 

**Contract for:**

**THE PROVISION OF A REPAIRS AND MAINTENANCE SERVICE FOR COMMUNAL LAUNDRY EQUIPMENT AND DISHWASHER EQUIPMENT, CITYWIDE, THROUGHOUT NEWCASTLE UPON TYNE (C-012000)**

**ITT Schedule 1 - Specification**

**Clients: Newcastle City Council, Your Homes Newcastle and Leazes Homes Limited**

**Nominated Representative: Your Homes Newcastle Limited**

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**Specification**

Your Homes Newcastle (YHN), Newcastle City Council (NCC) and Leazes Homes (LH) are looking to procure a service which will provide for the routine repairs and maintenance to communal laundry equipment, (washing machines and tumble dryers) and dishwashers, located in various addresses, citywide, throughout Newcastle upon Tyne.

YHN, NCC and LH require a suitably experienced provider to provide us with the following:-

We require the successful Contractor to carry out repairs to laundry appliances and dishwashers within one (1) working day of receiving a repair report during normal working hours, Monday to Friday, 9am to 5pm, excluding Bank Holidays.

Where the successful Contractor is unable to complete a repair on the first visit, they must return within one (1) working day to carry out ‘follow-on’ repairs within normal working hours.

Where a major repair is required (i.e. any repair that will cost £200 or more to complete) the successful Contractor must contact the identified Supervising Officer within that one (1) working day, for authorisation, before carrying out the repair. Following authorisation, the repair shall be completed within three (3) working days.

When recommending the replacement of any appliance, the successful Contractor must provide the identified Supervising Officer with a report indicating the existing fault, confirming that the appliance is either obsolete or beyond economical repair and, a total cost to renew the appliance.

Please note that, within the Pricing Schedule document (ITT Schedule 2), we have stated a specific manufacturer and model / part number. This clearly indicates that we won’t accept an alternative to any identified model / part.

When claiming payment, the successful Contractor must provide an invoice and a service report, clearly identifying the work carried out, the labour and materials used and, the time taken to complete the work for each repair.

All reports must be supplied electronically in PDF format (or an agreed equivalent format) and must contain the property name, full address, date of visit, operative’s name and signature and, full details of any defects identified and, recommendations made.

In specific circumstances, the appointed Contractor will provide trained Operatives who have been (and who still are) ‘Disclosure and Baring Service’ (DBS) checked and approved. This requirement will be requested where the service requirement involves attending residential addresses where vulnerable adults and / or children are in attendance. The appointed Contractor will be informed of these occasions in advance of any job being arranged and booked.

All appointed Contractor personnel must carry identification cards (photographic if possible), at all times, whilst operating on Your Homes Newcastle, Newcastle City Council and, Leazes Homes Contracts.

All appointed Contractor personnel must adhere to all current Government ‘Covid-19’ guidelines when performing works and services relating to this Contract.