



Defence
Infrastructure
Organisation

**RENTED LIVING ACCOMMODATION
PROJECT**

BOOKLET 3 – SERVICE INFORMATION

Module C – Statutory and Mandatory

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Rented Living Accommodation Project – Booklet 3 – Service Information Module C – Statutory and Mandatory

Document Control

This is one of six Booklets as listed below that together comprise the RLAP Contract.

DOCUMENT No.	TITLE
Booklet 1 of 6	Form of Agreement
Booklet 2 of 6	Conditions of Contract (including Contract Data)
Booklet 3 of 6	Service Information
Booklet 4 of 6	Authority Supplied Information
Booklet 5 of 6	Price Information
Booklet 6 of 6	Accepted Plan

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Module C Leaflet (CL):

CL01 - Decent Homes Standard

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1 Statutory and Mandatory Requirements

- 1.1 The Contractor shall ensure that all Substitute Accommodation complies with statutory, mandatory and contractual requirements relevant at the time that any property is presented to the Authority as use for Substitute Accommodation.
- 1.2 JSP 464 Tri-Service Accommodation Regulations is the overarching and definitive policy source document for the provision of defence living accommodation and takes primacy on all accommodation matters within this contract. A list of current JSP 464 Volumes 1 to 3 is contained within Booklet 4 Authority Supplied Information
- 1.3 The Contractor shall be required to source properties in accordance with the Decent Homes Table “Revised Standard for Substitute Accommodation” shown in Leaflet CL01 to this module.
- 1.4 The Contractor shall ensure all properties have an EPC rating of Band D or above.

2 Substitute Service Single Accommodation Requirements

- 2.1 Substitute Service Single Accommodation (SSSA) shall be provided in accordance with the regulations and scales contained within the extant JSP 464.
- 2.2 The provision of SSSA is subject to strict criteria governing entitlement, property specification, furnishing, standard, and distance from place of work.

3 SSSA Entitlement Criteria

- 3.1 The Contractor shall ensure that SSSA provided complies with Service Personnel’s rank and status as stated in JSP 464 Volume 2 Part 2:

Band	Rank	Accommodation Entitlement
A	Lt Cdr/Maj/Sqn Ldr and above. See Note 1 below.	A self-contained one-bedroom flat with separate sitting room, bathroom and kitchen.
B	All other officers (Expected to share - see Note 2 below)	An individual bedroom/sitting room in a flat or house share with either individual self-catering facilities, or a kitchen shared between no more than 3 persons and a bathroom shared on the same basis.
C	WOs, CPOs / SSgt / FSgt / PO / Sgt (Expected to share - see Note 2 below)	An individual bedroom/sitting room in a flat or house share with either individual self-catering facilities, or a kitchen shared between no more than 3 persons and a bathroom shared on the same basis.
D	LR/Cpl and below (Expected to share - see Note 2 below)	A flat or house share that provides an individual bedroom for each person, shared sitting room, kitchen and bathroom.

Note 1: Officers of the same rank in Band A may opt to share accommodation.

Note 2: B, C, and D band Occupants are expected to share unless authorised by the appropriate budgetary Authority in writing and ratified by the Authority. It is the expectation of the Authority that Occupants shall only share within their relevant Bands. Requests for Occupants to share with other Bands shall be raised to the Authority for discussion with the relevant Unit.

4 SSSA Parking Facilities

- 4.1 Outside urban locations, off-road parking facilities shall be provided at each property. These facilities may take the form of a garage, a car-port, a reserved space in a resident's car-park, or the drive of the property.
- 4.2 Within city locations, if off road parking is not available then a residents' parking scheme is acceptable if required.
- 4.3 The Contractor may also utilise other parking facilities e.g. the purchase of a 'season ticket' subject to the parking being within five hundred yards of the property address.
- 4.4 For SSSA the Contractor shall provide a parking space for each Occupant who requires one.

5 SSSA Daily Commuting Distance

- 5.1 SSSA shall be located within 45 minutes travelling time by public transport of the place of duty outside of London or within 60 minutes within London, with the exception of those on the Vice Chief Defence Staff (VCDS) list as below.
- 5.2 Where there is no viable public transport, SSSA can be sourced up to a 10 mile radius from the place of duty with the prior approval of the Authority.
- 5.3 Applicants within London on the VCDS 45 Minute List shall be housed within 45 minutes by public transport. The VCDS list contains those Applicants required to be housed within additional radii constraints. These will be advised to the Contractor at the point of application.
- 5.4 The Authority reserves the right to specify an alternative radius prior to submission of the application to the Contractor.
- 5.5 The Contractor may request permission from the Authority to extend the search radius in respect of specific applications. The Contractor shall substantiate his request with supporting evidence.
- 5.6 The Authority will consider the request and advise the Contractor accordingly. If the request is not approved, the Contractor shall not be relieved of his responsibilities under the Contract.

6 SSSA Furniture Requirements

- 6.1 SSSA shall be either furnished or unfurnished, according to the Applicant's requirement. Unfurnished SSSA shall be provided with carpets (or an

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alternative floor covering), curtains (or an alternative window covering such as blinds) and a cooker.

- 6.2 The Contractor shall ensure that furnished SSSA shall meet the requirements of this Module. If necessary, the Contractor shall provide all furnishings and fittings. The Contractor shall ensure that these items are in place at Move In.
- 6.3 The Contractor shall notify all shortcomings to the Authority via its Information System with the Authority confirming if any such shortcomings result in the property not being acceptable. The Authority's decision in this respect is final.
- 6.4 If the unacceptable shortcomings are not rectified prior to Move In then the provisions of Booklet 2 Conditions of Contract in Clause 15 - Temporary Accommodation' shall apply.
- 6.5 All other shortcomings shall be rectified by the Contractor within 10 Calendar Days of Move In.
- 6.6 If after 10 days of Move In, the Occupant purchases items to make good any such shortcomings then the Contractor shall reimburse the Occupant with no reference to the Authority and shall not seek to recover such costs from the Authority. The Contractor shall record on its Information System such omissions and its subsequent action.

7 Supply of Furniture

- 7.1 The Contractor shall supply the required furniture as stated below
 - 7.1.1 The Contractor shall ensure that furniture and electrical goods should comply with all current standards including but not limited to flammability, fire and electrical tests and shall ensure that where standards are updated or revised during the term of the Contract that the latest standards are complied with.
 - 7.1.2 The Contractor shall ensure products supplied can be easily disassembled for recycling and reuse, in part or whole.

8 Continuous Improvement

- 8.1 The Contractor shall continuously improve its performance and the quality of its goods and services, and shall identify potential cost savings, throughout the duration of the Contract and during the delivery of Authorities' programmes.

9 Benchmarking

- 9.1 The tendered firm prices will be used for the first 2 years of the contract with no adjustments. The Contractor shall provide evidence of value for money on the

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provision of Furniture Fixtures and fittings Schedule of Rates through benchmarking following this initial period.

- 9.2 Benchmarking shall start 2 months prior to the commencement of Contract Year 3 and should be provided to the authority within one calendar month. Benchmarking shall be undertaken annually thereafter. The Contractor shall provide a report with supporting evidence, including a full breakdown of price, for each element of the rate, for example, purchase cost, delivery and installation and broken down into labour and materials where applicable.
- 9.3 The benchmarking report shall be measured against three other similar/comparable industry providers, submitted by the Contractor for agreement by the Authority. This benchmarking report will be subject to assurance by the Authority to determine ongoing value for money.
- 9.4 The Authority will respond in writing to either; a) request any additional information or clarification required to complete their assurance, or; b) confirm accepted changes to the Schedule of Rates where it has been demonstrated as reasonable, or; c) confirm that no changes are required to the Schedule of Rates. Where accepted changes are agreed, the Schedule of Rates shall be amended following Change Control Procedure (Schedule 7).

10 Environmental Sustainability

- 10.1 The 25 Year Environment Plan sets out what the Government intends to do to improve the environment, within a generation. This is available to view here [25 Year Environmental Plan](#).
- 10.2 The Government Buying Standards for furniture require Authority's to maximise value for money over the whole life of furniture. Requiring the Contractor to work proactively with its supply chain to reduce the environmental impacts of the provision of goods and services under this Contract. Contractors will be required to track and record the environmental benefits it achieves.
- 10.3 The Contractor shall support the UK Government in delivering [Greening Government Commitments](#) including (but not limited to) 'improving waste management' and 'buying greener products and services' commitments. The Contractor shall track and record the benefits it delivers and share the information with the Authority.
- 10.4 The Authority may also require the Contractor to provide other information and/or evidence to support in other policy or legislature areas.
- 10.5 The Contractor should ensure waste is minimised and the amount of waste sent to landfill is reduced as referenced in Paragraph 11 (below). Contractors should also ensure packaging material is recyclable where possible as referenced in Paragraph 11 (below).
- 10.6 The Contractor must ensure that all timber products are legal and sustainable and in accordance with DEFCON 691 (Edn 03/15).

11 End of Life Disposal

- 11.1 The Contractor shall offer a waste management service to uplift furniture and wherever possible the Contractor will repair and refurbish the product for re-use, independently or via a Third Party.
- 11.2 Where a good is unsuitable for refurbishment, the Contractor shall ensure the good is recycled or disposed of in an environmentally friendly manner.
- 11.3 The Contractor shall provide the Authority with appropriate evidence that the Good has been disposed of in accordance with the requirements of the duty of care for waste as set out in the [Waste Duty of Care Code of Practice 2018](#), or its successor.

Waste materials deposited into landfill sites shall be in accordance with the Environment Agency Landfill Directive.
- 11.4 The Contractor shall work with the Authority to offer a waste management service at little or no cost to the Authority.
- 11.5 Where the Contractor stipulates a cost for the waste management service, the Authority shall be provided with a breakdown of all Contractor costs. The Contractor shall detail mitigating action taken to reduce costs for the Authority.

12 Waste Prevention and Management

- 12.1 The Contractor shall take responsibility for waste management and work with the Authority to ensure they meet external and internal targets for the reduction of waste. The Contractor shall develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise.
- 12.2 The Contractor shall provide information to the Authority on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable as required. The Contractor shall, wherever possible, recycle or use for energy recovery to avoid waste being sent to landfill assure that as much of the waste as possible will be recycled.
- 12.3 The Authority may request from the Contractor details on the action taken by Contractor's to prevent waste to landfill including whether the goods were reused via donation to charitable organisations or good causes.

13 Packaging

- 13.1 All packaging used in performing the Contract to conform to the Packaging Directive 94/62/EC and the Department for Business, Innovation and Skills Packaging (Essential Requirements) Regulations 2015
- 13.2 The Essential Requirements are, in summary:

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1. Packaging volume and weight must be the minimum amount to maintain the necessary levels of safety, hygiene and acceptance for the packed product and for the Authority.
2. Packaging must be manufactured so as to permit reuse or recovery in accordance with the specific requirements.
3. Noxious or hazardous substances in packaging must be minimised in emissions, ash or leachate from incineration or landfill.

14. Delivery

14.1 The Contractor shall provide a UK national delivery service, including Northern Ireland and offshore Islands.

14.2 Part delivery will not be acceptable, unless prior agreements have been made with the Authority.

14.3 Prices are inclusive of all costs and expenses relating to the delivery of the goods and services including all costs relating to travel, subsistence and lodging of Contractor personnel.

15. . Installation

15.1 The Contractor shall install products in accordance with the Authority's requirements.

16. Move Management and Re-Configuration

16.1 The Contractor shall offer a move management service to uplift the Authority's existing furniture and store and/or transfer to a new location as required in accordance with an agreed delivery plan.

16.2 The Contractor shall provide and agree with the Authority a programme and method statement for the move management and re-configuration and ensure items are installed as per an agreed programme.

17. Data Collection for Furniture

17.1 All items of furniture including but not limited to electrical goods, white goods and kitchen items are to be logged on an inventory accessible by the Authority through the IS.

17.2 The Furniture Inventory is to include:

17.2.1 Individual inventory identification number

17.2.2 Item description

17.2.3 Serial number and make of white and electrical goods

17.2.4 Location (Property or storage address)

17.2.5 Move to a new location (property or storage address)

17.2.6 Damaged items

17.2.7 Repaired items

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17.2.8 Disposal of item

17.2.9 Inventory to be checked and updated at every move in and move out of property

18. SSSA Minimum Furnishing and Equipment Specification and Standard

- 18.1 The Contractor shall ensure that furnished SSSA is furnished and equipped to the minimum specification listed below.
- 18.2 In accordance with JSP 464 some flexibility is acceptable and if there are elements of Furniture or equipment that cannot be provided, the Contractor shall propose alternatives to the Authority for approval.
- 18.3 The Contractor shall rectify any discrepancies or shortcomings at no additional cost to the Authority.

19 Furniture.

- 19.1 All items of furniture shall be clean, unmarked, complete, and serviceable. Tables, cupboards, bookcases, desks etc. shall be constructed from wood (or a composite equivalent) or metal and are to be solid and robust. Dining chairs may be constructed from wood or metal. The settee and chairs may be covered with fabric or leather and are to be complete and serviceable. Plastic furniture is not acceptable (for example garden furniture). Antique furniture, fixtures and decorative items may be provided at the Contractor's risk. A table of indicative furniture sizes are contained in Annex A.

20 Cutlery and crockery.

- 20.1 Cutlery, crockery and kitchen utensils shall be hygienically clean. Burnt, damaged, stained, chipped or broken items are unacceptable. Items do not necessarily need to comprise a set although this would be the preferred option.

21 White goods and electrical appliances.

- 21.1 **White goods and electrical appliances.** Fridge/freezer, washer/dryer, microwave, kettle, toaster and iron and electrical appliances are to be fitted with suitably fused plugs with serviceable flexes. Frayed flexes or cracked or damaged plugs are unacceptable. All white goods and electrical appliances are to be clean, complete, functional and safe to use. Items which are damaged, scratched, and/or incomplete are unacceptable.
- 21.2 **Light fittings.** All light fittings are to be fully functioning and fitted with a lampshade and functioning light-bulb(s). The Occupant will be responsible for replacing light-bulbs for the duration of his/her occupancy. At Move In the Contractor shall ensure that all light-bulbs are functioning or replace as necessary.
- 21.3 **Curtains.** All windows to be fitted with blinds or curtains, as appropriate, which match the décor of the room(s). Window coverings are to be clean, complete and functional. Window coverings that are torn, damaged, marked,

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stained, or which do not open or close correctly or which are incomplete are unacceptable.

21.4 Floor coverings. Floors shall be covered with carpets and/or other suitable coverings which are complete. Hard flooring shall be clean and generally free of marks capable of removal by normal domestic cleaning processes. Carpets shall be vacuum-cleaned and generally free of stains capable of removal by normal domestic cleaning processes to remove excessive stains, marks and/or odours. There shall be no infestations including but not limited to fleas, mites, carpet beetles or similar pests.

21.5 Pests. All properties shall be pest-free.

21.6 Furniture Requirements. All properties shall contain the following:

21.6.1 Each Occupied Bedroom:

21.6.1.1 Single bed per Occupant (one Occupant per bedroom). The bed is to consist of a mattress, divan (except bedding) and fitted headboard which are to be clean, unmarked, complete and serviceable. Futons, sofa beds, camp beds

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or fold-up beds are not acceptable. Double beds may be provided in lieu of single beds;

- 21.6.1.2 Bedside table or acceptable alternative;
- 21.6.1.3 Bedside lamp (See 20.1 above);
- 21.6.1.4 Fitted carpet or acceptable alternative;
- 21.6.1.5 Double chest of drawers (with lockable drawer if the bedroom door is not lockable);
- 21.6.1.6 Wardrobe;
- 21.6.1.7 Desk/table (when the property is a shared property);
- 21.6.1.8 Mirror;
- 21.6.1.9 2 power points (single or double);
- 21.6.1.10 Easy chair;
- 21.6.1.11 Bookcase or suitable shelving.
- 21.6.2 **Lounge:**
 - 21.6.2.1 Colour TV with free-to-air digital facility;
 - 21.6.2.2 Telephone line (can be in any integral, communal area, i.e. lounge, kitchen, hall);
 - 21.6.2.3 Settee;
 - 21.6.2.4 Comfortable chair (2 if there is more than one Occupant);
 - 21.6.2.5 Coffee table;

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- 21.6.2.6 Bookcase or suitable storage;
- 21.6.2.7 Dining table and 4 chairs (can be in kitchen or dining room);
- 21.6.2.8 Fitted carpet or an acceptable alternative;
- 21.6.2.9 2 power points (single or double).

21.6.3 Bathroom:

- 21.6.3.1 Sink;
- 21.6.3.2 Cupboard or shelving;
- 21.6.3.3 Mirror;
- 21.6.3.4 Shower and/or bath (where there is no fitted shower in the property, or shower adapter in the bath, the local agent can arrange for an adaptor to be provided, where the property allows for one to be used without damage to the property).;
- 21.6.3.5 Lavatory (this may be in a separate room but if so, must have a sink fitted in the room);
- 21.6.3.6 Lavatory brush.

21.6.4 Kitchen:

- 21.6.4.1 4 power points (double or single) above work surface;
- 21.6.4.2 Fridge/freezer;
- 21.6.4.3 Separate washing machine and tumble dryer or a combined washer dryer;
- 21.6.4.4 Cooker to be clean inside and out (grease-free, and without burnt-on deposits), complete and functional;
- 21.6.4.5 Microwave;
- 21.6.4.6 Kettle;
- 21.6.4.7 Sink;
- 21.6.4.8 Canteen of cutlery (place settings for 4 minimum);
- 21.6.4.9 Set of saucepans (3 of various sizes) or acceptable alternatives;
- 21.6.4.10 Frying pan;

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21.6.4.11	Set of kitchen utensils, including a tin-opener; bottle opener; a large, sharp, knife; a small, sharp, knife;
21.6.4.12	Colander;
21.6.4.13	Measuring jug;
21.6.4.14	Set of oven-proof dishes or an acceptable alternative;
21.6.4.15	Roasting dishes or an acceptable alternative;
21.6.4.16	4 mugs; (minimum)
21.6.4.17	4 bowls; (minimum)
21.6.4.18	4 dinner plates; (minimum)
21.6.4.19	4 side plates; (minimum)
21.6.4.20	4 glasses; (minimum)
21.6.4.21	Toaster or grill;
21.6.4.22	Steam iron;
21.6.4.23	Ironing board (with cover);
21.6.4.24	Mop/squeegee;
21.6.4.25	Vacuum cleaner;
21.6.4.26	Dustpan and brush;
21.6.4.27	Bucket;
21.6.4.28	Smoke alarms (as required);
21.6.4.29	Bin or refuse container.

21.6.5 Indicative furniture sizes.

Room	Item	Height	Width	Depth
Bedroom				
Double bed Set	Double divan Bed Mattress / Protector / Head Board	600	1350	1900
Single bed Set	Single bed / Mattress / Protector / Head Board	600	900	1900
Bedroom	Economy bedside table & lock	585	380	400
Bedroom	Economy 5 drawer chest	890	360	705
Bedroom	Economy Single wardrobe	1784	380	514
Bedroom	Economy double wardrobe with mirror	1784	760	514
Bedroom	Economy Triple wardrobe	1784	1140	514

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Bedroom	Desk	775	1000	550
Bedroom	Bookcase	1000	600	250
Lounge				
Lounge	HE32" LED Tv with freeview	430	730	94
Lounge	TV Stand	390	890	460
Lounge	Economy 3 seater settee faux leather	800	750	800
Lounge	Economy 2 seater settee faux leather	800	1200	800
Lounge	Economy Armchair faux leather	800	1580	800
Lounge	Bookcase	2000	600	250
Lounge	Coffee table	390	890	460
Lounge	Dining table & 4 chairs	750	1110	700
Kitchen				
Kitchen	Fridge (under counter)	850	500	500
Kitchen	Freezer (under counter)	850	500	500
Kitchen	Fridge/freezer	1480	480	560
Kitchen	Washing machine	850	600	500
Kitchen	Tumble dryer (condenser)	850	600	530
Kitchen	Washer dryer	850	595	535
Kitchen	Cooker - Electric	900	500	600
Kitchen	Cooker - Gas (excluding fittings)	900	500	600
Kitchen	Microwave	360	480	290

22 Substitute Service Family Accommodation Requirements:

- 22.1 Substitute Service Family Accommodation (SSFA) shall be provided in accordance with the regulations contained within the extant JSP 464 and the requirements of this Contract.
- 22.2 The Contractor shall source properties which broadly equate to the Applicant's equivalent entitlement to Service Family Accommodation (SFA), which shall be taken to mean no greater than 10% above or no less than 10% below the indicative square meterage of the appropriate SFA Type and with the appropriate number and type of rooms.
- 22.3 The Contractor shall provide smaller properties (up to 20% below the normal entitlement) for Officers in High Cost Rental Areas as directed by the Authority. High Cost Areas are defined within JSP 464 Volume 1 Part 1.
- 22.4 Measurements of the property are to be in accordance with JSP 464 Volume 1 and the tables below:
- 22.4.1 Measure Overall Size: The Gross Internal Area (GIA) shall be measured in accordance with Royal Institute of Chartered Surveyors Code of Practice.

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22.4.2 Measure of habitable space: The Effective Floor Area (EFA), measured in accordance with Royal Institute of Chartered Surveyors Code of Practice.

23 SSFA Types and Entitlement Criteria

23.1 SSFA Types and Entitlements – Officers:

(As per SFA entitlements in JSP 464 Vol 2 Part 2)

Property Type and Brief Description	Royal Navy and Royal Marines	Army	Royal Air Force
Type I 6/7 persons Bedrooms: 2 double 2/3 single Overall size: 251 sq. m	Admiral Vice Admiral Rear Admiral Maj General RM	General Lieutenant General Major General	Air Chief Marshal Air Marshal Air Vice Marshal
Type II 6/7 person Bedrooms: 2 double 2/3 single Overall size: 210 sq. m	Rear Admiral Major General RM Commodore Captain RN Brigadier RM Colonel RM	Major General Brigadier Colonel	Air Vice Marshal Air Commodore Group Captain
Type III 6 persons Bedrooms: 2 double 2 single Overall size: 155.5 sq. m	Commodore Brigadier RM Captain RN Colonel RM Commander Lieutenant Colonel RM	Brigadier Colonel Lieutenant Colonel	Air Commodore Group Captain Wing Commander
Type IV 6 persons Bedrooms: 2 double 2 single Overall size: 137 sq. m	Lieutenant Commander Major RM	Major	Squadron Leader
Type V S (Special) 5 persons Bedrooms: 2 double 1 single Overall size: 137 sq. m	Lieutenant Commander Major RM	Major	Squadron Leader
Type V 5 persons Bedrooms: 2 double 1 single	Lieutenant and below. Captain RM and below	Captain and below	Flt Lieutenant and below

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Property Type and Brief Description	Royal Navy and Royal Marines	Army	Royal Air Force
Overall size: 116.5 sq. m			

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SFA Types and Entitlements - Other Ranks:

Property Type and Brief Description	Royal Navy and Royal Marines	Army	Royal Air Force
Type D 7 persons Bedrooms: 3 double 1 single Overall size: 119.5 sq. m	Applicants with 4 or more children of any age, or 3 or more children age 10 or over.	Applicants with 4 or more children of any age, or 3 or more children age 10 or over.	Warrant Officers and Applicants with 4 or more children of any age, or 3 or more children age 10 or over.
Type C 5 persons Bedrooms: 2 double 1 single Overall size: 94.5 sq. m	Warrant Officer 1s Applicants with 2 or 3 children	Warrant Officers 1s Applicants with 2 or 3 children	 Applicants with 2 or 3 children
Type B 4 persons Bedrooms: 2 double Overall size: 85.5 sq. m	Applicants with 1 or no child	Applicants with 1 or no child	Applicants with 1 or no child

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23.2 SSFA Property Specifications:

SFA Type	Indicative size (sq m)	Hall with coat cupboard	Cloakroom with WC and basin	Sitting Room ¹	Dining Room ²	Study	Kitchen	Utility Room	Bathroom including WC unless separate	Bedroom Double	Bedroom Double	Bedroom Double	Bedroom Single	Bedroom Single	Bedroom Single	Enclosed and Secure Rear Garden
I	251	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	Potentially	Yes
II	210	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	Potentially	Yes
III	155.5	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	-	Yes
IV	137	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	-	Yes
V	116.5	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	-	Yes	-	-	Yes
D	119.5	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	-	Yes
C	94.5	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	-	Yes	-	-	Yes
B	85.5	Yes	Yes	Yes	Yes	-	Yes	Fittings in kitchen	Yes	Yes	Yes	-	-	-	-	Yes

¹ Sitting room and dining room may adjoin or may be 2 x living rooms or family rooms.

² Sitting room and dining room may adjoin or may be 2 x living rooms or family rooms.

24 SSFA Daily Commuting Distance

- 24.1 SSFA shall be located within a ten-mile radius of the place of duty for applicants outside London.
- 24.2 Applicants within London on the VCDS 45 Minute List shall be housed within 45 minutes by public transport.
- 24.3 Applicants within London not on the VCDS 45 Minute List shall be housed within one and a half hours by public transport.
- 24.4 The required radius shall be set by the Authority prior to submission of the application to the Contractor.
- 24.5 The Contractor may request permission from the Authority to extend the search radius in respect of specific applications. The Contractor shall substantiate his request with supporting evidence. The Authority will consider the request and advise the Contractor accordingly.
- 24.6 The Authority will consider the request and advise the Contractor accordingly. If the request is not approved, the Contractor is not relieved of his responsibilities under the Contract.

25 SSFA Furniture Requirements

- 25.1 SSFA properties may be requested furnished or unfurnished. Unfurnished properties shall be provided with carpets (or alternative floor coverings), curtains (or alternative window coverings such as blinds) and a cooker. The Contractor shall ensure that these items are in place at Move In.
- 25.2 The Applicant may request furnished SSFA, whereupon the Authority will liaise with the appropriate Supply Organisations to arrange furnishings in accordance with the Applicant's requirement.
- 25.3 During the Contract the Authority may request the Contractor to deal directly with the appropriate Supply Organisations to arrange furnishings in accordance with the Applicant's requirement.

26 Daily Commuting Distance Calculation

- 26.1 The Contractor shall, when calculating travel times from proposed accommodation to the place of duty, utilise Google Maps, or an alternative mechanism, subject to the approval of the Authority, to determine if the travel time meets the requirements of JSP 464.

27 Cleaning Standards

27.1 General

- 27.1.1 The Contractor shall ensure that at Move In each property has been cleaned to the standard stated below.
- 27.1.2 For SSSA, if the property is already occupied by other Occupants then the Move In Standard shall apply only to the room(s) to be occupied by the new Occupant and shall not apply to any communal areas as the cleaning for these areas is the responsibility of the existing Occupant(s). The Contractor shall report to the Authority in the event that the Communal Areas are found not to be clean at Move In, where the property is occupied by other Occupants.
- 27.1.3 The Contractor shall undertake checks to ensure that all utilities and facilities within the property are in good working order and condition such that they may be used without inconvenience or difficulty.
- 27.1.4 Chimneys shall be swept by the Contractor prior to Move In and a copy of the receipt shall be provided by the Contractor to the Occupant as proof. The Contractor shall offer this service to the Occupant via the Helpline services prior to Move Out.
- 27.1.5 Responsibilities for cleaning to SSSA and SSFA are contained in Leaflets EL-01 and EL-02.

27.2 Move In and Move Out Standard:

- 27.2.1 Kitchen (Work Surfaces and Units): Thoroughly and hygienically clean; and free from grease (inside and outside).
- 27.2.2 Kitchen (sinks and taps): Thoroughly and hygienically clean and made free from limescale.
- 27.2.3 Kitchen (Cookers and Cooker Hoods): Thoroughly and hygienically clean inside and out (including shelves, glass door(s), grill pan(s), oven tray(s)) and made free from grease and marks. The filter in any extractor hood shall be replaced if the filter is disposable or cleaned if the filter is permanent. Electric cookers shall be switched off during cleaning. If the cooker is free-standing it shall be carefully pulled forward and the sides and back shall be cleaned. Appropriate cleaning materials shall be used.
- 27.2.4 Kitchen (Microwave Ovens): Thoroughly and hygienically clean inside and out. Power to be switched off during cleaning.
- 27.2.5 Bathroom (Bath, Shower, W.C., Taps Shower Screen, Shower Curtains): To be thoroughly and hygienically clean and free from limescale and mildew deposits.

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- 27.2.6 Bathroom (Tiles and Mirrors): Tiles and mirrors shall be thoroughly and hygienically clean and free from limescale.
- 27.2.7 Bathroom (Bathroom Cabinets). Thoroughly and hygienically clean on all exterior and interior surfaces.
- 27.2.8 Bathroom (Shelves and Units): Shelves and Units shall be thoroughly and hygienically clean on all exterior and interior surfaces.
- 27.2.9 Windows and Window Frames: All interior windows (including glass, frames, ledges and sills) shall be thoroughly and hygienically clean and free from mildew.
- 27.2.10 Walls and Ceilings: Walls and ceilings shall be free from cobwebs, stains and marks.
- 27.2.11 Woodwork: All woodwork in all rooms, skirting boards, doors and door frames shall be free from dust and grease.
- 27.2.12 Floors and Floor Coverings: All carpets shall be vacuum-cleaned and clean and free from stains and odours. If the previous occupant has kept pets in the property, then the carpets shall be professionally cleaned and fumigated by the Contractor prior to Move In. All other floor surfaces shall be swept/washed/polished and free of marks, including those areas behind free-standing appliances such as cookers, washing machines, etc.
- 27.2.13 Switches/Sockets/Light Fittings (including Lamps and Lampshades): Free from grease marks and dust.
- 27.2.14 Curtains and Blinds: All curtains (including net curtains) shall be washed, ironed and re-hung. If appropriate, curtains shall be professionally dry-cleaned. All blinds shall be thoroughly clean and free from dust, grease and stains.
- 27.2.15 Light Bulbs: All shall be functioning and replaced where necessary.
- 27.2.16 Smoke Alarms and Carbon Monoxide Alarms: All shall be functioning, and batteries replaced where necessary.
- 27.2.17 Garages: Garages shall be swept, cleared of rubbish etc., and the garage door and other accesses to the garage shall be locked.
- 27.2.18 Garden: Gardens shall be neat and tidy, weed-free, with lawns mown, paths tided, flower beds maintained, and shrubs pruned. Any animal faeces shall be removed.
- 27.2.19 Rubbish: All rubbish shall be removed from the property and from the vicinity of the property and disposed of correctly.

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- 27.2.20 Rubbish bins: Shall all be present, cleaned and empty. Prior to Move In the Contractor shall obtain new bins if such bins are necessary to ensure the property has the correct number and types of bins.
- 27.3 The Occupant is responsible for ensuring the property is cleaned to this standard at Move Out.

28 Safety, Health and Environment

28.1 General

- 28.1.1 The Contractor shall at all times fulfil his obligations in relation the Health and Safety to Applicants, Occupants, his staff, agents, contractors and Sub-contractors, the Authority and any other person engaged upon or involved in the delivery of the Contract as described in Booklet 2, Conditions of Contract Clause 7.14 and 7.15.
- 28.1.2 The Contractor shall ensure that candidate properties comply with the following requirements.

28.2 Landlord's Gas Safety Certification:

28.2.1 All properties nominated to the Authority as candidate properties shall:

- 28.2.1.1 Have all gas equipment supplied, safely installed and maintained by a Gas Safe registered engineer.
- 28.2.1.2 Have a registered engineer carry out an annual safety check on each appliance and flue.
- 28.2.1.3 Provide the Occupant/Authority a copy of the gas safety check record before Move In or within 28 days of the check and a continual in date annual record copy for the full term of occupation. Ensure that there are no outstanding immediately dangerous or at-risk situations and there is a fully operational CO alarm/s

28.3 Electrical Safety Assurance

28.3.1 As properties nominated to the Authority as candidate properties shall:

- 28.3.1.1 Provide by certificate assurance that the electrical installation is safe on Move In and maintained in a safe condition throughout its duration of occupation.
- 28.3.1.2 Provide a five-yearly electrical test and inspection certificate for the property and ensure there are no outstanding dangerous or potentially dangerous situations recorded.
- 28.3.1.3 That any appliance provided is safe to use and has appropriate certification e.g. CE marking.

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28.4 Legionella

28.4.1 All properties nominated to the Authority as candidate properties shall:

- 28.4.1.1 Have taps cleaned, disinfected and shower heads replaced or cleaned and disinfected.
- 28.4.1.2 All cold-water tanks to have a tight-fitting lid and vent and the overflow to have an insect screen. The hot and cold water systems should be free of dead legs and any identified redundant pipework removed.
- 28.4.1.3 For properties with no cold-water storage tanks, mains feed and instantaneous water heaters (such as combi boilers and electric showers) that have been left vacant for over 28 days. Clean, disinfect taps and clean, disinfect, replace shower heads and run cold-water from each tap which must reach below 20 degrees within 2 minutes.
- 28.4.1.4 For properties with cold water storage tanks and or hot water cylinders/calorifiers or both. The hot water should be stored at 60 degrees for a temperature of at least 50 degrees at each tap. All properties vacant for more than 28 days shall have hot & cold water systems flushed through for 15 minutes. All properties vacant for more than 28 days shall have hot water taps run through for a temperature reading of minimum 50 degrees for 3 minutes.

28.5 Radon

- 28.5.1 In radon-affected hotspot areas, as defined by the advice from Public Health England (or the appropriate body for Scotland, Northern Ireland and Wales) the Contractor shall ascertain from the Owner whether radon has been monitored in the property in accordance with the relevant Public Health Body, what the readings were, when they were taken, what remedial measures were taken, and evidence of the efficacy of the remedial measures once completed.
- 28.5.2 The Contractor shall comply with any advice on remeasurement given by the Public Health England (PHE), or other certified body and shall ensure that any remediating plant or equipment is fitted, checked, calibrated and maintained in accordance with the manufacturer's/installer's instructions.
- 28.5.3 If the property is within the limit of 100 Becquerels per cubic metre (100Bq m³) the Contractor may offer that property to the Authority as Substitute Accommodation provided that it meets the requirements of the Contract. Any property that has radon exceeding 100Bq m³ shall not be submitted to the Authority by the Contractor.
- 28.5.4 All un-measured properties within a radon-affected hotspot area, as defined by the advice from Public Health England (or the appropriate

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body for Scotland, Northern Ireland and Wales), cannot be provided to the Authority.

28.6 Asbestos and Asbestos-Containing Materials (ACM)

28.6.1 It is the Authority's preference that properties are all asbestos free. In circumstances where this is not possible the property shall if constructed before 2000 have had an asbestos survey to the standard of HSE guidance HSG 264. Where asbestos has been identified it must be a type with a risk rating of 5 or less (very low risk as determined by HSE Material and Priority scoring tools method) and have a current annual inspection and have been assessed as in good condition with no outstanding remedial recommendations.

28.7 Carbon Monoxide (CO) Detectors

28.7.1 The Contractor shall ensure that prior to Move In the property shall contain as a minimum a fixed, working, mains operated or tamper proof long-life lithium battery type CO detector in each room that contains a fossil fuel burning device such as an open fire or a gas, oil or wood-burning appliance. Such detectors shall comply with EN50291. If a CO detector develops a fault or fails to work, then the Contractor shall replace the detector with a working one treating this as a maintenance event in accordance with the Contract. Lithium battery types should be in date for the period of the occupation with expiry date visible on each alarm.

28.8 Smoke/Heat Alarm

28.8.1 The Contractor shall ensure that prior to Move In the property shall have: at least one smoke alarm in the principal habitable room (commonly the living room), at least one smoke alarm in every circulation space on each storey (i.e. hallways and landings), at least one smoke alarm in every access room serving an inner room and at least one heat alarm installed in every kitchen. These will be mains-operated alarms or where this not possible tamper proof long-life lithium battery type. All alarms are to be linked so that all sound in an alarm situation. Lithium battery types should be in date for the period of the occupation with expiry date visible on each alarm. Smoke alarms should conform to BS EN 14604.

28.8.2 The Occupant shall be responsible for supplying and installing replacement back up batteries for mains operated alarms (not lithium battery types) during their occupation of the property provided that they are able to undertake this safely.

28.8.3 If the Occupant is unable to do this himself then the Contractor shall undertake the replacement as a maintenance event as described by this Contract.

28.8.4 If a smoke detector develops a fault or fails to work after the replacement of the battery, then the Contractor shall treat this as a maintenance event in accordance with the Contract.

28.9 Fire

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28.9.1 The Contractor shall ensure that all passive fire protection measures are in place and fully functional (e.g. means of escape, fire breaks/compartmentalisation, door/door furniture fire rating).

28.9.2 The Contractor shall ensure at the Move In appointment in multi storey residential properties that:

28.9.2.1 The common areas of the building (entrance foyer, stairwell and corridors leading to property) remain free from the build up of materials that could present a fire risk;

28.9.2.2 There are smoke detectors within these areas;

28.9.2.3 There is emergency lighting within these areas;

28.9.2.4 Doors within the common area close fully within the frame of the door.

28.9.3 The Contractor shall inform licensees at the Move In appointment about the process of how to report fire safety and other concerns during their occupancy, for example when materials or possessions have built up in common areas that could pose a risk for fire evacuation

28.10 Chimney Sweeping

28.10.1 The Contractor shall arrange for all chimneys where there is a potentially-usable open fire to be swept prior to Move In. The Contractor shall advise Occupants at Move In (and also during the Occupant's viewing of candidate properties) that if there is an open fire within the property and the Occupant uses the fire, then the Licensee shall be responsible for the sweeping of each chimney in accordance with the Licence to Occupy. The Contractor may offer this service to the Occupant via the Helpline services. Where a chimney is out of use the Contractor shall advise the Occupant during viewing and Move In.

28.11 Potential Risks

28.11.1 At Move In the Contractor shall draw the attention of the Occupant to any areas of risk within the property or its curtilage and shall include these items within the Health & Safety Guide he shall provide to the Occupant at Move In. The Contractor shall tailor such advice to the property to be occupied and the Occupant's situation e.g. if young children will or might occupy the property. Such areas shall include but shall not be limited to, window blinds and curtains with looped cords; open fires and fire safety; stairs; ponds; and windows including the use of window restrictors.

29 Heating Standards

29.1 All Substitute Accommodation shall be equipped with the means to provide adequate heating. The system shall be capable of providing an ambient temperature of twenty-five degrees Celsius in all rooms.

30 Hot Water

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- 30.1 All Substitute Accommodation shall be equipped with the means to provide adequate hot water taking into account the control of Legionella bacterium.

31 Ventilation

- 31.1 All properties shall have suitable ventilation, where this is electrically powered and controlled the Contractor shall ensure it is fully functional and meets the requirement e.g. there is no evidence of excessive condensation/mould growth.

32 Television Reception

- 32.1 All properties shall have good television reception and must be capable of receiving all digital free-to-air channels broadcast in the United Kingdom. Other services such as cable or subscription television are the responsibility of the Occupant.
- 32.2 In the event that aerial or other equipment is needed to ensure the reception of all digital free-to-air television channels broadcast in the United Kingdom then the Contractor shall ensure that such equipment is fitted prior to Move In.

33 Property and Personal Security

- 33.1 All external doors shall be fitted with double-locking locks (five-lever or five-pin cylinder deadlocks to BS8220:Part 1:1986 in accordance with the requirements of the Association of British Insurers (ABI) and key for each door is to be provided for each Occupant. All ground floor windows are to be fitted with a key-operated locking handle or locking device
- 33.2 The Contractor shall, when proposing properties, provide evidence of crime statistics within a one mile radius of the property for approval by the Authority. The website the Contractor shall use will be subject to the approval of the Authority.

34 Standard of Décor

- 34.1 Properties are to be provided in good decorative condition throughout at Move In:
 - 34.1.1 Paintwork, wall-coverings, skirting boards, door frames and other woodwork and tiling in kitchens and bathrooms and elsewhere in the property is to be clean, sound and complete.
 - 34.1.2 Door handles and locks are to function and to be supplied with a key or keys. Properties shall be in good repair with clean carpets, and fully functional curtains and other furnishings in accordance with the Contract.