.1 Quality of Materials

All materials used in the delivery of this contract are to comply in all respects with the appropriate current British Standards Institution, where such exists.

All materials proposed for use are to satisfy the material and performance requirements of BS 7413 as specified.

North Star reserves the right to confirm the performance characteristics of a material through an independent testing authority.

The Contractor will confirm the window profile/system and provide a sample of each product to be used to the Asset Management Surveyor, prior contract commencement.

All materials then delivered to site are to be at least equal to the samples approved by the Asset Management Surveyor.

Door hardware must be supplied from a manufacturer holding a product license under the auspices of the Home Office “Secured by Design” initiative. With the aim of fulfilling the obligations placed on the housing provider to ensure a reasonable level of security to the occupants as outlined in Section 17 of the Crime and Disorder Act 1998.

The new glazing systems provided within this contract will ensure improved thermal and acoustic properties to the house or containing structure

## 7.2 Defect Liability Period

Any defects, shrinkages or other faults which appear within 12 months of the Order Completion date and which are due to materials or workmanship not in accordance with this Contract shall be made good by the Contractor at no cost to North Star.

## 7.3 Defect Response Times

The Contractor will attend site to address defects where there is a security risk and the property is vulnerable within 6 hours of notification from either North Star, their representative, or the resident.

The Contractor will respond to all other defects within 5 working days of notification from either North Star, their representative, or the resident.

Defects related to works carried out under this contract remain the liability of the Contractor. The full cost of defect rectification will be borne by the Contractor.

**Life Span**

The Contractor will install units which are fit for purpose and have an expected lifespan of a minimum of 30 years.

**Guarantee**

The following product guarantees will be provided:

* 10 years guarantee against manufacturing defects.
* 10 years guarantee against double or triple glazed unit failure on factory glazed windows.
* All factory finishes guaranteed in accordance with EN927.

# Responsibilities

## 8.1 Appointments

The provider is responsible for making all appointments with residents prior to attending site. Appointments can be made by Phone, Text, Email or Letter. In all instances the provider will act in accordance with the Contractor Code of Conduct at all times.

Where access could not be obtained to an agreed appointment due to refused access or residents not there, North Star must be notified immediately.

No payments will be made for missed appointments.

North Star will provide the supplier with all relevant contact information including any special considerations or adjustments that must be made in advance.

There may be instances where an accompanying visit is required, the contract manager will review these on a case-by-case basis and agree a plan.

**Identification**

Each employee carrying our works on behalf of the provider must carry and display a unique ID card bearing the employees name and photograph along with the Supplier’s name, address, and phone number.

If applicable employees should also wear uniforms bearing the supplier name/logo.

All vehicles that are to be used by the supplier should clearly show the Company’s name, logo, and telephone number. Where appropriate North Star may provide approval for our North Star logo to also be displayed on the vehicle.

## 8.2 Surveys & Quotations

It is the providers responsibility to conduct a full property survey including but not limited to checking measurements, taking photographs, confirming styles, colours etc.

All surveys must be sent to North Star alongside a quotation for approval prior to any goods being ordered or manufactured.

In instances where asbestos is suspected it is the providers responsibility to report this to North Star for further investigation. It is not the providers responsibility for Asbestos Surveys or Removal.

When carrying out property surveys the Contractor will accurately record all measurements and dimensions. The measurements will include diagonals of all openings where windows and/or doors are to be replaced. The Contractor will ascertain the true dimensions of an aperture prior to the manufacture of the door or window unit.

The Contractor will ensure each window and door is purpose made for the opening it is intended to fit.

The Contractor will notify North Star if a window or door has been programmed for replacement but, in the opinion of the Contract, has a minimum of 5 years remaining. North Star will consider the observation with a view to removing from the programme.

The Contractor will note an obstructions or potential issues i.e. security grills, lean-tos, or temporary structures at point of survey. These observations will be e-mailed to the Asset Management Surveyor.

## 8.3 Asbestos Requirement

The Contractor is required to ensure all staff working at/on North Star sites have completed an asbestos awareness course that complies with

The Contractor will, as part of their risk assessment process, check the Portal if the work they are planning includes invasive cutting or drilling into the fabric of the building. The Contractor will include all necessary control measures appropriate to the asbestos known or presumed. If the asbestos records are not sufficient the Contractor will request a further survey from North Star.

Only North Star’s appointed asbestos surveying consultant will undertake asbestos surveys. North Star will provide Asbestos R&D surveys as is required for the contract or at the contractors request.

The Client’s AMP follows HSE (Health and Safety Executive) ACOPS guidance to leave ACMs (Asbestos Containing Materials) in good condition in place. The Contractor is responsible for ensuring their staff and anyone affected by the work is not exposed to breathable asbestos fibres.

Only North Star’s appointed asbestos removal contractor will remove, enclose, or encapsulate ACMs on behalf of North Star.

## 8.4 Variations to Specification

Variations will be defined as anything deviating from these requirements, supporting information or from subsequent contract documents, surveys, or quotations.

Any variations must be flagged up prior to commencement of works on site in writing and where possible include photographs of any changes to the specification.

Variations are not deemed to have been accepted until authorised by North Star and where applicable documented accordingly.

## 8.5 Removal and Disposal

It will be the responsibility of the Supplier to remove and dispose all existing windows and doors.

## 8.6 Welfare & Storage

It is the providers responsibility to provide adequate welfare facilities for their fit teams and storage for all materials and tools. When available North Star will offer a void property for use in these instances at the appropriate weekly rent. All utilities and council tax are the responsibility of the provider during the rental term.

All equipment and materials required for the performance of the Contract shall be supplied maintained and insured by the Supplier.

## 8.7 Completed Works

The provider must inform North Star once works has been completed at a property for inspection. Only fully completed properties should be submitted for inspection and only in exceptional circumstances would a partially completed property be accepted.

Works will only be signed off as complete once North Star has checked that the design specification has been met, there are no defects in the works and that they are happy with the quality of the works.

# Contract Management

**Attending Meetings**

The provider is required to attend monthly operational meetings at North Star’s offices at their own expense.

At the meetings North Star will review performance against any agreed KPIs (Key Performance Indicators).

The provider will be required to report back to North Star monthly regarding works completed against the programme

## 9.1 Administration

The Contractor will have a generic e-mail address to receive orders from North Star. The e-mails will include; new orders, orders authorised for completion and contract instructions. The Contractor will also be on monthly valuations on completed and signed off properties as opposed to orders per property.

## 9.2 Staffing Requirements

All staff working on this contract are to be suitable for North Star’s requirement of encountering our residents on a regular basis. Staffing issues will be an agenda item at monthly meetings, as required, at which the Contractor’s staff suitability will be discussed and reviewed and any issues addressed.

## 9.3 Working in Partnership

North Star want to establish a genuine partnership between all parties and stakeholders based on the following principles:

* Improving performance so that top performance is achieved for delivery of service and resident satisfaction
* Ensuring cost certainty is achieved and budgets are met
* Common ownership of problems
* Services are delivered right first time, achieving maximum quality, and meeting best value.
* Ensuring the best value is achieved for the money spent
* A workforce who takes responsibility for the service and who understand the needs and standards of our residents
* That clear targets are set for team members and are backed by the required resources
* All parties and the larger supply chain benefit from continual improvements to productivity and efficiency
* Achieving targeted recruitment and training potential
* A partnering ethos and proactive management processes encompassing risk management, value engineering, problem solving, dispute resolution and shared objectives that all help honesty and trust within longer-term relationships;
* Collaboration and challenge of the supply chain – securing common objectives and effectives processes; improving service delivery and costs; and removing duplication and waste;
* Excellent customer service, liaison and minimal complaints and claims;

## 9,.4 Managing the Supply Chain/Sub-Contractors

Where parts of the service are sub-contracted, we expect them to deliver the same standards and provide the same terms and conditions for operatives as the main Contractor.

The Contractor will not share information protected under the Data Protection Act with any of their subcontractors.

## 9.5 Cancelled Orders

No payment will be made for orders cancelled by North Star where product manufacture has not commenced.

Payment will only be made for manufactured but non-installed items where the contractor is found, by North Star, to be at no fault.