



**CONTRACT FOR**

**WINDOW CLEANING SERVICES  
FOR STOCKPORT HOMES**

**April 2017 – March 2021**

**SERVICE SPECIFICATION**

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## **1.0 Introduction to the Service Specification**

1.1 Stockport Homes (The Company) is an Arm's Length Management Organisation (ALMO) with over 30,000 customers. It manages and develops housing on behalf of Stockport Council, owns properties as a result of property development, empty homes and mortgage rescue activity and manages others on behalf of private landlords. Its role includes delivering a range of services, often in partnership. These help manage and improve neighbourhoods, support vulnerable people at all stages of their lives and assist Stockport Council to discharge its legal obligations to those who need housing. In addition, Stockport Homes does commercial work for private customers and for other Council companies

## **2.0 Overall Purpose**

2.1 The purpose of this Specification is to generally define the Standard to be achieved, rather than define the precise method by which the Contractor will be required to perform the Service. However, in certain situations the Company knows that it wants things done or carried out in a particular way. In these situations a specification is provided to the extent that it is necessary to allow Tenderers to determine resources accurately.

2.2 Tenderers are informed that the overall purpose of this Contract is to provide a clean, tidy and well-maintained Management Area. All work shall consequently be carried out and timed in such a way as to leave the whole of each site in clean, tidy and safe condition.

2.3 The frequency of the visits will be determined by Stockport Homes. Tenderers have the opportunity within their Method Statements to explain how they will ensure that this is to be achieved.

## **3.0 Standard to be achieved on each site**

3.1 The Standard of service to be achieved will differ on each site, dependent on the frequency and type of facility. The tenderer is expected to ensure that to ensure that works undertaken are carried out in accordance with the agreed operating schedules and to the quality required by the service specification.

3.2 The current locations of each site are attached as Appendix 3 Pricing Schedule and Site Information.

#### **4.0 Tolerance levels**

4.1 The Company will employ the Contractor not only to do the required work but to also decide when and how work needs to be carried out to meet the Standard. It accepts that there will be occasions where sites will not warrant having work carried out on them because they are hardly beyond the specified standard and the cost of doing the work would be greater than the benefit to be achieved by carrying out the work. A certain tolerance will therefore be acceptable, which will be based on common sense and professionalism rather than any prescriptive determination.

4.2 However, we trust that tenderers will appreciate that because the Company has a responsibility to its customers it is still necessary to state that this partnership-orientated, innovative and professional approach being taken by the Company in no way removes the responsibility from the Contractor to fully meet the terms and conditions of this Contract.

#### **5.0 Scope of Service**

5.1 The scope of the work comprises of the provision of a window cleaning service across the Borough. The following table provides a summary of the facilities where a service is currently provided, Appendix 3 provides details regarding location of the sites

<b>Accommodation Type</b>	<b>Number</b>
Sheltered Accommodation	10 sites
Low Rise	72 sites

## **6.0 The Management Area**

6.1 The Management Area is a collective term for all sites and facilities that are part of this Contract. Information about the Management Area sites are attached as Appendix 3.

## **7.0 Philosophy**

7.1 The Company`s overall aim for the management maintenance and improvement of Stockport Homes assets is set out in its “Asset Management Strategy “which aims to effectively manage all Stockport Homes stock to ensure its long term sustainability and meet customer needs and expectations.

7.2 The Company recognises the importance of creating safe, clean and greener places to live and work and continually works to ensure minimal impact of activities on the environment and is seeking a like-minded partner to achieve this overall vision.

7.3 The window cleaning service is a service charged separately to customers who receive the service. It is therefore important to ensure that any service provided continues to meet the standards and quality customers require and it is value for money. Customers have and will continue to be involved in monitoring the quality and type of service provided by any proposed Tenderer.

7.4 Bearing all the above in mind the following paragraphs explain the Company's policies in various areas.

## **8.0 Customer Care**

8.1 The Company has a proven track record of delivering excellent services to its customers. A key aim of the Company is to exceed customer expectations and always do the right thing. The Contractor will be expected to treat all customers on basis of the same principles.

8.2 Engagement with customers ranges from one to one advice and support, customer focused group sessions, tenant and resident groups, customer feedback, questionnaires and surveys, estate walkabouts, community groups and through neighbourhood events.

## **9.0 *Improvements and expansion of services***

9.1 The Contractor and Company will work together to seek opportunities to improve and deliver new/innovative window cleaning services. The Company reserves the right to curtail any form of activity or service that is not in accordance with the service objectives or policies shared by the Company.

## **10.0 Variation of Specification**

10.1 The Company reserves the right to request a Variation as per the Terms and Conditions of Contract Clause F3 provided that such variation does not amount to a material change to the Contract sum. The Company may request a Variation by notifying the Contractor in writing of the "Variation" and giving the Contractor sufficient information to assess the extent of the Variation and consider jointly with the company whether any change to the Contract Price is required in order to implement the Variation. The Client shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation.

## **11.0 Accommodation**

11.1 The Contractor will be responsible for the provision of accommodation at his own cost necessary to house staff, equipment and materials required for the purpose of performing the service. All such accommodation shall be suitable and fit for purpose and shall satisfy all requirements of relevant legislation. The contractor will pay for any utility charges direct to the supplier connected to that accommodation.

## **12.0 Vehicles and Equipment**

12.1 The Contractor will provide all the necessary equipment and machinery to perform the Service to the agreed specification. All equipment shall be regularly maintained and serviced. In the event of any breakdowns the contractor will ensure that the window cleaning service remains unaffected. The Company has the right to inspect all equipment and machinery at any time during the contract.

12.2 All health and safety and other precautions shall be observed when driving vehicles and working with machinery including the wearing and use of protective clothing and equipment.

### **13.0 Materials and Equipment**

13.1 The contractor shall be responsible for providing all materials and equipment necessary (i.e. detergents, ladders, and the like) in line with good practice, must be fit for purpose and in accordance with appropriate Regulations.

### **14.0 Publicity and public awareness**

14.1 The Contractor will at all times be aware of the customer service culture of the Company, and shall ensure that all the contract staff treat equally and with respect all of the Company`s staff and customers.

14.2 To inform customers of the partnership role between the Company and the Contractor, the Contractor will:

- Provide and fix appropriately worded transfer signage of an approved design to vehicles used for the contract indicating the name of the Company, the Contractor and the service provided
- Attend customer and community meetings to answer questions and queries as requested.
- Attend estate walkabouts with the client and customers to establish standards and answer queries as requested.
- Keep noise to the lowest level possible for carrying out the work properly
- Provide all employees with suitable, safe uniform which is in a good state of repair and standardised clothing which includes the name of the Contractor and ensure that this worn at all times.
- Provide all employees with an identification badge and ensure these are returned when staff leaves the contractors employment.
- Support and attend visits by other organisations as appropriate.

## **15.0 Working Hours.**

### 15.1 The Contractor will:

Restrict any works between 8.00 a.m. - 6.00 p.m. Monday to Friday and on Saturdays between 9am and 4pm. The only exceptions shall be emergency and other works where there are overriding considerations of public safety. The Authorised Officer also reserves the reasonable right to instruct the Contractor to temporarily suspend work for community, social operational or health and safety reasons.

## **16.0 Access**

16.1 The Contractor will contact the Company representative if any issue arises or access to a site is inhibited. The access to certain sites may restrict the size of vehicles and machinery used for maintenance. Although in some cases this may be obvious from the site plan, it shall be the general responsibility of the Contractor to acquaint themselves with the access arrangements for each site and any problems likely to arise from them. No claim will be allowed on the basis that the Contractor did not include for constraints relating to access.

16.2 The Contractor will be responsible for ensuring where required that access to properties is recorded in the requested manner, for example in sheltered accommodation Contractors will be required to have agreed set times during the day when visits can be made to sheltered accommodation, in addition to where required signing in are required to sign in and out of the scheme.

## **17.0 Use of Site**

17.1 The Contractor will not use any site for purposes other than those directly related to the provision of the Service, and shall obtain the approval of the Company's representative for the siting and storage of materials,

equipment and vehicles on any sites managed by the Company for that purpose.

- 17.2 The Contractor will be required to restrict his activities to the boundaries of the site as indicated in Appendix 3, unless otherwise instructed by the Company representative and shall not inconvenience any member of the public or other users of the site.
- 17.3 The Contractor will note that exclusive rights to the provision of window cleaning service of any site within the Management Area are not granted to any tenderer or the Contractor. The Company reserves the right to instruct or allow other contractors to deliver services (particularly specialist works) and may employ other contractors to carry out work due to default or delay by the Contractor, refer to Appendix 1 Standard Terms and Conditions of Contracts for Services for details.

#### **18.0 Accidents, incidents and dangerous occurrences.**

- 18.1 Notwithstanding any other legal or statutory requirements, the Contractor is required to submit a copy of any accident, incident or dangerous occurrence report in relation to the operation of the service within the Management Area to the Company. For RIDDOR reportable accidents the Contractor will report without delay to the Company.
- 18.2 The Contractor will be required to inform the Company representative of any unsafe feature, risk, hazard or matter of public concern within the Management Area discovered while works are taking place. Where such matters can be simply and safely addressed without reference to the Company representative it shall be the Contractor's duty of care to take any reasonable immediate action to remove or make safe such features, reporting the circumstances in writing to the Company as soon as practicable.
- 18.3 The Contractor will be responsible for compiling a log of all issues as identified above and sharing this with the Company on a monthly basis. This should include for example damage to glass, windows, sills.

## **19.0 Noise control**

19.1 The Contractor will ensure that all legislation and guidelines to control noise levels produced by their operations on sites within the Management Area are complied with. Vehicles, machinery and equipment should not be left with engines running if they are not being used.

## **20.0 Precautions to prevent nuisance or trespass.**

20.1 The Contractor will take all reasonable precautions to prevent trespass onto adjoining property by staff, vehicles or materials under their control, and to prevent nuisance from water, smoke, noise, dust, rubbish, fumes, chemicals or other substances used or arising from the carrying out of the Service.

20.2 The Contractor will take all necessary precautions during the progress of work to prevent damage to adjoining property and (except as provided in the Conditions of Contract) will be responsible for any damage resulting from the works and shall make good such damage at their own expense.

## **21.0 Protection of services**

21.1 The Contractor will take all necessary action to protect, uphold and maintain the integrity of pipes, ducts, inspection chambers, kiosks, sewers, services, cables and the like (whether above or below ground) during the execution of works. In the event of damage due to any cause within the control of the Contractor, the Contractor will without delay, at their own expense, make good, and pay any costs and charges in connection therewith.

21.2 The Contractor will not interfere with the operation of existing services such as gas, water, electricity, telephones, buried cables, sewers drains or ditches without the permission of the Company, the Company Representative and in the case of statutory authorities and private owners, without their express permission.

21.4 Any damage to services, including man hole covers etc, whether obvious or suspected, shall be notified immediately to the Company Representative and also to the statutory undertaker or utility involved.

## **22.0 Cleaning of roads, hard surfaces and footpaths**

- 22.1 The Contractor shall prevent the deposition of water and debris by vehicles and machinery used by the Contractor or any sub-contractor or supplier operating in the performance of the Service, onto any internal surfaces, hard surface, car park, road or footpath, whether private or public. Where deposition is temporarily unavoidable, effective arrangements shall be made to immediately clean and make the area safe.
- 22.2 Should the Contractor fail to carry out their responsibilities under this clause, the Company reserves the right to make immediate alternative arrangements for the work to be carried out and the cost of doing so will be deducted from payments due to the Contractor.
- 22.3 The Contractor will take all reasonable precautions to prevent other materials arising from works being deposited on any hard surface, car park, road or footpath. Loose materials on open vehicles must be adequately secured with suitable ropes nets and covers.

## **23.0 Prevention of pollution**

- 23.1 Notwithstanding any legal requirements that may apply under the Control of Pollution Act, the Contractor shall have a general duty to take all reasonable precautions to avoid pollution of the atmosphere, watercourses, or land by the discharge or deposit of any solid, liquid or gaseous substance arising from their performance of the Service. The Contractor will be held liable for any damage so caused and the cost of removal or rendering harmless and any other necessary remedial treatment will be borne by the Contractor.

## **24.0 Existing features.**

- 27.1 The Contractor will protect buildings, fences, gates, walls, washing lines, landform, vegetation and other site features that are to remain in position during the performance of the Service. Any damage caused to existing features through the Contractor's negligence will be reinstated at the Contractor's expense. Any instance of damage should be reported as soon as practical to the Company representative.

## **25.0 Traffic and Pedestrian Management**

25.1 The Contractor shall ensure that whenever working on or adjacent to highways appropriate signage, pedestrian protection and traffic management are used to ensure the safety of the public, road users and the Contractors staff. This responsibility includes both specified works and or additional and emergency work. This includes compliance with relevant legislation, including Traffic Signs Regulations and General Directions 2002.

25.2 Where required to close off areas to pedestrian access appropriate signage and pedestrian protection measures are to be used.

## **26.0 Vandalism**

26.1 The Contractor will immediately report any significant vandalism to the Company representative.

## **27.0 Removal and disposal of sharps**

27.1 The Contractor will ensure that all relevant legislation, regulations and guidelines are followed.

27.2 The Contractor will ensure that his staff are adequately trained and aware of the potential risks from sharps accidentally encountered in the course of their performance of the Service. The Contractor is responsible for removing any sharps, at no additional cost to the Company. The Contractor is also responsible for ensuring staff and the general public's safety until any sharps have been removed. The Company representative must be informed immediately of the precise location of any sharps.

## **28.0 Disturbance to the public**

28.1 The Contractor will undertake work in such a way as to cause minimal disturbance or inconvenience to customers and members of the public.

## **29.0 Weather**

- 29.1 If the Contractor considers the weather conditions are such to prevent cleaning to the contract specification, it is the Contractor's responsibility to contact the Company representative and reschedule the work to ensure the postponed work is carried out within five (5) days of the resumption of acceptable weather conditions.

## **30.0 Management Area**

- 30.1 The site locations have been provided as part of the tender documents and are the most accurate the Company has access to. However, it is acknowledged that there will be sites that have changed or will change during the period of the contract. For example where customers request a change or new service or where the Company new shrubs are removed and replaced with grass. The Company will continue to update the sites locations and share with the Contractor any amends to sites on a regular basis.

## **31.0 Main Specification**

The following is repeated here to remind tenderers of the importance that the Company places upon this aspect of the contract.

### **31.1 Overall Purpose**

The purpose of this Specification is to generally define the Standard to be achieved, rather than define the precise method by which the Contractor will be required to perform the Service. However, in certain situations the Company knows that it wants things done or carried out in a particular way. In these situations a specification is provided to the extent that it is necessary to allow Tenderers to determine resources accurately.

Tenderers are informed that the overall purpose of this Contract is to provide a clean, tidy and well-maintained Management Area. All work will consequently be carried out and timed in such a way as to leave the whole of site in a clean, safe and tidy condition.

The frequency of the visits are as set out in Appendix 3 in order to meet the required Standard for each of the sites. Tenderers have the opportunity

within their Method Statements to explain how they will ensure that this is to be achieved.

### **32.0 Standard to be achieved on each site**

32.1 All internal and external windows shall be washed clean and free of streaks, smears, and insects and visible soap residue. Accumulated dirt, paint specks, or other foreign debris must be scraped from windows.

All internal and external frames shall be scrubbed to remove all dried dirt, insects, debris and other materials so as to be considered clean by the building representative. Window sills shall be washed clean and all drippings wiped dry.

If any items are moved away from windows by window cleaning contractors they shall be returned to original location.

## **33 Performance and Management**

33.1 There will be ongoing monitoring and audit of the levels of performance achieved. This will include regular meetings, adhoc and joint inspections with the Company and customers and joint site inspections with the Contractor and Company representatives.

33.2 The contract performance will be reviewed regularly, at a frequency set by the Company. This is likely to be more frequent in the first few months of delivery of the services. Successful tenderers are therefore required to ensure their full co-operation with SHL.

### **34.0 Additional Work**

34.1 The Company has tried to ensure that the vast majority of the work to be carried out is included in the Site Plans. However, in the operation of the Contract it may be necessary to order additional work. Such additional work will be dealt with in the following manner.

34.2 A price will be sought for each and every additional job as it arises if it is as agreed in the Pricing Schedule, and if the Company is satisfied with the

price offered by the Contractor then the work will be issued. If there is any doubt as to the reasonableness or validity of the price being quoted then the Company will ask for details of the way the price has been arrived at. In the event that the Company still feels that the price being asked for the work is unreasonable then the Company reserves the right to place that work elsewhere with another Contractor.