

PROPERTY INVESTMENT

PROCEDURES

PLANNED MAINTENANCE

01st JUNE 2008.

CUSTOMER CONSULTATION

Introduction

The consultation process has been designed to ensure the tenants of the Trust have the maximum involvement in the identification and delivery of the planned work types that will be undertaken in their homes and neighbourhoods.

In addition to the involvement it is also vital that there is a constant information flow between the tenants, the tenant representatives, the officers of the Trust, the various committees and members thereof.

Consultation on Improvement Works Programme.

The views of the Trusts tenants referred as customers hereafter will be paramount in the formulation of any improvement/planned works that the Trust will undertake in the customers homes. The pre-contract consultation process will seek to gather customer views/preferred works to their homes and in the various neighbourhoods and will in general be as follows;

1. All tenants will be lettered every three years to gauge their views on what improvement work they would like /prefer to be done in their home and/or environmental improvements on their individual estates. The results will be analysed and included in the bid programme for major planned works for that neighbourhood for the next three years. A comprehensive customer survey will be undertaken every three years.
2. Annual surveys will be undertaken to support the three year plan, these will also identify short term requirements/minor works projects and will be via;
 - a) Walkabouts – officers of the Trust will visit a random sample of customers in each neighbourhood in their homes to identify the customer needs / requirements. All neighbourhoods will be visited annually. Major works identified will be noted and offered for inclusion in the future bid programmes.
 - b) Tenant Neighbourhood Meetings – where customers have a strong resident committee, officers of the Trust will attend meetings (subject to invitation) customers views and requirements will be noted and included in the future bid programme.
 - c) Customers who prefer to register their views electronically will be able to do so via the Trusts website.
3. Results of the customer surveys will be analysed and recorded. Customer preferences will be considered alongside works required to protect the Trusts assets, to meet health and safety requirements and to meet regulatory requirements. A final and comprehensive bid programme will be prepared and presented to the Tenant Consultative Committee. Members will discuss the work requests, prioritise and

agree a provisional programme for presentation to the Executive Management Team.

4. Executive Management Team will discuss the programme recommend any amendments and represent as necessary to the Tenant Consultative Committee. The draft programme will be submitted to the Trusts Board for approval.

Feedback to Customers on the Improvement Work Programme.

Customers will be notified of the programme of works authorised by the Trusts Board through;

1. The Trusts Official Newsletter – “Your Home” in the form of a spread sheet detailing the improvement works by neighbourhood year by year.
2. Their representatives on the Tenants Consultative Committee.
3. Letters to the accredited chair person of all Neighbourhood Resident Committees. The programme can then be discussed at the next arranged neighbourhood meeting.
4. The Trusts official website.
5. Media outlets as may be agreed from time to time by the Trust.

Feedback to the Trust on the Improvement Work Programme.

Customers will be encouraged to comment on the improvement works programme to their homes via

1. Their representatives on the Tenants Consultative Committee.
2. Walkabouts – specific questions will be put to customers in neighbourhoods which are due improvement works.
3. Reports by the chair persons of the Neighbourhood Resident Committee based on comment/discussion of customers noted at their meetings.
4. The Trusts official website.
5. Customer Questionnaire returns
6. The Trusts complaint procedures.

Consultation with Customers on the Elements of the Improvement Works.

Planned works including Decent Homes will be subject to a pre-contract survey in that the works will be identified and discussed with the customer prior to any work being ordered.

The Contractor and/or the Trusts Contract Administrator (surveyor) will visit each property to survey and specify the work. The proposed works will be discussed and agreed with the occupier. On completion of the survey the information will be sent to the Property Services Section who will prepare a work pack which will detail;

1. The work including drawings and plan
2. Agreed customer choices of colours etc.
3. A schedule of the work with a time frame for completion
4. A list of site rules to which the contractor must abide.
5. Names and telephone numbers of persons to contact ref concerns and/or enquiries.
6. Requirements of the customer.
7. Project information sheet.

The information pack will be sent to the customer in accordance with the construction programme who will have 10 days to change and/or make alteration to the works prior to the order being sent to the Contractor for execution.

The Contractor will receive a copy of the confirmation letter, drawings and/or work specifications, colour choices and a copy of the diversity survey. Should the customer have made changes to any part of the works the requirements will be entered onto the appropriate document.

Copy of a typical Information Pack is appended



Residents Information Pack

Home Improvement Works

CONTENTS

Working Hours

Weaver Vale Project Staff

Contractors Staff

What You Need To Do Before Works Commence

Notification

General Safety / Pets & Animal Safety

Security

Complaints Procedure

Handover Procedure

Workmen's Behaviour Code

Useful Telephone Numbers

Programme

Plan of proposed kitchen

3 D Picture of proposed kitchen

This is an outline of the conditions that will be kept to by Weaver Vale Housing Trust and its Contractors whilst carrying out work at your home.

This Charter is our commitment to carry out the work as unobtrusively, efficiently and to the best of our ability; causing you, Our Customers, as little disturbance as possible.

Working Hours

Working hours are between 8am and 5pm Monday to Friday inclusive. Please note on a Friday any problems regarding the works should be reported by 2.30pm so that we still have time to get someone out to your property if necessary before the weekend.

Weaver Vale Housing Trust Project Staff who will be involved

Your Office Contact is: Mrs. ????????

Your Project Officer is: Mr. ????????

Our Telephone No is: ????????

Our Office is situated at: Gadbrook Point
Gadbrook Park
Rudheath Way
Northwich
CW9 7LL

The Contractor who will be carrying out the works will be:-

WVHT Direct Labour Organisation

The Contractor's Office Contact is: Miss ????????

The Site Manager is: Mr. ??????

The Contractor's Telephone No is: ????????

The Out of Hours Call out telephone No is: ????????

**The Site Office is situated at: Gadbrook Point
Gadbrook Park
Rudheath Way
Northwich
CW9 7LL**

Scope of Works

Weaver Vale Housing Trust will be carrying out improvement works to your home.:-

KITCHEN REFURBISHMENT WORKS

The works include the strip out of your existing kitchen units including wall tiles and floor cover. The provision and fit of new kitchen furniture chosen by yourself including the fit of none return valves to the water supply pipes. The upgrade of the kitchen electrical installation and the provision and fit of new wall tiles and floor cover. Please note the work will involve some plastering which will need time to dry out before decorating.

On completion of the works and after final inspection by the Trusts Project Officer you will receive a decoration voucher for £50.00

The Contractor will explain the work content in more detail before the works commence and answer all questions and queries that may arise during the works.

You will be given notification of when works are due to commence in due course. Please note we will need clear and unrestricted access into your property during these works.

All our staff and all Contractors workmen will be supplied with identity badges; these will have a photograph on and a valid date. Please **do not** let anyone onto your property unless you have seen their ID badge. If in any doubt, please phone our office for confirmation.

WHAT YOU NEED TO DO / KNOW BEFORE WORKS COMMENCE

Before the works commence, please remove **all** items from the vicinity of the working areas. These include items such as ornaments, furniture, plant pots, curtains and other items that may cause the workmen access difficulties, as explained to you at survey time.

If you have difficulties moving some of the furniture Weaver Vale Housing Trust supporting people can offer assistance and can be contacted through **Miss ????????** on the telephone number given above.

Please note that neither Weaver Vale Housing Trust or the Contractors will be held responsible for any damage caused to possessions left in the proximity of the works being carried out

If you have any vehicles on the driveway we recommend you park these away from the house during the works to avoid any damage that may be caused whilst moving materials or disposing of waste. Weaver Vale Housing Trust or its contractors cannot then be held responsible for any damage that may be caused to them.

Please note the works may cause dust. The Contractor shall ensure that all carpets and furniture are adequately protected by clean dust sheets.

At the end of each working day the workmen will tidy up and make sure your property is left in a safe and accessible condition.

Notification

Before commencement of any works, the Project Officer (on occasions other members of staff may also attend) will have visited your property. They will explain what works will be carried out to your property and how they will be undertaken.

During the visit, a condition survey of your property will have taken place and photographs taken; this is to safeguard both yourselves and the contractor against any accidents or damages that may occur during the works. If after this visit you require further explanation of the works or have any concerns regarding the works whatsoever please do not hesitate to contact Sharon Rutherford on the telephone number given above.

Shortly after this visit you will receive a letter informing you when the works will commence. Please note that the contractor will try their very best to keep to dates notified, but sometimes due to circumstances beyond his control, the date can alter, in this case the Contractor would contact you at the earliest possible stage.

During the Works

The programme and duration of works will have been explained to you and details of the duration of the works are to be found at the "programme" section of this Information pack.

Any delays will be informed to you by the Site Manager. **Mr. ????????**

There may be periods where no works are going on and these will be explained to you by the Site Manager.

Essential services such as washing and toilet facilities will be available each evening.

Where roofing and electrical works are undertaken there may be some disruption to your Television and Satellite services. The contractor will ensure that these services are reconnected the same day. Access to your home will be required to ensure that the services can be tested.

General Safety

1. Do **not** allow children to play near the works being carried out
2. Do **not** leave babies unattended in prams near the works
3. Do **not** ignore any safety advice given by the workmen
4. **Always** keep your eyes open for the unexpected.
5. **Do** ensure that a parent or responsible adult is present at all times to supervise children whilst works are being carried out.

Pets/Animal Safety

I would just like to point out at this stage that it may be an advantage to both you and your pets/animals, to ensure that they are kept in a safe place and away from the workmen, whilst they are carrying out the works.

We would ask that you make sure the area around your home is clear of any animal litter before the works start and during the works so that no mess is trodden into your home and the workmen's equipment stays clean.

Security

Please **do not** let anyone into your property unless you see their identification badge. If in doubt phone our office.

Please note **Our Contractors** only carry out construction works and do not offer any other service – if anyone states we are endorsing their product please report this to our office as this is very unlikely to be the case.

Complaints Procedure Regarding the Improvement Works

1. All Complaints should be reported in the first instance to the Site Manager.
2. Any damage, whatsoever, should be reported to the Site Manager. immediately. Any damaged items must be saved for the Contractors inspection or that of the insurer
3. Your complaint will be formally logged, and action taken to resolve any problems effectively.
4. All complaints are reported to Weaver Vale Housing Trust and discussed at regular meetings held between Weaver Vale Housing Trust and the Contractor.
5. Please note all complaints cannot be resolved immediately and if this is the case you will be kept advised of any progress until your concerns have been dealt with in a satisfactory manner.

Handover Procedure

Once the works are completed to your property the Contractor's Site Manager, and the Project Officer from Weaver Vale Housing Trust will come and inspect the works to ensure they have been carried out to the correct standard. Any items of work outstanding are then listed and arrangements made to come back to carry out the work. These works are then inspected again and if any jobs are still found to be outstanding another appointment would be made to rectify them. Any faults or defects found after this should be reported to the Contractors administrator **Mrs.??????** on **??????????**

NOTE- The Contractor has a twelve month obligation to carry out any remedial works that are necessary – please do not worry about minor defects such as sealant coming away or small plaster cracks etc as they

will be dealt with at the final inspection which will take place 12 months after the date of Practical Completion.

If you have more urgent issues, please inform the Contractor on the phone number above.

The following is our Workpersons Behaviour Code. The Contractors staff are expected to abide by the Code – if you should feel at any time that a workmen is not behaving in accordance with the Code below please contact one of the Site Managers who will deal with the problem immediately.

WORKPERSON'S BEHAVIOUR CODE

- a) No radio or cassette players are allowed to be used on site
- b) No use of bad or offensive language is allowed on site
- c) Site staff and workmen will not discriminate against any person because of their race, gender, nationality or sexual orientation.
- d) No smoking is allowed in the Resident's property
- e) Workmen's tools or possessions must not be left in the property overnight and they must ensure the property is left in a clean and tidy state.
- f) The workmen must not leave the Resident's front door open, on entering or leaving the property
- g) Use of the Resident's telephone is strictly forbidden

All contract personnel will carry identity cards at all times, and will produce them on entering a Resident's property as requested.

USEFUL TELEPHONE NUMBERS

Contractor Contact Site Manager **???????????**

Head Office Contact **Day time** **???????????**

**Emergencies - Out of hours
Only** **0800 318259**

PROGRAMME OF WORKS / DURATION OF OPERATIONS

The following are a guide to the duration of the works to your home:-

Replacement Windows 2 days

Replacement Kitchen

Demolish and strip out	2 days
Fit kitchen units	2 days
Electrical works	2 day
Plaster works	1 day
Tiling	2 day
Skim floor/lay floor cover	3 days
TOTAL	12 days

Replacement Heating 2 days

Electrical Rewire 2 days

Replacement Bathroom

Demolish and strip out	1 day
Fit new bathroom	2 days
Electrical works	half day
Plaster works	half day
Tiling	2 days
Skim floor	2 days
TOTAL	8 days

Extra over for shower 2 days

Extra over tiling for shower 2 days

TOTAL 4 days

Re-roofing

Scaffold duration 3 weeks

Roofing works 10 days

Replacement Doors 2 days

CUSTOMER NOTIFICATION

CUSTOMER DOCUMENTS PROPOSALS

1. Customer Notification
2. Initial Notification of Works in Programme
3. Survey Letter
4. Letter of Work Confirmation
5. Disclaimer Letter

CUSTOMER CARE PROCEDURE

Notification letter to tenants informing them that improvement work on/in their property has been approved by the board (Generally six months in advance)
The Administration will enter a note onto Orchard reference this.

Review addresses / tenancy data via Orchard to establish any known special needs / equality and diversity issues for all customers and identify tenancies where the following standard procedure needs to be amended due to individual circumstances eg. Deafness, physical disability, sight impairment, literacy problems, mental health problems, serious ASB cases, violent person, non-English speaking. Ask Housing and Careline staff to review the list and to provide additions/alterations based on their personal knowledge of the tenants.

Create specific contact procedures as necessary and ensure surveyors and contractors are aware of these arrangements prior to surveys, at pre-contract meetings and throughout the implementation and completion/handover process.

Letter to advise tenant that surveyor will call to quantify and specify the works to be undertaken in the improvement programme.

A work consultation pack will be sent to each customer before the works commence which will give details of the work to be undertaken (see Customer Consultation Procedures)

The appointed Contractor will letter each tenant 7 days prior to the work commencing on the tenants home.

The Contractor will visit the customer 2 days prior to work commencing on a property, to confirm start date and time and identify with tenant what if any furniture and fittings need to be moved to facilitate ease of work.

The Contractor will monitor customer satisfaction throughout the work and in particular multi-elemental projects.

On completion of the works the Client Contract Administrator will inspect the work and issue a Certificate of Practical Completion thereafter the tenant will be given a Customer Information Survey Form (Completion of the Works) to obtain the tenants views on the whole of the work processes. If necessary the customer liaison officer will assist the tenant to complete the form.

Record of all telephone and written complaints and/or enquiries to be kept, this will assist trust in monitoring customer satisfaction, information to be retained.

INITIAL NOTIFICATION OF PROGRAMME'S APPROVAL

Our Reference

Your Reference

Contact Name

Date

Dear Occupier

Weaver Vale Housing Trust, Planned Works Programme

Further to the announcement of this years planned works in "Your Home" we are delighted to inform you that your property is due to be surveyed before the end of

..... with a view to upgrading your heating system. It is envisaged that the actual install work will be completed before March 2008.

The works will be surveyed by a Weaver Vale Housing Trust employee, if you are not available on the day then a contact telephone number will be left for you to arrange another appointment date.

The appointed contractor will be P. H. Jones Ltd. who will notify you in due course as when the work has been programmed.

Please ensure that before you allow anyone access to your home you ask for identification. When a P. H. Jones company representative does call, please ensure you ask for identification before letting anyone into your home.

Should you have any questions about this work please contact the Property Investment section of Weaver Vale Housing Trust on ??????????.

Yours Sincerely

TYPICAL SURVEY LETTER

Our Reference

Your Reference

Contact Name

Date

Dear Occupier

Weaver Vale Housing Trust, Property Improvement Programme

Further to our letter of in which we notified your good self of the Trusts intention to carryout improvement works to your property, we now need to specify and quantify the works, to do so the Contractors Surveyor or Weaver Vale Surveyor will need to gain access your property.

The survey work in your property is programmed for

.....

....., should this date not be convenient or if you have any questions relating to the works please contact the contractor administration / Weaver Vale Housing Trust on to make alternative arrangements.

Yours Sincerely.

TYPICAL LETTER OF WORK CONFIRMATION

Steve Jennings FCIH
Chief Executive

Ref: X5309

One Off Kitchens

date: 25th July 2007

Dear

Ref-Kitchen Refurbishment

Further to my visit to our kitchen provider visit to your home and the discussions regarding the kitchen refurbishment work, I would like to inform you that the proposal is now ready to be issued to the contractor.

In accordance with the Trust's Customer Information Procedures I have enclosed an information pack relating to the works which includes.

1. A plan of the agreed New Bathroom Layout
2. A 3D Image to give an indication visual effect of the work
3. A copy of your tile and floor specifications
4. A Schedule of the work with an estimated time frame to complete the work
5. A list of site rules to which the contractor must comply
6. Names and telephone numbers to contact should you have any concerns or enquires
7. Our Requirements of you
8. Project Information Sheet

Please note if you are happy with the proposals you do not need to do anything else. If the trust does not hear from you within the next 10 days the order for the works will be forward to the contractor who will in turn contact you to agree a convenient date to complete the works in your home.

Should you have any queries or wish to further discuss the works please contact the contract administration on 01606 81338

Yours Sincerely

SAMPLE DISCLAIMER LETTER
(Contractor by hand at 2 day visit)

Dear Occupier

Weaver Vale Housing Trust – Property Improvement Programme

As you will be aware Weaver Vale Housing Trust are proposing to undertake improvement works to your home. In order for these works to be carried out we would ask for your assistance in the following matters prior to the work commencing.

For Window Replacement

Please ensure that personal possessions are removed from the window cills and net curtains or blinds are taken down.

For Kitchen Refurbishment.

Please ensure that the existing kitchen units are emptied, the work tops cleared and any wall fixed attachments and/or all loose floor coverings removed. Please store removed possessions in an area that will not impede the contractor's working.

For Bathroom Refurbishment

Please remove all personal possessions from the area eg towels, tooth brushes etc, remove any wall fixed attachments and/or any floor coverings you may wish to retain.

For Electrical Re-wiring/Central Heating

Due to the nature of the work the electricians/engineers will need to gain access to all rooms including the loft, please remove all personal possessions from all surfaces, fitted carpets, rugs and laminated flooring should also be lifted prior to the commencement of the works. The trades persons will advise of the areas where access is required, your assistance in these matters will ensure continuity of work and reduce work delays.

General

The Contractors have been instructed not to remove personal possessions to avoid any damage. The Contractor will give you seven days notice of commencing the work, if the start date is not convenient, the contractor will as far as it is reasonable agree an alternative date, please ensure that the agreed work commencement dates are adhered to as this will ensure continuity of work and reduce delays to yourself and others

Yours Sincerely

AUDITING THE WORKS

AUDITING PROCEDURES

Quality audits will be undertaken during the works for multi-element work and on completion of all works. It is important that an audit takes place during the construction phase as surveys by the Government Audit suggest that on completion of planned/capital works tenants tend to express high satisfaction due to the benefits of the work content and overlook construction problems.

Audits during Construction

Audits to be carried out by the Contract Administrator on his/her site visit to progress the works. The content of the survey is kept brief and is site specific.

The results will be analysed with a view to improving the service to the customer, the results thereof will be forwarded to the contractor.

Audit on Completion.

The Contract Administrator will on Practical Completion of the work give the tenant a copy of the Trusts Customer Information Form (Completion of the Works) with a pre-paid envelop (See sample document) The tenant will be asked to return this to the Trust in order that we can gauge the customers views of the work.

QUALITY AUDIT PROCEDURES

Construction Phase

The Contractor will be expected to carry out his own work quality monitoring the method for which will be provided to and agreed by the Client or his consulting representative prior to the contract commencement date. The Contractor will ensure the system is fully documented and available for inspection by the project surveyor during his/her site visits.

The project surveyor being aware of quality issues will draw the contractor's attention to any poor workmanship that he/she may find during his/her regular site visits.

Completion of the Works

The Contractor will prior to offering the Client or his consultant representative any single or multiple hand over of properties undertake a final inspection of the works. and only when rectified will the contractor offer the properties to the project surveyor for inspection.

The Consultant/project surveyor having viewed the Contractor's "snagging list(s)" will undertake his/her inspection the elements for inspection will be as detailed on the consultants quality sheet or that of the Trust, the form will be dated and signed by the inspecting person. A copy of the completed document will be given to the contractor, elements of the works that failed to meet the required standard will be rectified at the Contractor's own cost within 5 working days.

On notification by the Contractor that the remedial works have been completed the project officer will return to the property to verify. Only when the Consultant/project officer is satisfied that all of the works is to the required standard will he/she note on the defects sheet that the works have been rectified issue a Certificate of Partial Completion for the dwelling(s).

The Consultant/project surveyor will not revisit the property until the Contractor confirms that the works have been rectified. Should the Contractor not complete the remedial works within the required time frame then the project surveyor will inform his/her manager in writing as to the Contractor's failure.

It should be noted that it is the responsibility of the Contractor to gain access to complete remedial works. The Contractor must provide proof that every effort has been made to gain access (No Access Cards, dated and signed) the Client will on submission of same assist the Contractor to gain access.

On the issue of a Certificate of Partial Completion for a dwelling the Consultant will leave a copy of the Customer Information form with a prepaid envelop for the tenant to make comment on the works

On receipt of a completed Customer Information form the comments will be logged and were the comments are of an unsatisfactory nature the Consultant will revisit the property to discuss with the tenant. Trends will be monitored and actions taken with a view to improve the service delivery to the tenants

On receipt of a Certificate of Practical Completion the Improvement and Asset Manager or his/her appointee will visit a number of dwellings were the works within are fully completed and undertake an independent inspection of the works quantity and quality.

The properties visited and the findings will be documented by the Customer Complaints Officer (Property Services) or the appointed administration assistant and filed in the Construction File. The results will be analysed and included in the K.P.I suite relating to tenant satisfaction.

CUSTOMER INFORMATION SURVEY – Completion of Works Form		
Scheme / Project:		
Contractor:		
Did the surveyor explain the works to you and was he/she helpful and courteous?	Yes	
	No	
Did you receive a Home Improvement Pack explaining what the work entailed and giving details of the work?	Yes	
	No	
Did you find the Home Improvement Pack useful?	Yes	
	No	
Did the work commence on the arranged date?	Yes	Were you informed of delay? Yes / No
	No	
Were the contractors employees reasonably attired, courteous and well mannered?	Yes	
	No	
Did the Contractor protect your belongings during the works and clean up at the end of each working day?	Yes	
	No	
Was the work completed within the time period stated by the Contractor?	Yes	Were you informed of delay? Yes / No
	No	
Did the contractor leave you information regarding your refurbishment?	Yes	
	No	
Now the work is complete are you?	Pleased with the work?	
	Satisfied with the works?	
	Unhappy with a part of the works?	
	Dissatisfied with the standard of service?	

Could also provide any additional comments in the space provided overleaf:

Is there any way we can improve the service in the future?

We want to be more accessible and as a result we are asking you to tell us how we can tailor our service to your needs. This will include, sending all future communications to you in the language or format you prefer. To help us do this and ensure that we deliver the most appropriate service, please take a few moments to complete the following questions:

Primary Tenant

Name		Tenancy ID:	
Date of Birth		Home Tel no:	
Mobile no:		E-mail address	
UPRN No:			

Communication

Is English your preferred language for communication? YES NO

If 'NO' what language would you like us to use? -----

Do you prefer to receive communications in another form?

Braille Tape CD Large Type

Disability

Do you have a disability? YES NO

If 'Yes' what disabilities do you have? (please specify in associated box provided)

Hearing Impaired		Mobility Impaired	
Visually Impaired		Other (please specify)	

Does anyone else in your household have a disability? YES NO

If 'Yes' what disabilities do you have? (please specify in associated box provided)

Hearing Impaired		Mobility Impaired	
Visually Impaired		Other (please specify)	

Ethnicity

White British		Black British		Asian British	
Irish		African		Caribbean	
Chinese		Indian		Pakistani	
Bangladeshi		White/ Black Caribbean		White/ Black African	
White Asian		Other White background		Other Black background	
Other Ethnic background		Other Mixed background		Other Asian background	

Age 16 – 24 25 – 49 50+

COMPLAINTS PROCEDURE

COMPLAINTS PROCEDURE

This procedure will be monitored as a KPI for the Trust and our consultants and contractors, it is essential that we learn from our mistakes and/or omissions to ensure the service we provide is the best possible for our customers.

On receiving a complaint from a tenant or representative the Contractor and/or the Consultant will log the complaint on a Complaint Monitoring document, the following information will be recorded.

- a) The date the complaint was received.
- b) The address to which the complaint refers.
- c) A brief description of the complaint.
- d) The date the complaint was actioned.

The Contractor and/or Consultant should arrange to visit the customer within one working day to determine what work is required apologise for the inconvenience caused to the tenant and agree a suitable date for rectification work to be undertaken.

A Customer Complaints form will be completed and forwarded to the Trust through an appropriate method. All complaints should be discussed at the monthly Contractor/Consultant meetings

Should the contractor fail to resolve the issue then the customer should use the Trust's current Complaint Procedures which have been issued to all tenants.

**PROCUREMENT
OF
GOODS & SERVICES**

The procurement of all goods and services shall comply with the Trust's Financial Regulations and Standing Orders and shall follow the Guide For Procurement (A full set of these documents is available elsewhere on the Trust internet site)

The purpose of the aforementioned is to ensure that there are clear rules governing Trust contracts and members, staff and consultants understand how to undertake the contracting process, the Trust obtains value for money and demonstrates public accountability

Every contract authorised by the Trust or Board or member of staff acting on it's behalf shall comply with;

- a) The European Union directives.
- b) The Law of England and Wales
- c) The Trust's financial regulations.
- d) The Housing Corporations regulatory code.

A summary of the operational clauses relating to procurement are included hereafter in these procedures, staff must however fully familiarise themselves with all of the Trust's rules and regulations governing procurement.

Notwithstanding the Procurement Procedures it should be noted that prior to the issue of any contract documents for tender the Director of Property Services or his appointed representative must be consulted and thereafter authorise;

1. The Specification of the Works.
2. The Preamble Clauses associated with the works.
3. The Preliminary Clauses associated with the works.
4. The selected tenders (selected in accordance with the Procurement Document)
5. The Letter of Instruction to the tendering contractors

The Director of Property Services or his appointed representative will notify the Director of Resources or his appointed representative of the return date and officer/committee member requirements to attend the tender opening

TENDERING

SELECTION OF CONTRACTORS

TENDER LIST

The selection of contractors who will be asked to tender for planned works will be drawn from;

1. The Trusts list of Approved Contractors – this will be updated annually by the Director of Property Services and ratified by the Finance and Operations Committee.
2. Construction Line – used to supplement the list of Approved Contractors

Before contacting any contractor the Senior Quantity Surveyor will ensure that each contractor has the experience and financial capacity to undertake the works for which they have been selected.

The Director of Property Services will approve the list of contractors that the Trust will contact to seek tenders.

CONFIRMATION OF TENDER SUBMISSION

Contractors approved by the Director of Property Services for providing tenders will be contacted by the Senior Quantity Surveyor or her representative to confirm their interest in providing a price for the works and that they have the capacity to complete the works within the contract period.

The Trust will ascertain the name and contact details of the person to whom the documents will be sent. Contractors will be requested to confirm their interest or otherwise in writing to the Senior Quantity Surveyor. Contractors who decline to tender will be sent a confirmation letter with a return slip to confirm interest or otherwise in future or other works.

The Director of Property Services will approve all contractor lists from which the Trust will invite tenders.

The Senior Quantity Surveyor will prepare the contract documents in accordance with the Trust's Procurement Procedures, Standing Orders and Financial Regulations and post them to the contractors. Contractors wanting to query or clarify any part of the contract must direct their enquiries to the Senior Quantity Surveyor who will confirm all issues arising to the originator and all other tenderers in writing.

The Senior Quantity Surveyor will retain all documents relating to the tendering of works in the Tenderer Information File. The file shall include but not be limited to

- a) The documents relating to contractor selection
- b) The tender return documents
- c) The documents relating to the selection process which will include contractor references and interview information

TENDER EVALUATION

GENERAL

Where a contractor has within the twelve months prior to the date of tender worked directly for the Trust then the contractors competencies may be based on the Trusts own Health and Safety audits, schedules of dilapidations and customer information returns.

Contracts will in general be awarded based on the tender price, references and interview, if this method is deemed not to be appropriate for a specific contract and changes are required then the Director of Property Services will approve any alternative methodology. The interview will be structured so that it compliments/supports in part the reference issues. The marking for award will be as follows;

Tender Value	50%
References	10%
Interview	40%

PROCEDURE FOR MARKING

Cost Marking

Each tender will be weighted by 100%

For every contract estimated between £ 50,000 and £100,000: One point will be deducted from the score for every £500 over the budgeted cost.

For every contract estimated between £100,000 and £750,000: One point will be deducted from the score for every £1,000 over the budgeted cost.

For every contract estimated between £750,000 and £1,500,000: One point will be deducted from the score for every £10,000 over the budgeted cost.

The totals will be converted to a percentage of the overall available for cost (50%)

$$\frac{\text{Tender Cost} - \text{Budget Cost}}{1,000} \text{ Variance (100-variance) \%} \times 50\% = \text{Cost Mark.}$$

Where a tender is received that is less than the budget then the calculation will be based on the lowest tender received under the budget figure. The calculation for cost weighting will be as before described.

Reference/Interview Marking

Contractors will be invited for interview to determine their fitness to undertake work in the Trust owned properties. The interview will be carried out by the Director of Property Services and or the Investment and Asset Manager and

shall include either the Senior Quantity Surveyor or Senior Surveyor of the Property Investment section and a tenant board member or tenant representative.

The interview questions will be compiled by the Investment and Asset Manager and/or the Senior Quantity Surveyor and will not be issued to the panel members until the pre-interview discussion. In the main all questions will be common for all works and the same for all contractors for any one project.

Questions will reflect the reference issues and include Customer Care, Ethnicity and Diversity, Health and Safety, Quality of Work and Customer Consultation processes. To assist uniformity of marking some bullet point answers will be provided for each question.

Total Marks from Interview_ Out of 100 x 40% = Interview Mark.

Total Contract Marks

Comprises of calculated Cost Mark + calculated Interview Mark + Reference Mark 1 to 10

As previously stated the Senior Quantity Surveyor will retain copies of all of the aforementioned in the Tender Information File.

VALIDATION OF ADDRESSES

Validation of Addresses

Prior to undertaking the survey process and to avoid unproductive time it is important that the work addresses are validated ie the dwellings to be surveyed are Trust owned properties and are not subject to purchase by the tenant etc.

Equally it is necessary to ascertain if any of the properties listed have already been refurbished outside of the improvement programme, eg void upgrade or reinstatement works.

The Client will interrogate the Property Improvements File, filter the addresses in the area where the work is to be undertaken and print a list of properties for improvement including the outstanding work requirement to each.

Carry out an additional verification check with Housing Management to ensure the Property Improvement File contains the most up to date sales information.

Amend the property listings to account for sales of properties, disposed of and those under a right to buy and/or works previously completed this will provide the definitive list of properties to be included in the refurbishment work.

Subject to the letters of survey notification being sent to the tenants the survey works can be commenced.

The information relating to the properties to be surveyed (tendered) can be entered onto the project's Progress Unit Monitoring Summary form.

Continual Validation

It should be noted that "Good Practice" dictates that were the time between the survey date and the start on site date is protracted, prior to the works commencing the client will undertake to further address check to ensure that any new rights to buy are withdrawn and cancelled rights to buy included.

The Trust will continue to monitor sales pending and sold properties throughout the contract programme by updating the managing consultant of dwellings to be excluded due to the aforementioned

Method to process this information will be by using the sales pending and sold lists provided by Trust's legal section each week. Where a dwelling is within an issued improvement programme moves from "Can be sold" to "Application pending" then the contractor will be immediately notified in writing of the change in status and the property withdrawn from the contract, a variation order will confirm the withdrawal to the contractor

ACCESSING THE WORKS

ACCESSING THE WORKS

This Procedure applies to all persons who carry out survey works – WVHT staff or the Contractor employees

Prior to undertaking any property survey for works within the Planned Maintenance / Decent Homes Programme the surveyor will ensure that;

1. The special needs/equality and diversity issues list (see Customer Care Procedure) has been reviewed and individual needs are accommodated by appropriate amendment of the following general procedure.
2. Notwithstanding the information provided with reference to diversity issues the surveyor will complete the “Pre-Entry Survey Form (copy appended) included in which there are diversity questions which will be used by the Trust to update their records.
3. The tenant has been informed by letter that the survey work is due to take place and has had the opportunity to change/ make alternative arrangements if a specific date and time has been made to carry out the survey.
4. That the project surveyor has the appropriate survey sheet and equipment to complete the works.

Relevant information regards the aforementioned will be forwarded to the appropriate officer(s) of the Trust for recording and /or actioning

The project surveyor will visit the property;

1. Before entering the property the project surveyor will provide proof of identity
2. Should the tenant be reluctant to let the project surveyor into the property he/she should provide the tenant with a WVHT number for confirmation
3. On gaining access the project surveyor will explain in as much detail as possible what the work will entail, the possible disruption and the benefits thereafter.
4. The surveyor must make reference of tenants with a disability and ensure this information is inserted on the survey sheet and marked for the contractor’s attention.
5. The contractor must make provision for tenants with disabilities and ensure any discomfort or disturbance is kept to a minimum. Special

arrangements may be necessary for such tenants i.e moving of furniture

6. If refused access, the appropriate note must be entered onto the pre-printed survey sheet.

If no access the project surveyor will follow the **No Access Procedures**

NO ACCESS PROCEDURES

When visiting a property to undertake any function of the works if access can not be gained then the following procedure will apply;

1. First visit leave a no access card enter a date on which you intend to recall along with your name and telephone number for the tenant to contact if the arrangements are not convenient.
2. Second visit (on the date entered onto the first no access card) leave a second no access card and enter your name and administration telephone number for the tenant to arrange another time/date.
3. If again no access then copies of the no access cards will be passed to the Client section who will hold them in a suspension file. The Trust will write to the tenant with a view to arranging access, the letter to the tenant will state that the dwelling will be withdrawn from the scheme within 10 days if no contact is forthcoming.
4. Should the tenant respond to the Trust's letter, then the Trust will arrange for a convenient date for the works to be undertaken and inform the contractor.
5. Where the Trust receives no response from the tenant all of the no access documentation (contractors no access card copies and the follow up letters) will be filed for future reference.

It should be noted that during the construction phase the Contractor is responsible for arranging access to the dwellings via personal calls, letter drops and telephone communication.

Following the receipt of the no access documentation WVHT will contact the tenant by telephone and/or personal visit to determine the reason for the no

response and make every effort to arrange a convenient date for the works to be undertaken.

WVHT will write to the tenant to inform the tenant to the benefits of the work to their comfort of living and were relevant the possible financial savings arising there from.

Should the tenant agree to the work the Improvements Section will be contacted to confirm any new date for the work. It should be noted that the work will now be transferred to the "One Off/Sweep Up Programme", there will be a minimum 6 weeks delay before the works can commence

ORDERING THE WORKS

The works will be ordered in accordance with the Procurement procedures, Standing Orders and Financial Regulations the following rules and procedures will apply to the value of the contracts specified, the value of the work will exclude value added tax.

The Senior Building Surveyor will assess the work requirement and in collaboration with the Senior Quantity Surveyor provide an estimated price for the completion of all of the works. Subject to the agreed estimate the Senior Quantity surveyor or an approved officer will seek process / tenders for the works from the required number of contractors as detailed in the Procurement procedures

Work under £5,000 in value(Official Order). Notwithstanding the procurement procedures obtain two quotes for the works. Subject to approval in accordance with the Financial Regulations authorities schedule the works can be ordered by the contract administrator

Work of £5,000 to £10,000 (Official Order)at least two quotations will be sought (three would be preferable) the Senior Quantity Surveyor will seek authorisation for this work from the Investment and Asset Manager who must be satisfied that the quotation represents good value for money.

Work of £10,000 to £50,000 (Minor Works Contract)quotations will be sought from three contractors on the Approved List of Contractors or three contractors who have specific experience of the type of work being sourced (specialist contractors) The Director of Property Services must approve the choice of contractors being asked to tender.

Work of £50,000 to £100,000 (JCT Contract), subject to the Trust's Procurement Procedures the works will be tendered. The Senior Quantity Surveyor will complete a comprehensive tender evaluation report which will be forwarded to the Investment and Asset Manager for inclusion in a report for approval of the expenditure by EMT

Work of £100,000 to £500,000(JCT Contract), subject to the Trust's Procurement Procedures the works will be tendered. The Senior Quantity Surveyor will complete a comprehensive tender evaluation report which will be forwarded to the Investment and Asset Manager for inclusion in a report for approval of the expenditure by the Trust's Tender Panel.

No contractor shall commence work on any planned programme unless there is a contract under seal for contracts over £100,000, a contract under hand for contracts less than £100,000 in being or an official order has been issued.

Types of authority to commence work are;

1. JCT Intermediate Building Contract (IC)
2. JCT Intermediate Building Contract with Contractor's design (IDC)
3. JCT Measured Term Contract
4. JCT Minor Works Building Contract
5. Official Works Order

CONTRACT MEETINGS

MEETINGS

Contract Progress Meetings will be held on a regular basis throughout the contract period, notwithstanding that the content may vary, meetings will follow the format as listed hereafter.

PRE-CONTRACT MEETING

1.0 Contacts

- Employer
- Contract Administrator
- Principal Contractor
- CDM Co-ordinator

2.0 Contractual Matters

- Form of Contract
- Contract Documents
- Contract Sum
- Date of Possession
- Date of Completion
- Scope of the Works
- Ordering the Works

3.0 Site

- Recording Defects
- Waste Materials
- Site access and limitations
- Working Hours
- Health and Safety
- Equality and Diversity
- Sub-contractors

4.0 Meetings

- Progress Meetings
- Agenda
- Attendance
- Contractors Reports

5.0 Communications

- Contract Administrator
- Instructions
- Specification Changes

6.0 Information

- Programme of Work
- Weekly Progress Sheets

7.0 Financial Matters

Cash Flow Chart
Valuations and Certification

8.0 Work Quality

Sample of Work
Sample of Materials
Inspections during the Work

9.0 Any Other Business

10.0 Date of Progress Meeting

PROGRESS MEETINGS

1.0 Approval of Previous Minutes

2.0 Matters Arising

3.0 Contractors Report

Progress of the Works.
Issues needing Instruction / Decision
Specifications
Access Issues

4.0 Financial Issues

Site Instructions Required
Variation Confirmations
Valuations
Forecast Final Account

5.0 Customer Issues

Liaison Officer Report
Equality and Diversity Issues
Consultation Issues
Complaints / Concerns

6.0 Accessing the Works

No access issues
Tenant refusals

7.0 Health and Safety

Contractors on Site
Specific Risks and Assessments
Accident and / or Near Misses

8.0 Any Other Business

Date of Next Meeting

VARIATIONS TO THE WORKS

VARIATIONS

External Contractors

The term variation means the alteration or modification of the design, quality, or quantity of the works and shall include additions, omissions or substitution work

Contract variations must be kept to a minimum

All variations required by the Project Surveyor will be measured and valued, if the variation involves a re-measurement of an element of the work the Contractor shall be given the opportunity of being present at the time of the measure.

The Project Surveyor will issue the Contractor with a written Site Instruction which will clearly indicate the work required, the quantity of each item thereon, after inserting the work element, quantity and unit price the document will be Z'd to prevent other items being added and signed and dated. The additions, omissions and/or substitute works will be priced and totalled.

The Trusts Senior Quantity Surveyor will issue an official variation order within five working days confirming the Site Instruction. A typical sample document is included in these procedures.

Payment for variation works properly completed at the time of a Certification for Payment will be included in the said certified sum.

A copy of all Site Instructions completed within the payment period will be supplemental to the supporting documentation.

Direct Services Contractor

All variations required by the Project Surveyor will be measured and valued, the Contractor shall be given the opportunity of being present at the time of the measure.

The Project Surveyor will issue the Contractor with a written Site Instruction which will clearly indicate the work required, the quantity of each item thereon, after inserting the work element, quantity and unit price the document will be Z'd to prevent other items being added and signed and dated . The additions, omissions and/or substitute works will be priced and totalled.

The Contractors administration will update the Orchard system by adding or omitting the varied works to the house works order to facilitate payment to the

contractor. **Note** The Direct Service Organisation will not add nor amend any schedule of rates without authorisation.

Compliance with Trust Regulations

Variations to the provisions of the contract shall be authorised (in advance where possible) in writing in line with the hierarchy of authorisation set out in the Authorities Schedule. This shall include authorisation by;

- a) The appropriate Director, or by his/her deputy or other officer nominated in writing.
- b) The consultant engaged by the Trust where an outside consultant is appointed.

Any variation which causes the contract contingency to be expended shall be reported to the Board or designated Committee as soon as possible and where practicable work or expenditure shall be delayed until authorised by the Board or appropriate Committee.

WEAVER VALE HOUSING TRUST

Contract Administrator's Instruction

To contractor:

Contract:

Instruction No:

Date:

Under the terms of the Contract please carry out the following instructions. Where applicable the Contract Sum will be adjusted in accordance with the terms of the relevant conditions.

Instructions:	£ Omit	£ Add
<p>On behalf of the Employer please accept this instruction to vary the Works under the terms of the JCT 2005 Edition of the Standard Form of Intermediate Building Contract.</p> <p><i>Insert here the description which may include drawings, schedules, addresses for the supply of labour, materials and or plant (can be included as appendix but list them)</i></p>		
For Weaver Vale Housing Trust:		

Distribution:-

Client <input type="checkbox"/>	Contractor <input type="checkbox"/>	CDM Co-ordinator <input type="checkbox"/>	File <input type="checkbox"/>
---------------------------------	-------------------------------------	--	-------------------------------

VALUING THE WORKS

PAYMENT PROCESSES

Measured Items External Contractors

Interim and Final Certification for payment to a Contractor will be based on

1. Priced specification using the Schedule of Rates.
2. Priced Bills of Quantities.

In addition where applicable a percentage of the Preliminaries will be added to the quantified measure.

Payment for quantified works will be subject to a re-measure to ensure the payment accurately reflects the total value of the works properly completed. The Contractor shall be given the opportunity of being present at the time of the measure

The re-measured works will be agreed with the Contractor prior to the issue of any Certificate of Payment.

The Senior Quantity Surveyor will calculate the due payment (Ex V.A.T.) and less any agreed retention and inform the Contractor, in order that an invoice for the works can be raised, if the contractor so wishes

The Senior Quantity Surveyor will produce a Certificate of Payment which will be supported with the following documentation;

1. Priced copy of all re-measured works (Valuation Summary)
2. Project information in the prescribed form for valuations/final accounts (examples payment summary, project information form, valuation summary, letter of notification are available on request)
3. Copy of the planned unit completions to the actual unit completions

The documentation will be presented to the relevant manager for verification of payment.

Measured Items Direct Service Contractor

Interim and Final Certification for payment to the Direct Services will be based on the information input onto the Orchard System

Payment for quantified works will be subject to the agreed schedule of rates for planned works which will be re-measured to ensure the payment accurately reflects the total value of the works properly completed. The DSO shall be given the opportunity of being present at the time of the measure.

COMPLETION OF THE WORKS

COMPLETION CERTIFICATION

The Contract Administrator and/or the appointed officer will monitor the contractor's performance through a number of procedures one of which will be the issue of completion certificates. The certificates will be issued at strategic stages throughout the works.

It should be noted that the issue date of these documents are important as they will lay down a marker for the commencement and thus the end of any warrantee and/or guarantee period and also the defects liability period.

Partial Completion

This document will be issued to the Contractor by the Contract Administrator and/or the appointed officer on completion of all of the works to a single property within a programme. Prior to the issue of the said document the Quality Control Procedures will have been adhered to in full.

The Consultant and/or the appointed officer will update the Unit Completions Monitoring sheet, notify the Property Services administration who will flag the Orchard system accordingly i.e enter Guarantee Flag

Practical Completion

This document will be issued to the Contractor by the project surveyor on completion of the last property within a programme.

The Contractor will hand the Client the developed Health and Safety file, this will include a copy the address schedule of where the works were undertaken and the Property Improvement file will be updated.

Final Completion

This document will be issued to the Contractor by the Contract Administrator on completion of the defects liability period and thus the completion of the remedial works arising there from.

Guarantee Flags

The Contract Administrator will notify the Senior Surveyor of the works completed at each address who will ensure the Orchard computer system is flagged appropriately reference the defects liability period and material guarantees.

Validation

Prior to a final account being submitted to a contractor for agreement a draft proposal must be forwarded to the Director of Property Services and / or the Investment and Asset Manager or their appointee for approval. The account documentation must include;

1. A full list of addresses at which work has been completed.
2. The actual work completed at each address
3. Confirmation that the works to be paid has been inspected and approved by a competent person.
4. Summary of the total contract cost including omissions and additions.
5. Individual dwelling costs which will include the work cost, preliminary and preamble cost apportionments where applicable.

The Director of Property Services and / or the Investment and Asset Manager or their appointee will validate the account to ensure that;

1. The account relates only to works undertaken in dwellings owned by the Trust.
2. That the work undertaken is within the scope of the brief / specification approved by the Trust.
3. That the final payment accurately reflects the works completed.
4. That were applicable the preliminary and preamble apportionments are correct.

The Investment and Asset Manager or his representative will visit a number of properties to ensure that the work is to the required standard and has been completed in accordance with the specification/brief.

On completion of the validation the Investment and Asset Manager or his representative will authorise in the Senior Quantity Surveyor of the Trust to proceed with the payment process.

It should be noted that as the work progresses that other financial considerations regards the rates charged for the works, contract variations etc. will comply with the relevant procedures appertaining at the time of the works being undertaken.

The Director of Property Services will authorise the payment all monies to the contractors employed on planned works.

