

APPENDIX A TO THE OUTPUT SPECIFICATION

Availability Standards Table

This Availability Standards Table is subject to the Availability Legal Requirements and the Legal Requirements and the Notes attached to the end of this Appendix A to Schedule 2 (Output Specification). The Failure Indicators referred to below are an operational guide and not a definitive position of a failure to meet the Availability Standards.

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
A	Building Condition	A1	Structure and fabric of property and dwellings (including walls, roof structure, roof coverings, chimneys, dormer windows)	A1.1	Structurally sound and stable, (includes historic movement from which there is no resultant risk to occupants' health and safety) and free from serious disrepair	*	*	*	*	*	Where foundations, walls, roof and chimneys show visible signs of recent movement and / or deflection and there is a resultant risk to an occupants health and safety and / or there is failure of/ damage to the fabric of the building which requires remedial action before scheduled planned maintenance and serious disrepair

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						1	2	3	4	5	
				A1.2	Weather-tight: all elements that comprise the property / dwelling to be properly secured, fitted and functional, to provide a building free from water ingress, damp and material draughts and fit for purpose	*	*	*	*	*	Visible signs of water penetration or dampness or material draughts which are a cause of statutory nuisance and which cause damage to the fabric of the building such that the building is no longer fit for purpose. Visible signs of dampness includes condensation which is a cause of statutory nuisance and which causes material damage to the fabric of the building, including mould growth, material damage to decorative finishes and smell of dampness.
				A1.3	All elements that comprise the property / dwelling to be free from material: rot, rust, decay, fungal attack and wood-boring insect infestation, and material consequential damage arising	*	*	*	*	*	Visible rot, rust, decay or damage to woodwork caused by fungal attack or wood-boring insect infestation requiring repair or replacement and which impairs the functioning of the building affected element
		Roof structure		A1.4	Repairs only, including necessary renewal of roof elements / components but no full roof renewals . Note: Roof replacement works require the replacement of the whole of the coverings and fixings (i.e. sarking felt and battens) and all repairs / replacement necessary to roof timbers to ensure integrity		*		*	*	. Not structurally sound or failure or visible evidence of damage to the fabric that requires remedial action
				A1.5	A chimney, in addition to being safe and fit for purpose, and, if redundant, must be correctly vented and capped off to prevent condensation		*		*	*	Chimney not safe and not vented

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						1	2	3	4	5	
				A1.6	All pipes in loft space insulated to a standard of not less than that provided by 25mm of insulation		*		*	*	Pipe insulation missing or not to required specification
				A1.7	Internal access provided to all major areas of pitched roof spaces with provision for new loft hatches but only where specified by the Stock Condition Survey, with all accessible loft areas insulated to a depth of 200mm including insulation of loft access hatches		*		*	*	Loft insulation missing or not to required specification
				A1.8	All cold water tanks covered and insulated to top and sides to a standard not less than that provided by 25mm of insulation		*		*	*	Insulation to tanks (located in roof or in another location) missing or not to required specification
				A1.9	All hot water tanks will be insulated by a 50mm thick Urethane foam (CFC and HCFC free) insulation layer		*		*	*	Insulation to hot water tanks missing or not to required specification
		A2	Gutter, downpipes and drains (above ground drainage)	A2.1	Upkeep and maintenance of existing above ground foul and surface water drainage	*	*		*	*	
				A2.2	The above ground drainage should permit the free discharge and removal of all		*		*	*	Obstructed, missing, or leaking above ground drainage that fails to permit the free discharge and removal of all surface water into the below ground drainage.

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						1	2	3	4	5	
					<p>surface water into the below ground drainage system, where existing, be free from leaks and clear of any obstructions and properly secured.</p> <p><u>Note:</u> surface water does not have to discharge into a below ground drainage system where the existing ground surface water drainage discharges onto hard standings. In this case the Availability Standard shall be deemed to have been satisfied.</p>						<p>Note: New drainage pipes to be no less a size than existing drainage pipes.</p>
				A2.3	<p>All above ground foul drainage waste pipes should be at the required gradient and be sufficiently vented and trapped to permit the safe odourless removal of waste and any gaseous matter</p>		*		*	*	

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						1	2	3	4	5	
			Gutter, downpipes and drains (below ground drainage)	A2.4	All below ground drainage to allow the free discharge and dispersal of surface water and foul water from the building and from the surface ground in the curtilage of the building and presents no risk to health and offers no unpleasant odour <u>Note:</u> Drainage that is the responsibility of the landlord only, excluding drainage that is the responsibility of the water or utility company.		*		*	*	Obstructed, missing or leaking below ground drainage that fails to permit the free discharge and removal of all surface water in the below ground drainage. Failure to permit the safe odourless removal of waste matter from the curtilage of the property into adopted drainage systems (or soakaways if appropriate) <u>Note:</u> The Contractor will only be responsible for clearance of below ground drainage blockage where such blockage can be removed and the problem can be resolved through rodding or jetting and where such drainage and blockage is within the curtilage of the Property and/or Dwelling. The Authority is responsible for resolution of below ground drainage problems due to drainage disrepair or where resolution is not possible through rodding or jetting of drainage system. See Note 10
				A2.5	All inspection chamber covers, frames and seals maintained and appropriately sealed and covered.	*	*		*	*	Broken inspection chamber covers or frames. Evidence of broken / damaged or inadequate seals <u>Note:</u> The Authority is responsible for renewal, repair and maintenance of inspection chambers. The Contractor is responsible for making safe emergency and imminent health and safety risks (appropriate to scale of works) in accordance with Clause 20 (Call Off Services) of the Contract.
			A3 Floors	A3.1	Safe for normal domestic use,	*	*	*	*	*	Unsafe for normal domestic use
				A3.2	Safe and suitable sub-base, to receive appropriate floor covering (including Contractor's hardboard or			*		*	Uneven sub-base resulting in unsafe finish or unable adequately to receive appropriate floor covering

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						1	2	3	4	5	
					similar sub-base in bathrooms/toilets and kitchens but excluding Tenant's hardboard or similar sub-base in other rooms)						
				A3.3	Even, having regard to the age and character of the property including existing floor falls (includes historic movement from which there is no resultant risk to safe use)	*	*	*	*	*	Not even floors, having regard to the age and character of the property including existing floor falls
			A4 Walls and ceilings	A4.1	All wall and ceiling elements to be free from water penetration, material rot, decay, fungal attack and insect infestation, and consequential damage arising	*	*	*		*	Visible signs of water penetration or dampness which are a cause of statutory nuisance and / or material damage to the building fabric. Visible signs of dampness includes condensation which is the cause of a statutory nuisance or material damage to the building fabric, including mould growth, material damage to decorative finishes and smell of dampness and/ or material damage to the building fabric which prevents the building being fit for purpose.
				A4.2	NOT USED						
				A4.3	All walls and ceilings, in whole or part as appropriate, must be brought up to a standard suitable for receiving appropriate decoration where refurbishment or repair works are being undertaken or are required to the affected wall.			*		*	The new surface may be deemed unsuitable where it is sufficiently defective, broken or cracked, debonded or damp, subject to normal wear and tear. <u>Note:</u> The issue of the certificate of availability will not be delayed for the drying-out of new plasterwork subject to there not being created a statutory nuisance or an excessive period of drying out.
				A4.4	Kitchens and bathrooms: all wall, ceiling and paintwork surfaces redecorated during			*		*	Kitchen and bathrooms not decorated and not decorated as specified or inadequately undertaken

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						1	2	3	4	5	
					refurbishment works to a standard likely to maintain a reasonable cosmetic appearance						
				A4.5	<p>Rooms (and building elements) other than kitchens and bathrooms: responsibility for redecoration limited to:</p> <p>(1) in accordance with electrical rewiring requirements - See Note 22 and Annex B (Electrical Specification and Methodology) to this Appendix A of Schedule 2 (Output Specification);</p> <p>(2) the painting of external woodwork to windows as an integral part of external repairs and decorations programme work</p> <p>(3) the painting of affected areas of internal woodwork to windows as an integral part of external repairs and decorations programme but only where frame has been renewed or replaced in part</p> <p>(4) otherwise for decoration in the event of damage caused by other works, damage shall be made good by one of the following:</p>			*		*	<p>Redecoration not undertaken as specified or inadequately undertaken</p> <p>Consequential decoration damage arising not made good</p>

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						1	2	3	4	5	
					(i) Decorations Allowance for appropriate elements of the room (ii) Redecoration of damaged area only where Tenant has spare wallpaper or paint or the Contractor is able to supply the same. Or if not appropriate: iii) Redecoration of damaged surface (wall(s), ceiling, paintwork) to boundary of surface (e.g. where one wall damaged, only that wall is decorated); to match original existing, so far as reasonably possible ; (5) Communal entrance doors to the front of the Property as an integral part of the two repairs and external decoration cycles (one before the Refurbishment Works Completion Date and the other during Contract Years 8-14 (inclusive) but excluding internally-located flat entrance doors						
		A5	Windows	A5.1	In proper working order	*	*	*	*	*	Not in proper working order

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						1	2	3	4	5	
					Note: Subject to Clause 27.14 (Part L of the Building Regulations (Windows and Heating Systems)) of the Contract.						
				A5.2	Windows must be: in proper working order; fitted and functional; free of material rot, rust and decay or damage that impairs window functioning; weather-tight; secure and other accessible windows to be fitted with appropriate key operated security locks (sash windows with a security screw lock and a sash stop lock; casements with a swing lock); free of material draughts		*		*	*	Not in proper working order Appropriate security mechanisms missing. Material draughts (taking account of the original design of the windows) entering the property and which result in water penetration causing statutory nuisance. Note: To the extent this does not constitute a health and safety risk, the Contractor will not replace a window pane to a Leasehold Dwelling provided such crack does not adversely effect the functionality of the window. Note: Security locks will only be fitted in Leasehold Dwellings to meet the Availability Standard Leasehold (Full) to the extent that new windows have been installed in such Leasehold Dwellings by the Contractor.
				A5.3	Replacement glazing to be to a design and standard appropriate to its location and use		*		*	*	Replacement glazing design and standard inappropriate

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						1	2	3	4	5	
				A5.4	All windows where the fall is in excess of 2 metres to be fitted with a functional window restrictor (where permitted by Planning Regulations); except where the lowest part of the opening window is in excess of 1600mm above finished floor level and where the total area of such a window opening does not exceed 0.5 sq. m. Window restrictors to meet child safety requirements in the appropriate British Standards		*		*	*	Window restrictors, where required, are non-functional or missing or do not meet British Standards for child safety requirements <u>Note:</u> Only applicable to Leasehold (Full) to the extent new windows have been installed in such Dwellings.
B	Accessibility	B1	Steps and pathways essential for access	B1.1	In safe condition and allowing access to be gained in a safe manner	*	*	*	*	*	Breach of legal requirements
				B1.2	Paths must be safe, even and non-pitted and free of any trip hazard of over 20mm and accessible to residents		*		*	*	Paths are not safe, even, free of any trip hazard of over 20mm and accessible to residents
				B1.3	Adequately lit by artificial lighting provided to the front and rear access to properties / dwellings, where permitted and taking into account street-lighting to front elevation Note: no requirement to install lighting where not permitted in Conservation Areas or where entrance adequately lit by		*		*	*	Breach of legal requirements, on health and safety grounds, not allowing safe access to the front and rear of properties. Lighting not provided to the front and rear properties, where required; front and rear of properties not adequately lit

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						1	2	3	4	5	
					street lighting						
		B2	Communal external entrance doors to Property Communal Doors -	B2.1	Doors and frames must be in proper working order, secure and weather-tight Communal entrance doors must be: in proper working order; fitted and functional; free of material rot, rust and decay or damage that impairs communal door functioning; weather-tight; secure and free from material draughts.	*	*		*	*	Not in proper working order Material draughts that result in a breach of the weathertight requirement i.e water penetration which is cause of statutory nuisance
				B2.2	Subject to B4.1, all external communal front doors of properties to be resistant to forced access and to have a minimum of one point of resistance, to be: a rim lock/door entryphone locking mechanism.		*		*	*	External doors non-compliant to security specification, door furniture non-functional or missing
				B2.3	All external communal rear doors of properties to be resistant to forced access and to have a minimum of one point of resistance by way of a dead lock. Bolt(s) will be installed at either the top and/or the bottom of external communal rear doors if it is practical to do so and agreed with the residents.		*		*	*	External doors non-compliant to security specification, door furniture non-functional or missing
		B3	Entrance doors to Dwelling	B3.1	Doors and frames must be: • in proper working order	*	*	*		*	Not in proper working order

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						1	2	3	4	5	
					<ul style="list-style-type: none"> fitted and functional free of material rot, rust and decay or damage that impairs entrance door functioning weather-tight secure; and free from material draughts. 						Material draughts that result in a breach of the weathertight requirement i.e water penetration which is cause of statutory nuisance
				B3.2	<p>All external communal rear doors of properties to be resistant to forced access and to have a minimum of one point of resistance by way of a dead lock.</p> <p>Bolt(s) will be installed at either the top and/or the bottom of external communal rear doors if it is practical to do so and agreed with the residents.</p>			*		*	External doors non-compliant to security specification, door furniture non-functional or missing
					Where practical, a combination of lock and bolts at the top and bottom of both leaves on double doors.			*		*	External doors non-compliant to security specification, door furniture non-functional or missing
				B3.3	Spy holes on front doors of Dwellings (subject to Conservation Area status and Listed Buildings planning regulations and Tenant's agreement)			*		*	External doors non-compliant to security specification, door furniture non-functional or missing
		B4	Communal door-entryphone system	B4.1	In proper working order where functioning at contract commencement or readily repairable without renewal prior to refurbishment works	*	*		*	*	Not functional where functioning at contract commencement and readily repairable without renewal prior to refurbishment works

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						1	2	3	4	5	
				B4.2	Provide fully functional door entry system to each Property comprised of more than one Dwelling unless prevented from so doing by a Leaseholder or Tenant in which case this Availability Standard shall be deemed to have been satisfied. Note: New audio door entry systems will be provided to a maximum of 75% of all flatted Properties. If more than 75% of flatted Properties require new audio door entry systems, the Authority may procure such additional systems pursuant to Call Off Event 4 (as set out in the Call Off Protocol) in accordance with Clause 20 (Call Off Services) of the Contract and the Call Off Protocol. See Notes 19 and 20			*	*	*	Not provided; not functional.
		B6	Internal communal areas	B6.1	In safe condition and allowing access to be gained in a safe manner	*	*		*	*	Not in safe condition; Access cannot be gained in a safe manner
				B6.2	Free from hazardous deposits and bulk items of refuse causing an obstruction (see Note 33 and 34 for definition of hazardous deposits and bulk items)	*	*	*		*	Hazardous deposits or bulk items of refuse. Note: The Contractor is responsible for all bulk refuse removal in Void Dwellings (including the gardens of Void Dwellings). The Contractor may be required to remove or procure the removal of bulk refuse from communal passageways and paths as Additional H&S Works in

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						1	2	3	4	5	
										accordance with Clause 20 (Call Off Services) of the Contract.	
				B6.3	Safely lit by artificial lighting	*	*		*	*	Lighting provided is inadequate on health and safety grounds; lighting not in working order
				B7	Internal stairways in communal areas and dwellings	B7.1	In safe condition and allowing access to be gained in a safe manner	*	*	*	*
				B7.2	Security of stairs, guarding and balustrading should comply with all applicable Building Regulations (in force at the time of original construction and at the time of any conversion works) and in accordance with all applicable Legislation and Guidance. <u>Note:</u> Additional costs arising from application of modern Building Regulations may be procured by the Authority as a Call Off Service pursuant to Call Off Event 18 (as set out in the Call Off Protocol) and the Call Off Protocol.	*	*	*	*	*	Stairs, guarding and balustrading not compliant with applicable Building Regulations, Legislation and Guidance.
				B8	Floor coverings – communal areas and communal stairways	B8.1	Provided where required and kept securely and safely fitted <u>Note:</u> Provision of new floor coverings will be undertaken in accordance with the Refurbishment Works Programme and will benefit from the relevant product	*	*		*

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						1	2	3	4	5	
					<p>guarantees and product specification set out in Appendix 10 (Product Specification) of the Contract subject to fair wear and tear.</p> <p>Additional/new floor covering following the completion of the Refurbishment Works to a Dwelling and/or Property may be procured by the Authority as a Call Off Service pursuant to Call Off Event 2 (as set out in the Call Off Protocol) in accordance with Clause 20 (Call Off Services) of the Contract and the Call Off Protocol.</p>						completion of the Refurbishment Works to a Dwelling and/or Property may be procured by the Authority pursuant to Call Off Event 2 (as set out in the Call Off Protocol) in accordance with Clause 20 of the Contract and the Call Off Protocol.
				B8.2	<p>Capable of being kept clean and in a hygienic condition.</p> <p>Subject to compliance with the manufacturer's requirements.</p>	*	*		*	*	Unable to be readily kept clean and hygienic
				B8.3	Clear of noxious or hazardous deposits, with a surface wipe-down or vacuumed as appropriate	*	*		*	*	Not clear of noxious or hazardous deposits
				B8.4	Contributes to sound insulation as a consequence of the stated improvement works only.		*	*	*	*	<p>Sound insulation that is no worse than existing.</p> <p>Note: the Contractor shall be entitled to an Excusing Event where floor covering is removed for health and safety reasons.</p>

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						1	2	3	4	5	
C	Usability	C1	Water supply and system	C1.1A	Subject to Note 24, within a Dwelling, provision and maintenance of water supply in proper working order with continuous and adequate supply of water (subject to the supply of water to the required pressure from the water supply utility company).	*	*	*	*	*	Not provided; not functional <u>Note:</u> The Contractor is not responsible for a failure of supply which is the responsibility of the utility company
				C1.1	Within each Dwelling, 1 mains isolating valve and also isolating valves in kitchens, WCs and bathrooms. <u>Note:</u> The Contractor's responsibility excludes replacement of lead piping and excludes the responsibilities of the utility company		*	*	*	*	Not provided; not functional <u>Note:</u> The Contractor is not responsible for a failure of supply which is the responsibility of the utility company
		C2	Gas supply and installations	C2.1	Subject to Note 37 (Change in Gas Supply). Provide and maintain in proper and safe working order with continuous and adequate metered supply subject to gas supply to the required pressure (21 mbar +/- 2 mbar) from the gas supply utility company. <u>Note:</u> The Contractor's responsibility for the gas supply starts from the domestic side of the meter.	*	*	*		*	Where applicable, not provided; not functional Note: Tenant Waiver applicable if no existing gas supply and not wanted by Tenant and shall attract an Excusing Event. Note: The Contractor is not responsible for the funding/installation of new gas meters or for a failure to supply gas which is the responsibility of the utility company. In the event of a failure by the utility company to supply gas, the Contractor shall be entitled to a Relief Event for the period during which the utility company fails to supply gas. In the event there is a failure to supply gas at the pressure specified in this Availability Standard the

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						1	2	3	4	5	
					Note: See Note 37.						Contractor shall be entitled to a Compensation Event in accordance with limb (c) of the definition of Compensation Event. See Note 37 for changes in gas supply..
				C2.2	Maintenance of gas cooker supply point, where provided	*		*		*	Not provided; not functional
				C2.3	Landlord's gas installations are safe	*		*		*	Not safe as defined by the CP12 gas safety check.
				C2.4	Gas system to be checked and certified every 12 months and prior to letting of all void dwellings	*		*		*	Failure to carry out gas check within 12 months of the last check. Failure to certify gas system prior to re-letting a Void Dwelling. Failure to carry out necessary remedial repairs and improvements to systems following checks insofar as they are the Contractor's responsibility in accordance with this Schedule 2 (Output Specification).
				C3	Electrical supply and installations including lighting system						
				C3.1	Provided and maintained in proper and safe working order with continuous and adequate metered supply subject to electricity supply and electricity supply to the required power requirements from the electricity supply utility company. Note: The Contractor's responsibility excludes responsibility for supplying electricity which is the responsibility of the utility company.	*	*	*		*	Not provided; not functional

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						1	2	3	4	5	
					Note: The Contractor's responsibility excludes responsibility for re-positioning electric meters which may be procured by the Authority as a Call-Off Service pursuant to Call Off Event 11 (as set out in the Call Off Protocol) in accordance with Clause 20 of the Contract and the Call Off Protocol.						
				C3.2	Rewiring in accordance with the specification, methodology and standards set out in Annex B to this Appendix A of Schedule 2 (Output Specification) and Note 22			*		*	Not undertaken; inadequately undertaken.
				C3.4	All consumer units to be fitted with Miniature Circuit Breakers			*		*	Not provided
				C3.5	Provision of power supply points, including cooker point			*		*	Not provided
				C3.6	NOT USED						
				C3.7	Mains-wired smoke detector provided on each floor of a Council Dwelling. All smoke detectors in a Dwelling should be linked (meaning the instigation of one alarm results in all alarms in the Dwelling sounding).			*		*	Absence of correctly fitted and functional smoke detector(s). Absence of linked smoke detectors on all floors within a Dwelling
				C3.9	Landlord's electrical and mechanical installations both	*		*		*	Not safe

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		C4	Hot water supply and system		pre and post refurbishment are safe. e.g. post refurbishment fans, mains-wired smoke detectors)						
				C3.10	Electrical systems to be checked for compliance with specification at least once every ten years and prior to letting of all void dwellings	*	*	*		*	Failure to provide landlord's certificate of electrical check within 10 years of last check. Failure to certify electrical system prior to re-letting the void dwelling.
				C4.1	In proper working order with provision of adequate hot water supply capable of being supplied at safe temperatures (subject to Tenant control)	*		*		*	Not provided; not functional
				C4.2	Provision of domestic hot water at all appropriate outlets in accordance with the specification of the appropriate boiler type - See Note 24. The system should be capable of being heated in isolation from space heating; Alternative methods of heating water should be available wherever there is hot water storage. An immersion heater will be installed in all dwellings where there is hot water storage as part of the refurbishment works. a) 3 bed and larger homes will have a system boiler installed with a hot water cylinder and cold water storage tank.			*		*	Not provided; not functional.

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					<p>b) hot water flow rates to the bath and all outlets will be at least 10 litres / minute (i.e. where only one outlet is turned on will the flow rate to that outlet be as stated).</p> <p>(c) [NOT USED]</p> <p>(d) these flow rates only apply to standard taps fitted by the Contractor. Flow rates cannot be guaranteed if a resident installs (or requires the Contractor to install) their own non-standard taps. The Contractor will explain this to residents opting to provide their own taps and will ask the resident to sign a waiver stating that the flow rates cannot be guaranteed where non-standard taps are installed.</p> <p>A maximum recovery time of 60 minutes.</p> <p><u>Note:</u> The ability to achieve the proposed hot water flow rates depends on the pressures / flows available at the mains supply to the particular Dwelling. At least 2 bar dynamic pressure is required to achieve the required flow</p>						

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					<p>rates. To the extent that the 2 bar dynamic pressure is not available at the water mains supply, the Contractor shall be entitled to a Compensation Event.</p> <p>Where this cannot be achieved, the Contractor will ensure the provision of hot water flow rates equivalent to those existing pre-refurbishment, but in any event not less than 90% of that pre-refurbishment subject to water supply and water supply to the required pressure from the water supply utility company.</p>						
		C5	WC / Sewerage and Drainage Systems	C5.1	Provided and maintain in proper working order with continuous connection to WWP, toilet pan and cistern	*	*	*		*	Not provided; not functional
				C5.2	Capable of being kept clean and in a hygienic condition .	*		*		*	Unable to be readily kept clean and hygienic Note: renewal pre-refurbishment works limited to where non-functional or cause of statutory nuisance
		C6	Bathrooms/WC's	C6.1	Provided, functional and in proper working order	*		*		*	Not provided; not functional
				C6.2	New, white bathroom appliances provided as part of the Refurbishment Works Programme. As a minimum the Contractor will provide a bath (or a shower, on an individual			*		*	Not provided; not functional

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators	
						1	2	3	4	5		
					basis in line with the disabled adaptations procedure and pursuant to Call Off Event 22 (as set out in the Call Off Protocol) in accordance with Clause 20 of the Contract and the Call off Protocol), hand-wash basin, WC and separate hot and cold water taps. Splash-back protection of walls and floor covering will also be provided.							
				C6.3	New bathrooms at time of installation which are not older than 30 years at the Expiry Date in accordance with Appendix 10 (Product Specification) of the Contract. See Note 32.			*		*	Not provided in accordance with the Maximum Lifecycle Guarantee and/or the relevant product specification set out in Appendix 10 (Product Specification) of the Contract.	
				C6.4	Capable of being kept clean and in a hygienic condition	*		*		*	Unable to be readily kept clean and hygienic Note: renewal pre-refurbishment works limited to where non-functional or cause of statutory nuisance	
			C7	Wash-hand basin(s)	C7.1	In proper working order where provided	*		*		*	Not functional
					C7.2	Where a stand alone WC exists a separate wash hand basin will be provided during the Refurbishment Works Programme. See C6.2: Separate hot and cold taps. Splash-back protection of walls; Hand-rinse basin in separate WC where possible (also See C10.3)			*		*	Not provided and where it is not possible to install

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
				C7.3	Capable of being kept clean and in a hygienic condition	*		*		*	Unable to be readily kept clean and hygienic Note: renewal pre-refurbishment works limited to where non-functional or cause of statutory nuisance
				C8	Kitchens	*		*		*	Not provided; not functional
					Kitchen sink with drainer or second bowl			*		*	Not provided; not functional
								*		*	Not provided; not functional
						*		*		*	Unable to be readily kept clean and hygienic Note: renewal pre-refurbishment works limited to where non-functional or cause of statutory nuisance
				C9	Kitchen units / Worktop(s)			*		*	Not provided or insufficient with regard to specified requirements
								*		*	Not provided as required or where possible No or inadequate Tenant choice in respect of kitchen doors and worktop within range provided
				C9.2	New kitchens provided as part of the Refurbishment Works Programme. Minimum requirements to include:- Provision of cooker space, storage areas; food preparation areas; food washing facility; space and service connections for clothes washing/drying and refrigeration of food (subject to size of kitchen).			*		*	

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					<p>A Tenant's existing kitchen 'white goods' will be accommodated in the refurbished kitchen in accordance with Note 28.</p> <p>Tenant choice in respect of worktops and unit doors Tenant choice in respect of option of replacing a unit with a space for dishwasher with electrical, waste and water connections where possible and provision of at least the existing level of storage but as a minimum where this is below the following standards it will be increased to 1.5 cubic metres storage space for one and two persons Dwellings and for larger Dwellings in kitchens through the appropriate provision of both floor and ceiling storage units with regard to the kitchen layout, capacity and tenant needs.</p>						
				C9.3	New kitchens at the time of installation which are not older than 20 years at the Expiry Date in accordance with Appendix 10 (Product Specification) of the Contract. See Note 32.			*		*	Not provided in accordance the Maximum Lifecycle Guarantee and/or the relevant product specification set out in Appendix 10 (Product Specification) of the Contract.
		C10	Floor Coverings – Wet areas	C10.1	Maintain in kitchens, bathrooms and WC areas and where necessary provide new	*		*		*	Not provided; not functional, not to void standard

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					floor coverings for all Void Dwellings. The required cleaning regime is not a Contractor responsibility and the floor coverings will benefit from the specification and guarantees set out in Appendix 10 (Product Specification) of the Contract.						
				C10.2	Floor coverings capable of being kept clean and in a hygienic condition in accordance with the product guarantee set out in Appendix 10 (Product Specification) of the Contract.			*		*	Unable to be readily kept clean and hygienic in accordance with the product guarantee Note: renewal prior to the Refurbishment Works Completion Date is limited to floor coverings within Capital Un-refurbished Voids
				C10.3	Replacement of existing coverings with vinyl sheet or tiles at time of first kitchen and bathroom refurbishments and renewed if necessary at time of subsequent void letting to void standard.			*		*	Not provided; not functional, not to void standard
D	Environment	D1	Heating System	D1.1	In proper working order where provided. All landlord's fires to be removed and with the relevant Tenants' agreement any Tenant fires to be removed. In both cases, fires will be made safe and good and where necessary ventilated unless:	*		*		*	Fires not removed and made good and where necessary ventilated <u>Note:</u> If a Tenant's gas fire must legally remain and be serviced by the landlord, the Contractor may be required to undertake such maintenance services pursuant to an Authority Change.

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					<p>(1) there is a Tenant Waiver or</p> <p>(2) it is illegal for the gas fire to be removed,</p> <p>in which case the Contractor shall not be responsible for any ongoing maintenance unless specifically required to do so pursuant to an Authority Change.</p> <p>For the avoidance of doubt, the Contractor shall be responsible for carrying out CP12 checks to retained landlord fires and Tenant fires.</p> <p>Tenant and landlord's gas fires will only be disconnected where found to be unsafe.</p>						
				D1.2	<p>New heating systems to be provided in the Refurbishment Work Programme (See Note 24) Gas central heating to be the standard form of central heating in each Rented Dwelling</p> <p><u>Note:</u> WC's - If a radiator has been installed pre-refurbishment, this will be replaced. If no radiator was provided pre-refurbishment, a radiator will</p>			*		*	Not provided; not functional

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					<p>be provided during the refurbishment works provided that there is space to do so.</p> <p>No central heating will be provided to communal areas.</p> <p>No central heating will be provided to non-habitable areas of a Dwelling or Property (See Note 9(f)).</p>						
				D1.3	A gas central heating system is to be provided in each Rented Dwelling capable of heating all rooms. (See Note 24)			*		*	Not provided; not functional

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
				D1.4	<p>The heating system must comply with the Building Regulations including Part L and their successor regulations in force at the time of installation of the heating system, with particular reference to boiler efficiencies, the provision of zone and timing controls and boiler control interlocks.</p> <p>Note: Heating systems and their components are subject to the manufacturers product guarantee as set out in Appendix 10 (Product Specification) of this Contract.</p> <p>Note: The Contractor's responsibility is subject to Clause 27.14 (Part L of the Building Regulations (Windows and Heating Systems)) of the Contract</p>			*		*	Not provided; not functional;
				D1.5	The main space heating system is capable of being operated independently from water heating and vice versa			*		*	
				D1.6	New boilers at the time of installation which shall not be older than 16 years at the Expiry Date in accordance with Appendix 10 (Product Specification) of the Contract. See Note 32.			*		*	Not provided in accordance the Maximum Lifecycle Guarantee and/or the relevant product specification set out in Appendix 10 (Product Specification) of the Contract.

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
				D1.7	All hot water tanks will be insulated by a 50mm thick Urethane foam (CFC and HCFC free) insulation layer						No insulation or inadequate insulation provided.
				D1.8	Radiators must be free from material corrosion and corrosion that impacts on operational performance and have working valves			*		*	Heating underperformance; leaking radiator, valves not functioning to requirements
				D1.10	All rooms capable of being heated (excludes non-habitable areas of a dwelling or property) and capable of temperature control. Capable of heating and maintaining, when the external air temperature is minus 1 degree centigrade: bedrooms at 18 degrees centigrade; dining room at 21 degrees centigrade; living room at 21 degrees centigrade			*		*	Failure to heat one or more rooms to the required minimum temperature within the required time
		D2	Ventilation System – WC / Bathroom / Kitchen	D2.1	In proper working order where provided in wc, bathroom and kitchen	*		*		*	Not functional. Note: renewal pre-refurbishment works limited to where non-functional or cause of statutory nuisance
				D2.2	Provided where no or inadequate natural ventilation exists in wc, bathroom or kitchen except when prevented from doing so by planning Regulations e.g. listed building and conservation area restrictions			*		*	Not provided where required and allowed

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
				D2.3	Ventilation systems, where provided in wcs, bathroom or kitchen, to be capable of providing adequate ventilation to ensure the prevention of condensation within those areas; extraction of moisture from those areas where it may be produced in a significant quantity.			*		*	Not functional (excludes responsibility for tenant non-use or mis-use) Presence of condensation to internal surfaces and/or material damage and or mould growth;
				D2.4	Allowance is made for the ventilation of appliances e.g. gas boilers where such ventilation is required to allow their normal operation	*		*		*	Non-operation of open-flued appliances to an efficient and safe standard; Failure to pass the gas spillage test
	E										
E	Health and Safety	E1	Property and dwelling	E1.1	Persons entitled to use a Property and Dwelling, having regard to its intended use, may use it free from significant or imminent risk to health and safety and each Property and Dwelling shall comply with all relevant Health and Safety Legislation to the extent expressly set out in the Output Specification. Note: The Contractor is responsible for compliance with the Housing Health and Safety Rating System to the extent such requirements are expressly contained in Schedule 2 (Output Specification) of this Contract.	*	*	*	*	*	Failure to comply with applicable health and safety requirements, fire prevention safety requirements and building regulations relating to health and safety (See Notes 30 and 36 and Clause 27.3.5 of the Contract). Note: When considering if the dwelling condition constitutes a Health and Safety risk to the occupants, risks related to the condition of existing elements / components will be addressed.

Use condition ref	Use Conditions	component ref	Building or Service Components	Standards ref	Availability Standards (subject to legal requirements)	Application of Availability Standards 1= Leasehold (Initial) and Rented (Initial) - See Note 1A) 2=Rented (Interim) External 3=Rented (Interim) Internal 4- Leasehold (Full) 5= Rented (Full)					Failure Indicators
						1	2	3	4	5	
					If the Authority requires the Contractor to undertake any Additional HHSRS Requirements, the Authority will comply with its obligations under Clause 27.13 (Housing Health and Safety Rating System) of the Contract. See Note 16.						
				E1.2	In carrying out the Refurbishment Works and/or the Responsive and Cyclical Maintenance Service, compliance with health and safety requirements, fire prevention safety requirements (as set out in the Output Specification) and Building Regulations applicable at time of construction or installation. (See Note 30 and 36 and Clause 27.3.5 of the Contract)	*	*	*	*	*	

Notes to Appendix A (Availability Standards Table) to the Output Specification

1. In relation to the Application of Availability Standards column:-
 - Sub-column marked 1 - an asterisk in this column indicates that such a requirement is necessary to meet the Availability Standard Rented (Initial) and the Availability Standards Leasehold (Initial)
 - Sub-column marked 2 – an asterisk in this column indicates that the such a requirement is necessary to meet the Availability Standards Rented (Interim) External;
 - Sub-column marked 3 – an asterisk in this column indicates that such a requirement is necessary to meet the Availability Standards Rented (Interim) Internal;
 - Sub-column marked 4 – an asterisk in this column indicates that such a requirement is necessary to meet the Availability Standards Leasehold (Full).
 - Sub-column marked 5 – an asterisk in this column indicates that such a requirement is necessary to meet the Availability Standards Rented (Full).
- 1A In relation to the column headed "Application of Availability Standards" sub-column 1 Leasehold (Initial) and Rented (Initial), satisfaction of the Availability Standard Leasehold (Initial) does not include the provision of gas services and Heating Services.
2. The Availability Standards Rented (Initial) comprise of compliance with:
 - the Availability Legal Requirements set out in paragraph 2.15 of the Output Specification; and
 - all requirements marked with an asterisk in sub-column 1 of the Application of Availability Standards Tablesubject to the terms of the Output Specification.

Refurbishment Works

3. The Contractor shall not be required to improve the structure of the Dwellings and/or Properties so that they function in a way that they were not initially designed for.
4. Refurbishment Works are not required to upgrade existing building elements or components of Properties and/or Dwellings (unless an element or component is renewed in full) to bring such building element or component to the standard of a new equivalent element and/or component.
5. **[NOT USED]**

Decorations

6. The Contractor will carry out two cycles of decorations. The first will take place prior to the Refurbishment Works Completion Date. The second cycle will take place between Contract Years 8 and 14. The details are as follows:
- Decoration of the external envelope (the specification for which is set out at Annex A (External Decorations Specification) to these Notes) comprising of the painting of facias, soffits, rainwater goods, rendered areas, windows, doors, front boundary railings and handrails to steps.
 - Decoration of the external envelope includes, painting of rendered surfaces, stucco work and other decorative features, painting of railings, gates and fences to the front of the Property, painting of external woodwork to windows, painting of affected internal woodwork to windows (but only where frame has been renewed or replaced in part), communal Property front and rear entrance doors, Dwelling entrance and rear entrance doors, internally-located and externally located entrance doors to flats (other than those doors covered in the decoration of external envelope above),
 - Decoration of communal internal areas comprises of painting of rendered surfaces, stucco work and other decorative features and painting of ceilings, walls and woodwork as part of the Refurbishment Works Programme. Otherwise there is no internal decoration to Dwellings except to remedy consequential damage as a result of carrying out the Refurbishment Works, the Responsive and Cyclical Maintenance Works and/or Tenant Damage and Third Party Damage.
 - To the extent any decoration is carried out to the Dwellings and as a result consequential damage occurs to the Leaseholder's Dwellings, the Contractor shall comply with the terms of the Leaseholder Works Protocol.

Monitoring of Defects

7. Where the nature of a potential Defect needs a period of monitoring (e.g. a potential structural problem) and in all other aspects the Dwelling and/or Property meets the Availability Standards, the Dwelling and/or Property will be certified as meeting the Availability Standard Rented (Interim), Availability Standard Rented (Full) and Availability Standards Leasehold (Full) (as relevant) subject to a reasonable timescale being agreed for such monitoring to take place. The Contractor will undertake a review following such monitoring to determine what action must be taken to rectify the Defect and the period required to implement such rectification Works and/or Services.

Damage from Adjoining Properties

8. Where damage is being caused or has been caused by an adjoining property or dwelling to a Property or Dwelling ("**Non PFI Property**") or by an occupier of such Non-PFI Property (including as a result of any negligent act or omission of the Contractor or any Contractor Related Party), the cost of remedying any damage to the Property and/or Dwelling to achieve the Availability Standards will be met by the Contractor.

Where damage to a Property and/or Dwelling is being or has been caused by an occupier of a Non PFI Property, any costs incurred by the Contractor in securing the assistance and/or co-operation of the occupier of such Non PFI Property to remedy such damage to the Property and/or Dwelling will be borne by the Contractor. To the extent the Contractor uses all reasonable endeavours to secure such co-operation and assistance, the Contractor shall be entitled to claim a Relief Event and/or an Excusing Event under limb (f) of the definition of Excusing Event for the period during which the Contractor seeks to obtain or obtains such co-operation and assistance and until the Contractor rectifies the damage so that the Property and/or Dwelling meets the Availability Standards. In the event that the sole reason preventing the relevant Property and/or Dwelling meeting the Availability Standards is a failure by the Contractor to obtain the co-operation and assistance of the relevant occupier of the Non PFI Property (despite the Contractor using all reasonable endeavours to secure such co-operation and assistance), a Certificate of Availability in respect of the relevant Property and/or Dwelling only shall be deemed to have been issued in accordance with the terms of this Contract.

Responsibility for Areas of the Property and/or Dwelling

9. The Leaseholder's Leases and the Tenancy Agreements detail the nature and extent of rights attaching to each of the Properties and/or Dwellings as relevant. In accordance with such terms:
 - a) boundary walls and fences belonging to the Property and/or Dwelling are the responsibility of the Authority and the Contractor unless otherwise stated in the Leaseholder's Lease and/or Tenancy Agreement (as relevant) to the extent that;
 - i. the Contractor is responsible for boundary railings, fences and walls to the front of the Property and/or Dwelling that are the responsibility of the landlord (under the terms of the Tenancy Agreements and/or Leaseholder's Leases); and
 - ii. the Authority is responsible for all other railings, fences and walls that are the responsibility of the landlord (under the terms of the Tenancy Agreements and/or Leaseholder's Leases);
 - b) the Contractor is responsible for external areas beneath steps that have become incorporated into individual flats only in so far as such areas officially comprise part of a Property and/or a Dwelling (otherwise the Authority is responsible).
 - c) the Contractor is responsible for all footpaths within the curtilage of the Property and/or Dwelling but not footpaths beyond the curtilage of the Property and/or Dwelling;
 - d) the Contractor is not responsible for providing services to garages, sheds, lofts, water mains, driveways, bin stores, non adopted roads nor for the provision of soft landscaping services in relation to any Property and/or Dwelling;
 - e) the Contractor is not responsible for cellars and vaults connected to the Dwellings and/or Properties and any roads and footpaths

connected thereto, including failures arising from such cellars and vaults resulting in damage to the roads and footpaths connected to the Dwellings and/or Properties (otherwise than as a result of an act or omission of the Contractor and/or a Contractor Related Party);

- f) the Contractor is not responsible for carrying out works to areas of Dwellings and/or Properties which do not comply with the terms of the relevant Tenancy Agreement and/or Leaseholder's Lease. For the avoidance of doubt, (1) the Contractor shall not be required to maintain unauthorised converted non-habitable Dwelling areas (eg basements, cellars, vaults under footpaths, stores under external steps) and (2) the Contractor shall not be required to convert existing non habitable Dwelling areas into habitable accommodation.
- g) the Contractor is not responsible for carrying out any works arising from where a Leaseholder or Tenant has carried out works in breach of their Tenancy Agreements and/or Leaseholder's Leases, other than in the case of a H&S Incident which shall be dealt with in accordance with Clause 20 (Call Off Services) of the Contract;
- h) the Contractor is responsible for making safe and / or reporting to the Authority H&S Incidents (as defined in the Call Off Protocol). Any such action taken by the Contractor must be appropriate to the nature and scale of the H&S Incident and shall be performed in accordance with the terms of this Contract.

Below Ground Drainage

10. The landlord's responsibilities for below ground drains which are within the curtilage of the Property and/or Dwelling shall be apportioned between the Authority and Contractor as set out below:

- the Contractor will liaise with the relevant water and/or utility company as appropriate and the Authority will assist the Contractor when required to do so;
- the Contractor is responsible for the clearance of below ground drainage blockage where such blockage can be removed and problem resolved through rodding or jetting and where the drainage and blockage is within the curtilage of Property and/or Dwelling.
- the Authority is responsible for the resolution of below ground drainage problems due to drainage disrepair or where resolution of the problem is not possible through rodding or jetting of the drainage system within the curtilage of the Property and/or Dwelling.

To the extent the Authority requires the Contractor to carry out any Works and/or Services in addition to those set out in the Output Specification, the Authority may request the Contractor to undertake any additional works and/or services as a Call Off Service pursuant to Call Off Event 15 (as set out in the Call Off Protocol) in accordance with Clause 20 (Call Off Services) of the Contract and the Call off Protocol

Use Conditions

11. Each of the Use Conditions as set out in the column headed "Use Conditions" of the Availability Standards Table are explained in this paragraph:
- A. Building Condition – The Building Condition requires that Properties and the Dwellings are:
- structurally sound and stable,
 - weatherproof,
 - free from damp which causes statutory nuisance;
 - free from material damage,
 - free from material dry and/or wet rot and/or fungal infestation; and
 - fit for human habitation as defined by Section 604 of the Housing Act 1985 (the "Fitness Standard").
12. B. Accessibility – The Accessibility Condition requires that in relation to each Property and Dwelling, the persons entitled to use such Property or Dwelling may, having regard to its intended use, gain physical access (including ingress and egress) in a safe manner, but excluding any requirement to make the Property and/or Dwelling compliant with the Disability Discrimination Act 1995. If the Authority requires works and services to a Property and/or Dwelling to ensure the Property and/or Dwelling is compliant with the Disability Discrimination Act 1995, the Authority may require the Contractor to undertake such works and/or services pursuant to Call Off Event 28 (as set out in the Call Off Protocol) in accordance with Clause 20 (Call Off Services) of the Contract and the Call Off Protocol.
13. C. Useability - The Usability Condition requires the satisfaction of all of the usability components set out in the Availability Standards Table.
14. D. Environment - The Environment Condition requires satisfaction of the heating, including temperature and mechanical ventilation components.
15. E. Health and Safety - The Health and Safety condition requires that each Property and Dwelling, having regard to its intended use, shall
- 15.1.1 be used by persons free from significant or imminent risk to their health and safety; and
- 15.1.2 comply with all relevant health and safety Legislation,
- to the extent expressly stated in this Contract.

Housing Health and Safety Rating System ("HHSRS")

16. Responsibility for compliance with the HHSRS is set out in this Schedule 2 (Output Specification) and Clause 27.13 (Housing Health and Safety Rating System) of the Contract. For the avoidance of doubt the Contractor is not required to undertake a specific HHSRS risk assessment.

Health and Safety Risks

17. The Contractor will manage and rectify any health and safety risks of which it becomes aware when carrying out the Works and Services under this Contract in accordance with Clause 20.2 of the Contract.

Compliance with Codes of Practice and Industry Standards

18. The Contractor shall comply with the following in the performance of the Works and/or Services:-

18.1.1 Guidance;

18.1.2 Industry Codes of Practice; and

18.1.3 Industry Standards.

Door Entry Systems

19. The Contractor shall install or renew door entryphone audio systems (voice only) in communal entranced flatted Properties prior to the Refurbishment Works Completion Date. The Contractor's obligation in this respect is limited to door entryphone audio systems to a maximum of 75% of flatted Properties ("**Door Entry System Cap**").
20. If the Authority requires entryphone systems in excess of the Door Entry System Cap, the Authority may request the implementation of such systems as a Call Off Service pursuant to Call Off Event 4 (as set out in the Call Off Protocol) in accordance with Clause 20 (Call Off Services) of this Contract and the Call Off Protocol.
21. Door entryphone systems which are renewed and/or repaired as part of the Refurbishment Works Programme, will be maintained in a proper working order to comply with the Availability Standards.

Electrical Systems

22. The Contractor shall comply with the Electrical Works Specification as set out in Annex B to this Appendix A to Schedule 2 (Output Specification).

Windows

23. Windows and glazing where replaced must be to a design and safety standard appropriate to its location and use. The Contractor shall comply with its obligations as set out in Clause 27.14 Part L of the Building Regulations (Windows and Heating Systems)) of the Contract.

Gas Central Heating

24. Gas central heating systems must comprise of the standard form of heating system provided in each Dwelling. Gas central heating systems installed by the Contractor must be capable of providing a supply of heat to each habitable room within each Dwelling (including kitchens and bathrooms). A radiator will not be required to be installed in a W.C. where there is no physical room for its installation.

Where appropriate, radiators will be renewed on a like-for-like basis in respect of their dimensions. Where a wall-mounted thermostat is installed in a room, radiators will not have a thermostatic control.

All back-boilers will be replaced by standard wall-mounted boilers as part of the Refurbishment Works Programme, or earlier, if determined as necessary by the Contractor.

Combi-boilers will be installed by the Contractor subject to adequate mains water pressure being available which is a minimum of 2 bar dynamic pressure, in accordance with the specification of the appropriate boiler type as detailed below:

- (a) Dwellings with 1 bedroom to be installed with a 24 kw Combi;
- (b) Dwellings with 2 bedrooms to be installed with a 32 kw Combi
- (c) Dwellings with 3 bedrooms or more will have a system boiler installed with a hot water cylinder and cold water storage tank.
- (d) In exceptional cases where 2 or 3 bedroomed Dwellings have a long distance between the boiler and the bathroom, and where the hot water flow rate requirement cannot be met, the Contractor may install a system boiler and cylinder solution instead.

Horizontal heating distribution pipes will be laid in accordance with the following order of precedence (but only to the extent where such course of action is practicable):

- Under the floor boards where it is reasonable to lift up and re-lay the floor covering without causing any damage to such floor covering or if such damage may occur where the Tenant notifies the Contractor that it does not want its floor coverings disrupted or agrees to pay the cost of replacing and relaying such floor covering directly to the Contractor; or
- discreetly surface-mounted above the floor coverings so that the pipes run along walls at the level of the skirting board;

Vertical surface mounted pipes will be discreetly positioned. Vertical flow and return pipes to the boiler will be neatly boxed in.

In the event existing pipes are used to install central heating systems, such existing pipes will be pressure tested and cleaned to ensure they are clean and leak free, and they will only be used if there is clear evidence that they are clean and leak free. Confirmation to that effect shall be given by the Contractor in the commissioning certificate for that Heating System and upon request a copy will be provided to the Authority.

The Contractor shall not be required to install heating systems in Leasehold Dwellings. The Contractor shall not be required to maintain existing

communal central systems which serve Leasehold Dwellings, subject to paragraph 1.7 of the Contractor's Contractual Gas Method Statement.

In the event the Authority as landlord is legally required to maintain landlord and/or Tenant's fires situated within Rented Dwellings, the Contractor shall not be required to undertake any Works and/or Services to such fires unless specifically required to do so by the Authority pursuant to an Authority Change.

Heating Insulation

25. The Refurbishment Works including fixtures and fitting installed, materials used and workmanship shall contribute wherever possible to improving standards of heat insulation in Properties and/or Dwellings and there shall be no decrease in heat insulation standards as a result of the Refurbishment Works.

Gas Meters

26. The re-siting of gas meters whose existing location would invalidate CP12 gas safety certificates is the responsibility of the Authority. The Authority may require the Contractor to undertake such re-siting of gas meters in accordance with Call Off Event 9 (as set out in the Call Off Protocol), Clause 20 (Call Off Services) of the Contract and the Call Off Protocol.

Kitchens

27. Where possible with existing rooms and layouts and subject to Tenant Waivers, the Contractor will ensure the following minimum storage provision, with due regard to kitchen lay-out and Tenant needs, is made:

- 1 bedroom Dwelling – 1.5 cubic metres
- 2 bedroom Dwelling - 2.0 cubic metres
- 3 bedroom Dwelling - 2.5 cubic metres
- 4 bedroom Dwelling or more Dwelling - 2.7 cubic metres

Tenant's White Goods

28. Subject to a Tenant Waiver, a Tenant's existing kitchen 'white goods' will be accommodated as part of the Refurbishment Works, where the existing dimensions of the kitchen allow for the new kitchen to be installed to meet the Availability Standards and placement of the white goods.

Tenant's Components.

29. Where the Tenant is responsible for specified elements/components of the Dwelling in accordance with the relevant Tenancy Agreement, the Contractor shall not be required to repair, replace and/or renew such elements/components unless such elements/components are directly and adversely affected by the Refurbishment Works or as otherwise explicitly required by the Output Specification.

Internal Doors

30. In respect of internal doors to Properties and/or Dwellings:-
- 30.1.1 In the event that internal fire doors are missing in a Dwelling, the Contractor will only install internal fire doors as part of the Refurbishment Works Programme subject to a maximum of 50 internal fire doors. The Authority may require the Contractor to install additional internal fire doors pursuant to Call Off Event 19 (as set out in the Call off Protocol) and in accordance with Clause 20 (Call Off Services) of the Contract and the Call Off Protocol.
- 30.1.2 where a Void Dwelling is refurbished as part of the Refurbishment Works Programme, the Authority may require the Contractor to install doors missing at the time the Dwelling becomes a Void Dwelling, pursuant to Call Off Event 19 (as set out in the Call off Protocol) and in accordance with Clause 20 (Call Off Services) of the Contract and the Call Off Protocol

Tenant's Improvements

31. Where Tenants have replaced Authority fittings with their own fittings (including kitchen units, sinks, W.Cs, bathroom appliances but not Tenant's or Landlord's gas fires), and a repair is required, the Contractor shall carry out a repair to such fitting using standard materials and equipment. The Contractor shall only use materials and/or equipment which have a monetary value in excess of the standard material and equipment if the Tenant provides such additional materials and/or equipment and they are made available to the Contractor at the time the Contractor is carrying out the relevant repair.

New Kitchens, Bathrooms and W.Cs and Heating Systems

32. Subject to a Tenant Waiver and in accordance with Notes 27 and 28, the Contractor shall ensure during the carrying out of the Refurbishment Works;
- any modifications and/or alterations to kitchens, bathrooms and W.Cs accommodate Tenants' own kitchens, bathrooms and W.Cs;
 - 90% of Dwellings receive each of the following:
 - new kitchens
 - new bathrooms and
 - new W.Cs; and
 - 100% of Dwellings receive new heating systems during the Refurbishment Works Programme. Retention of existing heating systems by Tenants pursuant to a Tenant Waiver will be excluded from this calculation.

Hazardous Deposits

33. In accordance with the Availability Standards, the Contractor shall ensure it clears all and any of the following Hazardous Deposits when performing the Works and/or Services:

- any deposit composed in whole or in part of animal or human bodily tissues or wastes (inc. faeces, urine and vomit),
- substantial food wastes where they constitute an environmental or health and safety risk,
- all items with sharp edges including glass and hypodermics,
- drugs or other pharmaceutical products, swabs or dressings,
- oil and paint and other vehicle or household liquids or gels.

Bulk Refuse

34. For the purposes of the Availability Standards (and other than in respect of clearance for Void Dwellings), bulk refuse shall include any refuse or waste which cannot be disposed of through normal domestic refuse clearance facilities (and which may include abandoned household items and furniture). The Authority may require the Contractor to dispose of bulk refuse as a Call Off Service pursuant to Call Off Event 6 (as set out in the Call Off Protocol) and Clause 20 (Call Off Services) of the Contract. For the avoidance of doubt, the Contractor will clear all household waste (including household waste situated in the garden) when cleaning voids.

Hot Water Tank and Cold Water Storage Tanks ("Combination Tanks")

35. To the extent it is necessary for the Contractor to order specifically tailored Combination Tanks (or a part thereof) to comply with the Availability Standards, the Contractor shall be entitled to an Excusing Event for the period from the date such order is placed and expiring on the date such order has been made available to the Contractor. In the event the Tenant does not permit the Contractor to install the Combination Tanks (or a part thereof) on the day such equipment is made available to the Contractor by the manufacturer, the Contractor shall be permitted one Working Day following the agreement of an installation date with the Tenant within which to install such equipment.

Fire Stopping Compartmentalisation

36. The Authority shall comply with Clause 27.3.5 (Authority Works) of the Contract. For the avoidance of doubt, if the only reason why a Dwelling and/or Property in respect of which a Certificate of Availability has not been issued (or deemed to have been issued) is that the Authority has failed to ensure firestopping compartmentalisation works have been carried out to the relevant Dwelling, the Certificate of Availability shall be deemed to have been issued in respect of that Dwelling.

Change in Type of Gas

37. The Contractor shall not be responsible for any modifications to (but excluding any adjustments) or replacement of gas boilers installed by the Contractor to the extent that the Contractor can demonstrate that any such modification and/or replacement necessarily and directly arises from a change in the composition of gas supplied to the Dwellings and Properties, provided that such a change affects the supply of gas to the South East of

England as a whole. Any such change of gas supply shall be a Compensation Event.

Annex A to the Availability Standards

EXTERNAL DECORATIONS SPECIFICATION AS REFERRED TO IN NOTE 6

RENDERED SURFACES AND FAIR FACE BRICKWORK

Existing Painted and Repaired Surfaces

Scrape off loose paint; face fill minor defects; apply one mist coat and two full coats of external grade masonry paint.

METALWORK – BALUSTRADES, HANDRAILS, GRILLES, C.I. DOWNPIPES, CRITTAL WINDOWS ETC.

Existing Painted Surfaces

Scrape off loose & flaking paint; touch up with galvanised primer; apply one undercoat and one gloss coat

New Metalwork

Apply primer, one undercoat and one gloss coat

WOODWORK – WINDOWS, DOORS, FASCIAS ETC.

Existing Woodwork

Scrape off loose paint; fill as necessary; rub down surfaces; touch up with primer as necessary; apply one undercoat and two gloss coats

Existing Woodwork (Poor Condition)

Scrape off loose paint; fill as necessary; rub down surfaces; touch up with primer as necessary; apply two undercoats and one gloss coat

New Woodwork

Primed at factory; apply one undercoat and one gloss coat on site.

Note: New windows and new repaired woodwork (scarf to frame etc.) to be finished to gloss standard internally also, touching in bare surfaces only on sectional repairs.

All paints to be Dulux or equal approved.

Annex B - Electrical Specification and Methodology

Section A - Aim and Approach

1. The overall approach of the Contractor to carrying out Electrical Works shall be to:
 - undertake the Base Electrical Works; and
 - minimize the extent of any Full Rewiring Works and Partial Rewiring Works, through implementation of an approach which gives precedence to repair over renewal and provides a cost effective solution for the Authority; and
 - contain costs arising from Electrical Works pursuant to this Contract within the Unitary Payment Profile as set out in Schedule 17 of the Contract; and
 - avoid the need to procure any Electrical Works in excess of the Electrical Works Cap pursuant to Call Off Event 14 (as set out in the Call Off Protocol) in accordance with Clause 20 (Call Off Services) of the Contract.
2. To achieve the aims set out in paragraph 1 above, the Contractor's approach to Electrical Works requires renewal of electrical wiring pursuant to Partial Rewiring Works or Full Rewiring Works only where the cables are not PVC and where such cabling has been damaged or is incapable of alteration or extension or is not fit for purpose for the Contract Period.
3. The Contractor will undertake the following Electrical Works to Rented Dwellings and Properties:
 - a) Base Electrical Works to all Tenanted Dwellings
 - b) Partial Rewiring Works to any Tenanted Dwelling where such Works are necessary for the Dwelling to meet the Availability Standards throughout the Contract Period.
 - c) Full Rewiring Works up to Electrical Works Cap but only to the extent Full Rewiring Works are necessary for the Dwelling to meet the Availability Standards throughout the Contract Period.
 - d) Full Rewiring Works in excess of the Electrical Works Cap may be procured by the Authority as a Call-Off Service in accordance with Clause 20 (Call Off Services) of the Contract.
 - e) Partial Rewiring Works of the Common Parts of all Properties to the extent Partial Rewiring is required in accordance with the principles and approach set out in this Annex B to the Availability Standards.
 - f) No Electrical Works are required to Leasehold Dwellings.
4. Please refer to Section B4 of this Annex for definitions of Base Electrical Works, Partial Rewiring Works, Full Rewiring Works and Electrical Works Cap.

5. The Contractor will report quarterly to the Authority on the extent of all Base Electrical Works, Partial Rewiring Works and Full Rewiring Works undertaken, in progress and to be undertaken. Such reports shall contain details of the nature and extent of the required Electrical Works, the number of Points achieved by the Contractor in undertaking Electrical Works during the last quarter, and the Dwellings to which such Electrical Works relate. In the event the Contractor has achieved 3,700 Points, it shall immediately notify the Authority in writing and shall not in any circumstances exceed the Electrical Works Cap unless it has specifically been requested by the Authority to do so in accordance with Clause 20 of the Contract. .

Section B - Methodology

1 Detailed Scope of Electrical Works

The Contractor shall provide each of the following:

- 1.1 Provision and maintenance of a safe electricity supply, in proper working order and with continuous and adequate metered supply
- 1.2 Electrical installation to comply with British Standard 7671, the IEE Wiring Regulations and Good Industry Practice, using PVC twin and earth cables chased into solid walls and clipped in floor and ceiling voids
- 1.3 All kitchen rewiring chased into the walls or surface mounted as agreed with the Tenant
- 1.4 All lighting rewiring installed within ceiling spaces or in the case of wall lighting chased into walls or run in surface mounted trunking as agreed with the Tenant.
- 1.5 All other rewiring either chased into the walls or run in surface mounted trunking as agreed with the Tenant.
- 1.6 Sub-mains cables renewed in accordance with the IEE Wiring Regulations, If compliance with the IEE Wiring Regulations is not practically possible by the Contractor, the cables will be: -
 - MICS - minimum size 1H10
 - SWA - minimum size 16mm 2-core
 - PVC - insulated twin & earth, minimum 16mm with separate 16mm earth
- 1.7 Consumer units split-load with miniature circuit breakers as circuit protective devices and with 30mA RCD protection of power circuits
- 1.8 Kitchens rewired as a necessary part of the Refurbishment Works with a new cooker circuit and a ring circuit comprising 4No twin switched socket outlets plus outlets dedicated to appliances
- 1.9 Existing and retained final circuits sleeved at their terminations with colours brown and blue, together with appropriate labelling on consumer units
- 1.10 Retention of existing locations and quantities of outlets except in relation to kitchens
- 1.11 Renewal of all existing accessory faceplates;
- 1.12 Renewal of existing lamp holder lighting points except where (subject to agreement with the relevant resident) resident's light fittings (which are safe) are to be retained;
- 1.13 Wiring and bonding of new heating systems;

- 1.14 Bonding of bathrooms where the existing bonding does not comply with current edition of British Standard 7671, including provision of bonding connection at lighting point(s)
- 1.15 New mains-powered smoke alarms to Dwellings. Where two or more are provided to a single Dwelling they shall be linked.
- 1.16 Electrical installation certificates, clearly defining the extent of new Electrical Works and the and the quantities of switches and outlets
- 1.17 Inspection of electrical systems, tested at 10-year intervals (as recommended in Guidance Note No 3 of British Standard 7671) or at a change of Tenancy, whichever is sooner

2 Initial Inspection and Assessment for Each Tenanted Dwelling and, Where Applicable, Common Parts of Properties

- 2.1 Prior to commencing the Electrical Works, the Contractor will procure the inspection of the existing electrical installations by a qualified person who will determine the extent of Electrical Works required to meet the Availability Standards in accordance with the aims set out in paragraph 1 above. Any inspection will be carried out visually as well as with the use of appropriate meters and the following, though not exclusively, will be recorded on an Electrical Works inspection pro-forma:
 - Supply cable and service head, consumer unit, meter and interconnecting cables are intact and are of suitable size, duty and condition
 - Type and size of sub-mains cable, where applicable
 - Type of consumer unit and direction(s) of outgoing circuit wiring
 - Existence of earthing and main bonding cables
 - Type of cable(s) installed in final circuits
 - Presence of earthing conductors in final circuit cables, particularly lighting circuits
 - General standard of installation
 - Presence of surface installation
 - Quantity of socket outlets in each room
 - Presence of spurs and junction boxes in circuit wiring
 - Loosen or remove accessory faceplates to inspect presence of back-boxes, adequacy of box fixings, no sharp edges liable to damage cables, length of cables, presence of green/yellow sleeving to earth conductor, presence of bonding conductor to metal back-box
 - Loosen or remove accessory faceplates to inspect presence of back-boxes, adequacy of box fixings, no sharp edges liable to damage cables, length of cables, presence of green/yellow sleeving to earth conductor, presence of bonding conductor to metal back-box
 - Loosen or remove lighting ceiling roses and resident's light fittings to inspect adequacy of fixings, length of cables, presence of green/yellow sleeving to earth conductor
 - Test each circuit:-
 - conductor R1 (live) and R2 (earth) resistances of each circuit
 - insulation resistance of each circuit

3. Inspection and Certification

The Electrical Works inspection pro-forma as set out in paragraph 2 above shall list and detail all proposed Electrical Works to be undertaken, all Electrical Works to be undertaken, all Electrical Works which the Authority has indicated are not required, and the cost of all Electrical Works to be undertaken in accordance with the inspection proforma.

The Electrical Works inspection pro-forma will be a reference document for the Employer's Agent when assessing whether a Dwelling meets the Availability Standards and a Certificate of Availability can be issued in respect of that Dwelling.

4 Electrical Works Definitions

Electrical Works shall comprise of the Base Electrical Works, the Partial Electrical Works, the Full Rewiring Works and the Communal Electrical Works.

Electricity Works Cap means 4,388 Points which may be incurred by the Contractor prior to the Refurbishment Works Completion Date. Communal Electrical Works shall be undertaken by the Contractor and shall not be included within the Electrical Works Cap and any Electrical Works undertaken by the Contractor following the Refurbishment Works Completion Date shall be at the sole cost of the Contractor.

Points shall be attributed to Base Electrical Works, Partial Rewiring Works and Full Rewiring Works in the following manner:

- 3 Points per Dwelling for Full Rewiring Works
- 2 Points per Dwelling for Partial rewiring Works
- 1 Point per Dwelling for Base Electrical Works

The basis of the calculation of the Points is as set out in Note 15 below.:

Base Electrical Works comprise of the following:-

- replacement of consumer unit
- rewiring of kitchens including mechanical ventilation
- sleeving of existing cables at terminations with current colours
- renewal of accessory faceplates and lampholders
- wiring of new heating systems
- provision of main bonding
- rewiring of bathrooms including mechanical ventilation
- provision of bonding in bathrooms
- installation of mains wired smoke detectors
- replacement of any Tenant's fittings which are unsafe

Partial Rewiring Works comprise of the following:

- Base Electrical Works;
- repair and partial-rewiring of cable faults
- rewiring of lighting if existing wiring is not earthed or not PVC-insulated

<ul style="list-style-type: none"> - partial-rewiring of circuits to suit damp-proofing works - renewal of all accessory faceplates and boxes, all flush where required by the Tenant - reconnection of Tenant's light fittings including wall lighting where requested and safe to do so
<p>Full Rewiring Works comprise of the following,</p> <ul style="list-style-type: none"> - Base Electrical Works - renewal of sub-mains cables if necessary - rewiring of all lighting and power circuits and renewal of all accessory faceplates and boxes, all flush - reconnection of Tenant's light fittings including wall lighting where requested and safe to do so
<p>Communal Electrical Works comprise of the following:</p> <ul style="list-style-type: none"> - repair and partial rewiring of cable faults - rewiring if lighting if existing wiring is not earthed or not PVC insulated - partial re-wiring of circuits - renewal of accessory face plates and lampholders

Notes:

1. In respect of kitchen rewiring, electrical wiring shall be flushed except where the relevant Tenant expressly states that he/she wants the wiring to be surface mounted. Tenants will have a choice over the location of surface mounted electrical works in kitchens.
2. New electrical wiring provided and installed shall be to a specification capable of being maintained for 35 years.
3. Electrical fittings provided and installed shall be to a specification capable of being maintained for the Contract Period
4. The number of electrical sockets to be provided in each room should be on a like for like basis provided that where this falls below the NHBC standard the following shall be provided as a minimum:
 - a) 4 double sockets in kitchens
 - b) 2 double sockets in living-rooms
 - c) 2 double sockets in bedrooms; and
 - d) 1 double socket in hallways
5. All rooms will as a minimum conform to the NHBC standard.
6. The electrical installations in all Tenanted Dwellings will be improved to ensure compliance with the prevailing standards at the time of the Refurbishment Works within the scope of the Base Electrical Works, Partial Rewiring Works or Full Rewiring Works as appropriate.
7. Tenants whose home is subject to the Partial Rewiring Works or Full Rewiring Works will be given the choice of electrical wiring either to be 'chased-in', (with the Tenant being responsible for consequential decorations work and costs if this option is chosen), or for electrical wiring to be contained within 'mini-trunking' with no consequential disruption to Tenants decorations. Tenant choice will be evidenced through documentary sign-off.

8. Tenants whose home is subject to the Partial Rewiring Works or Full Rewiring Works may opt for a mixed 'chased-in' / mini-trunking option with regard to different rooms in a Dwelling subject to the reasonableness of such an approach. In the event of any Electrical Works to be 'chased-in', Tenants will be required to accept liability for consequential decorations work and evidence Tenant choice through documentary sign-off.
9. Mini-trunking must be installed as discretely as reasonably possible and Tenants consulted on its proposed location.
10. OAPs and vulnerable Tenants eligible under the Authority's Special Decorations Programme and whose home is subject to the Partial Rewiring Works or Full Rewiring Works and who opt for 'chased-in' wiring, may have remedial decorations work undertaken funded by the Authority through the Authority's Special Decorations Programme. This remedial decorations approach will only be possible where the Tenant is eligible for such funds and the budget is available.
11. The remedial decorations work undertaken under the Authority's Special Decorations Programme may be undertaken by the Contractor if the Contractor meets the Authority's value for money requirements or will otherwise be undertaken by an alternative Decorations Contractor to be appointed by the Authority.
12. Electrical components and materials will be Crabtree / MK or equivalent.
13. Mechanical Extractor Fans will be Manrose / Vent Axia or equivalent
14. The provision of new electrical meters in communal areas is an Authority responsibility.
- 15 The basis of the calculation and composition of Points shall be as follows:

<u>Type</u>	<u>Percentage Splits</u>	<u>Number of Units</u>	<u>Points per unit</u>	<u>Total Points</u>
Full Rewiring Works	24.27%	717	3	2,151
Partial Rewiring Works	0.00%	0	2	0
Base Electrical Works	75.73%	2,237	1	2,237
	100.00%	<u>2,954</u>		<u>4,388</u>

<u>Total Bid Value</u>	<u>Total Bid Points</u>	<u>Value per Point</u>
8,343,494.00	4,388	1,901.43

