



## **Appendix 1 Part 1b – Servicing and Provision of Domestic White Goods**

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## **Section 1: Background**

### **About Aster**

We supply a wide range of housing options in response to the housing crisis, working towards our vision of ensuring everyone has a home. We are a not-for-dividend business was established in 1990 and have over £1.6billion worth of assets. We plan to develop more than 11,800 homes over the next seven years. The group reinvests profits from open market sale and shared ownership to support the development of affordable homes. It owns and maintains over 30,000 homes, provides services to approximately 90,000 customers and employs 1,300 people.

To find out more about Aster please go to our website: [www.aster.co.uk](http://www.aster.co.uk)

## **Section 2: The Project**

### **1,0 General Information**

The requirement is for the provision of the following services

- 8am-5pm Callout facility on domestic white goods appliances.
- Undertaking servicing and certification as required of current appliances.
- Attendance to diagnose if repair can be undertaken on a time and materials basis
- To carry out repairs to appliances as instructed by the service manager
- Pricing for replacement of current items, including connection and certification where required.
- Provision of a disposal and removal service for the replacement of domestic white goods within the stock owned by Aster.
- As part of this agreement and at the discretion of the Servicing Manager what will be defined as small works may be issued. Definition of small works for the purposes of this agreement will consist of system replacement, upgrades and modernisation.

This will primarily be a repair and servicing contract. The majority of callouts will be Level 1 emergency repairs or as set by the client. The cost to provide these services will be included within the rates/prices provided in the Pricing Schedule (Appendix B – Pricing Model) and form of tender for the execution of servicing and repairs.

1.1 Domestic White goods include but are not limited too-

- cookers
- fridges (larder and worktop)
- freezers

- fridge/freezers
- washing machines
- tumble driers
- toasters

1.2 Contract meetings will take place at the discretion of the Servicing Manager.

1.3 A program for Servicing will be issued by the Servicing Manager based on current asset information. The Contractor (successful tenderer) can request current programmes to be adjusted but this will be subject to approval from Aster

## **2.0 Requirements**

The Contractor (successful tenderer) shall be required to repair, replace and service domestic grade kitchen and laundry appliances for the most part. For preference the replaced item shall be from the named appliances within the pricing document although Aster reserve the right to change preferred makes/models at any time. Where a product isn't named the supplier is to nominate a product or appliance which will be consistently used until discontinued. It will be the supplier's responsibility to ensure any appliances are suitable for intended use and the location.

2.1 Where an appliance is in receipt of any manufacturer's warranty or includes extended warranty, documents are to be submit to the service manager.

2.2 Where any appliance or item is to be disposed of, a valid hazardous waste transfer note is to be completed by the Contractor (successful tenderer) and made available upon request. All sections of the transfer note are to be fully completed. Failure to provide this when requested will lead to none payment.

2.3 Response repairs will be issued via the Aster contractor portal. It is anticipated that a simple 'service down' statement from the site will generate the response visit.

2.4 The Contractor (successful tenderer) will attend site within the stipulated time frame and rectify any defect to resume the service. On completion of any repair/service visit the Contractor (successful tenderer) will provide an engineer report which is to be attached to the job being completed in Aster's contractor portal.

2.5 This contract will also offer scope to introduce a system of asset tagging – to be specified and implemented at a later date, post commencement. It is the intention that this system will be used to identify equipment for the full purposes of this contract, including raising jobs. Once in place, it will be the responsibility of the contractor (successful bidder), to ensure that all asset tags and asset register are legible and kept up to date, especially when replacing, adding, or removing equipment.

2.6 The contractor is to alert Aster to any product recalls issued by manufacturers which pertain to any of the equipment covered under this agreement.

### **3.0 Repairs**

For repairs this will be confirming an outline of the fault that has been repaired and an opinion as to whether further works are required or recommended.

### **4.0 Service**

4.1 For service jobs the Contractor (successful tenderer) will attend each site to service the equipment specified (currently tumble dryers but subject to change at Aster's discretion) and provide a report that covers each piece of equipment to be submitted via the contractor portal when completing jobs released. This service report will need to detail that all compliance related safety checks have been completed in accordance with current regulations and highlight any deviation from this together with necessary remedial action required.

4.2 Any subsequent instruction for a repair to be carried out will be on a time and materials basis with any uplifts as set out in the pricing document. If replacement is deemed to be to most costs effective option a quotation is to be provided for approval by the service manager.

4.3 Where the following occurs, the contractor is to note, record and notify Aster but this should not delay works proceeding.

- Any damage caused by flood, storm, vandalism or wilful neglect by a third party
- Any supply of works which will exceed £250 prior to the contractor's mark-up will require approval by the Service Manager. This figure may be amended at the service managers discretion. Please note if there is an immediate danger/threat to life present and works to make safe would exceed the working spend limit no pre-approval will be required and Aster will accept costs retrospectively. Please ensure the service manager is made aware at the earliest opportunity.

Failure to follow the above may result in refusal to pay for any works.

### **5.0 Location**

This will cover all Aster properties predominantly within the Southwest, regions requiring cover will be but not limited to the following counties Somerset, Wiltshire, Hampshire, Dorset, Devon and Cornwall.

### **6.0 Program period**

Servicing works will be undertaken throughout the year to meet the Association compliance requirement. A cyclical programme will be issued to the Contractor (successful tenderer) and must be adhered to, changes to this programme can be made upon request but will be subject to Aster approval. Repair and appliance renewal works and other call outs will be undertaken in line with the priorities set out in this document. The nature of the works is to deliver the servicing program to ensure systems are continually certified where necessary and any service disruption is kept to a minimum.

### **7.0 General for repairs, service, and replacement**

7.1 All materials and workmanship are always to achieve the Aster expectation to remain compliant and unless otherwise stated/permitted, materials are to be new. All works are to be carried out in strict accordance with the instructions given by the Contract Administrator from time to time during the progress of the works and to their entire satisfaction.

7.2 All goods, materials and workmanship used in the Works shall, so far as is practicable and unless otherwise specified, have been produced in the United Kingdom or any other EEC member country. No deviation from specified materials will take place without written authority.

7.3 Where a Standard or Code of Practice issued by the British Standards Institution or a European equivalent, the date at tender is appropriate, goods, materials and workmanship used in the Works, unless otherwise described, shall be in accordance with that standard

7.4 The letters "BS" followed by a number refers to particular British Standards published by the British Standards Institution. The relevant items must comply with the quoted BS, together with all amendments current at the date of tender.

7.5 In addition to the compliance with the provisions of the British Standards and Codes of Practice, the works shall comply with all relevant statutory instruments and regulations current at the date of tender (unless stated otherwise in this Specification) and in particular, with the following:

- Control of Asbestos Regulations 2012
- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulations 2002
- Construction (Design and Management) Regulations 2015
- ECA Wiring Regulations
- Regulatory Reform (Fire Safety) Order 2005
- Building Regulations

7.6 It is the aim of this agreement that the bodies involved will aim to Undertake the servicing, repair and replacement/installation of domestic white goods to communal kitchens and laundries. Please note that any property list provided is an indicative list and will be subject to additions/removals throughout the duration of the contract. All jobs will need to be attended/completed in line with the priorities set out against them when issued.

- 8am-5pm Callout facility on domestic white goods appliances.
- Undertaking servicing and certification as required of current appliances.
- Undertaking repairs as directed
- Replacement as directed of existing provision
- Provision of new appliances
- Disposal of redundant materials including provision of all certification.
- Offer advice and guidance on appliance specification and choices, support and assistance on upgrading, repairing and modernising of current installations.

7.7 Whilst Aster will be guided by the specialist's opinion Aster reserve the right to place orders with other organisations or tender works which are deemed outside this agreement.

7.8 Create a mutually beneficial partnership Involving Aster, Contractor and any suppliers and third parties to bring about successful projects from inception through to completion

7.9 The Contractor (successful tenderer) will be issued with a maintenance schedule.

7.10 Call outs and emergency attendance will be required within the timeframes set out against jobs issued.

7.11 Work in an open and honest way with shared information on products, budgets, programmes, specifications and costs.

7.12 Gain an understanding of the drivers behind the respective businesses to enable each partner to minimise the risks to each other by focusing on mutual interests.

7.13 Deliver this service in an environment of continuous improvement and achieving maximum value delivering repairs safely, on time, to cost and with minimal complaints.

7.14 All service and maintenance works must be carried out by a competent, qualified engineer. The maintenance & service is to meet all legal requirements & industry standards.

7.15 All work instructions will be issued through Asters contractor portal. Training will be provided by Aster on its use detailed instructions are outlined below. Works must be completed within the priority timeframe given against the jobs issued, should the Contractor (successful tenderer) believe they cannot complete the work within the priority set they must notify the service manager immediately. An engineer worksheet must be attached to all jobs being completed failure to do this means Aster cannot accept the job is completed and will result in the Contractor (successful tenderer) not receiving payment (a job cannot be completed without an appropriate worksheet). Following completion of works a monthly application will be submitted to the Service Manager for review, any non-completed works or costs against jobs outside of the agreed values will be disputed. The reviewed application will be returned highlighting all approved jobs and any disputed with an explanation. Together with the application a consolidated PO will be returned to enable the Contractor (successful tenderer) to submit a consolidated invoice against the agreed value detailed within the PO.

7.16 All works delivered are to be carried out against the issue of a valid works instruction via the contractor portal. (Job Number)

Valid works instructions will be considered to be

- Job number issued via the contractor portal
- Emergency jobs phoned through from the call centre- followed by a job number issued via the portal
- Instruction from service manager (written or verbal) followed by a job number issued via the portal

## **8.0 Maintenance Procedures**

8.1 All service and maintenance works must be carried out by a competent, qualified engineer. The maintenance & service is to meet all legal requirements & industry standards.

8.2 The contractor must include for the maintenance of the equipment and systems in accordance with the manufacturer's instructions and the following testing/inspections as a minimum.

6 Monthly Maintenance Visits (twice per year)

Tumble Dryer

- Thoroughly clean the lint filter and in/around the lint filter housing.
- Thoroughly clean all of the dryer's seals.
- Thoroughly clean through all vent ducting/hoses including external grill.
- Unscrew the back panel and vacuum around the blower and vent pipe connection
- Clean the back of the machine, as a buildup of dust in this area can also affect the dryer's function.
- If the tumble dryer uses a sensor, clean the drum with a stainless-steel cleaner
- Check for any signs of damage to the machine, supply cable and ducting if identified this is to be reported with any recommendations.
- All safety devices and features shall be checked in accordance with the manufacturer's instructions/current regulations to ensure they continue to function as designed.
- Any additional recommendations/requirements in accordance with manufacturers guidelines.

## **9.0 Engineer Worksheets**

9.1 As previously outlined an engineer worksheet is required to be attached to a job as a PDF document via Aster's contractor portal on completion of works. This worksheet as a minimum should cover off the following information.

- Site name/Aster job number
- Engineer attendance time/date
- Engineer's time spent on site
- Engineers name
- Detail of works completed, together with summary if system has been returned to working order/additional recommendations
- Confirmation engineer has carried out dynamic risk assessment and confirmation it is safe to proceed.
- Engineer signature
- Client signature (if possible)

## **10.0 Engineer Competency**

10.1 Aster will request an engineer training matrix which will need to detail all operatives that may work on the contract. This will need to be maintained by the Contractor (successful tenderer) and when updated revised copies sent to the service manager. This will also include when any new operative is added.

10.2 Aster reserve the right to question the competency of an operative working on the contract and if not satisfied they are competent to carry out the works set out as part of this contract reserve the right to request, they are not to attend Aster sites.

## **11.0 Site/Property Access**

11.1 It is the service providers responsibility to make all necessary access arrangements that are required in order to gain entry and complete works instructed. Aster will provide contact information and will only act as a point of escalation should the Contractor (successful



tenderer) have difficulties in making contact. Provision must be made to follow the below procedure.

- Bookings must be made in advance of the due date, giving ample time for resolution if contact with the site cannot be made ensuring compliance with the due date.
- Contact attempts to be made on three separate occasions to organise access arrangements.
- Details of the contact (dates, times & relevant numbers or e-mail addresses) to be evidenced via the Contractor Portal.
- If after three occasions still no date has been booked, these cases should be flagged as 'No Contact' and escalated back to Aster Group for resolution.
- Once Aster Group has resolved the issues, the updates will be communicated via the Contractor Portal.

## **12.0 Application for Payment**

12.1 The Contractor (successful tenderer) following completion of works will submit a monthly application for payment to the Service Manager for review, any non-completed works or costs against jobs outside of the agreed values will be disputed. The reviewed application will be returned highlighting all approved jobs and any disputed with an explanation. Together with the application being returned a consolidated PO will be issued to enable the Contractor (successful tenderer) to submit a consolidated invoice against the agreed value detailed within the PO for all approved jobs. Any jobs disputed will need to be re-submitted on the next application providing the disputed reason has been addressed and corrected. Any invoices submitted outside of this process or submitted with a value exceeding that detailed on the PO will not be paid. PLEASE *NOTE- Aster reserves the right to request for a full breakdown of costs submitted including evidence of hours spent on site and visibility of any material invoices from the service providers supplier.*

## **13.0 Aster's Contractor Portal Usage**

13.1 The following is an overview of the expectation of service providers use of Asters Portal the timeframes outlined below must always be adhered to. The necessary administration provision must be allowed for within the service providers tender return.

- To accept and reject jobs within 8 working hours of receipt on the portal. All rejections require a call being made to the servicing team and mandatory notes as to why this work will not be completed by the contractor.
- Once accepted works are to be scheduled with the tenant and appointment details added to the job or, in cases where the tenant is not required for access, ensure the job is taken through to the next stage by updating with a No Appointment Required reason and entering notes on the intended visit date/time.
- When work cannot be completed on the first visit, to ensure that all parties know of the reason the works were not completed, by selecting the relevant reason and

attaching a work sheet. All second visits will be sent back to the contractor with a count reference (using same job number but referencing DA005634/2). These should be accepted within 8 working hours and scheduled in again as per previous point.

- The completion of jobs can only be back dated up to 10 days prior to the accepted date so contractors must stay on top of the jobs they are managing via the portal. The portal will send daily notifications for open jobs in the portal to assist with this management. Please ensure you provide Aster with a relevant email address for this distribution email.
- A worksheet must be attached to every job completion (within 2 working days of the onsite visit being made) including the first visit where the job is being returned advising a second visit is required. If this document is disputed, it will be returned to the contractor in the portal with a disputed status advising the reason for the dispute. This must be dealt with within 2 working days by attaching the correct file with accurate details included. Notes of what the contractor has changed must be included.
- Invoices can be viewed within the portal with status of received, reconciled and paid. If there are any queries within this section of the portal, all contact must be via the AM & M purchase ledger team.
- Invoices, quotes, worksheets, certificates and photos can all be added to the job at any point throughout its life cycle. Notes must always be added to let Aster employees know it's there.
- Job management is a crucial part of the service providers role, so Aster insist that notes are added throughout the job life cycle to ensure all parties are aware of the current situation with each issued job.
- All jobs should go through three main stages; accept or reject, schedule, complete. Timeframes for these are as follows:
  - Accept or reject - 8 working hours
  - Schedule - within 8 working hours after acceptance. Please note if not able to schedule, notes or reasons can be applied to communicate delays.
  - Complete - Within 2 working days of the job/visit being completed. All completions/visit completions require a worksheet. Notes should be used to communicate delays.

13.2 The successful contractor will be issued jobs through Asters Contractor Portal,

13.3 .Access arrangements will be the responsibility of the service provider. Aster will provide the contact details, but the Contractor (successful tenderer) is responsible for making the necessary access arrangements to gain entry to site and complete works.

13.4 The attendance will be costed as per the Pricing schedule (Appendix B)

13.5 Should the repairs amount to what is perceived as excessive and not worth the investment of an aging appliance, the contractor is to contact the service manager and discuss options. Any recommendation on the provision or property are to be reported back in writing. No obligation to offer follow on work is provided.

13.6 The Service Manager will decide on the scale/scope and complexity of the works. Some items may be placed directly with the service contractor at the discretion of the Service Manager.

13.7 Any addresses which the Contractor (successful tenderer) believes are under specified or over specified for the service are to be raised with the Servicing Manager.

13.8 Jobs for servicing inspections will be issued via Aster's contractor portal in line with the agreed cyclical programme on completion of the cyclical activities a servicing worksheet will be required to be attached to the job when closing. This servicing worksheet will need to document all necessary compliance related checks have been completed and if the outcome was satisfactory. As part of this agreement and at the discretion of the Service Manager what will be defined as small works may be issued. Definition of small works for the purposes of this agreement will consist of system replacement, upgrades and modernisation. This work will be on a quoted basis and quotes will be submitted in line with the rates set out in the pricing document. Aster reserves the right to request for a full breakdown of costs submitted including any and all material invoices.

13.9 Submissions for payment will be submitted following an application for payment method, Aster will provide an application template to be used. The contractor will be required to submit applications on a monthly basis only against jobs that have been physically completed via Aster's contractor portal any applications against jobs not completed will be disputed.

13.10 Aster also reserve the right to dispute any jobs where costs exceed pre agreed values.

## **14.0 Roles and responsibilities**

14.1 Surveyor - Aster (will also be the named service manager within the contract)

### Role

- a. To carry out day to day supervision of the works
- b. To provide a first point of contact for tenants and to provide information and resolve queries as necessary
- c. To undertake property surveys and provide the contractor with information to allow contract progression
- d. Manage and Maintain Financial control including the undertaking of Valuations, variations, invoicing and production/review of certificates
- e. Carry out quality control on servicing contract and monitor compliance.
- f. Undertake progress meetings as required producing minutes, and ensuring actions are completed and undertaken in a timely fashion
- g. Carry out the contract administration in line with the Planned Maintenance Procedures

### Responsibility

- a. Ensure tenant consultation is carried out and act as first point of contact for all tenant contract queries
- b. In conjunction with the Contractors Supervisor provide day to day management of the works
- c. Carry out onsite inspections and liaise with tenants as required
- d. Make on site decisions regarding the day to day delivery of the works
- e. Implement, on a day to day operational basis the working practices, procedures and policies set out in the Aster documentation
- f. Report back to management on any operational matters that require a change in working practice, procedure or policy

14.2 Servicing Manager- Aster

#### Role

- a. Co-ordinate the different works programmes on a day to day operational basis to ensure sufficient resources are in place
- b. Provide day to day support to front line operational staff
- c. To provide, in conjunction with the senior management, agreed performance data

#### Responsibility

- a. Ensure that detailed programmes are developed, maintained and updated and report back to the any monitoring group on progress against programme
- b. Ensure that adequate staffing resources are available for each planned programme
- c. Ensure information from all works are cross referenced to other programmes and works to ensure no programme operates in isolation
- d. Ensure appropriate administrative support is provided to any monitoring group to enable it to function efficiently and effectively
- e. Ensure that key performance data is provided to the any monitoring group as required

### 14.3 Technical Services Assistant Director - Aster (possibility some of role undertaken by others)

#### Role

- a. To oversee the delivery of the works within Aster
- b. Ensure team members remain focussed, committed and working in a constructive, co-operative way
- c. Co-ordinate key performance data and ensure it is presented to any monitoring group meeting
- d. To challenge and question current practice and procedure to ensure continuous improvement is achieved
- e. To ask why and how

#### Responsibility

- a. Ensure appropriate key performance information is provided to any monitoring group meeting
- b. Provide support and direction to front line members of staff delivering the works in conjunction with the other Manager
- c. Monitor and manage expenditure to ensure financial arrangements are operating within target prices and report back to the planned maintenance monitoring group where this is not the case
- d. To raise issues or concerns from an overall partnering approach to the planned maintenance monitoring group
- e. Propose improvements and best practice examples to the planned maintenance monitoring group
- f. To ensure the group is working effectively
- g. To facilitate the development of new ideas and processes to improve effectiveness and efficiency of the arrangement
- h. To ensure performance data is being collected and used

### 14.4 Site Manager/Supervisor- Contractor

#### Role

- a. To carry out day to day supervision of the programme
- b. To provide a first point of contact for tenants and to provide information and resolve queries as necessary

#### Responsibility

- a. To co-ordinate the ordering and delivery of all materials required to carry out the planned programme
- b. To supervise all operatives on a day to day basis and monitor individual performance
- c. In conjunction with the Building Surveyor provide day to day management of the planned programme
- d. Collect collate and provide Key performance information in line with the requirements of the planned maintenance monitoring group
- e. Make on site decisions regarding the day to day delivery of the programme
- f. Implement, on a day to day operational basis the working practices, procedures and policies agreed by the planned maintenance monitoring group
- g. Report back to the planned maintenance monitoring group any operational matters that require a change in working practice, procedure or policy
- h. To take day to day responsibility for health & safety and environmental issues

### 14.5 Contract Manager- Contractors

#### Role

- a. To oversee the delivery of the contract within the contracting organisation
- b. Ensure team members remain focussed, committed and working in a constructive, co-operative way
- c. Co-ordinate key performance data and ensure it is presented to each planned maintenance monitoring group meeting

#### Responsibility

- a. Ensure appropriate key performance information is provided to every planned maintenance monitoring group meeting
- b. Provide day to day support and direction to front line members of staff delivering the planned programmes
- c. Monitor and manage expenditure to ensure the financial arrangement is operating within target prices and report back to core group where this is not the case
- d. To raise issues or concerns from an overall partnering approach to the planned maintenance monitoring group
- e. To assist the Service Manager with reporting programme updates to the Planned Maintenance Monitoring group
- f. To take overall responsibility for health & safety issues

### 14.6 Regional Director- Contractor

#### Role

- a. To challenge and question current practice and procedure to ensure continuous improvement is achieved
- b. To ask why and how
- c. To develop the partnering approach within the contracting organisation

#### Responsibility

- a. To lead on the development of the partnering arrangement
- b. To ensure the group is working effectively
- c. To facilitate the development of new ideas and processes to improve effectiveness and efficiency of the arrangement
- d. To ensure performance data is being collected and used

**15.0 Relationships, communications, detail and protocols**

15.1 Communication and conflict resolution

All information should start with the surveyor and site supervisor to resolve and or deal with. Escalation only takes place should the issue not be resolved within the stated time frame or conflict ensues over a decision/action

Aster		Contractor
Surveyor	5 days	Site Supervisor
Servicing Manager	5 days	Contracts Manager
Technical Services Assistant Director	10 days	Contractors Area Director

**16.0 Timetables and programmes –**

It is anticipated that this work will commence on 07/09/2020. A process will be established jointly and used to monitor the service delivery.

**17.0 Priority levels**

Level	Type	Category for KPI	timescale	Example/definition
1e	Critical	Emergency	4 hours	Any defect or situation that has the potential to endanger life or limb, cause major damage to the dwelling or affect a large number of dwellings in the opinion of the client
1	Emergency	Emergency	24 hours	Any defect that puts the health, safety or security of the tenant or third party at immediate risk or adversely affects the structure of the property. Normally a single dwelling in the opinion of the client
2	Urgent	Urgent	5 working days	Any defect that causes some minor inconvenience to the health, safety or security of the tenant or third party in the opinion of the client
3	Routine	Routine	20 working days	Any defect that can be deferred without serious discomfort inconvenience or nuisance to a tenant or third party in the opinion of the client

4	Cyclical	Cyclical	work to be completed within the calendar month/ by due date	For the most part these are works which are of periodic testing and inspection in nature
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### **18.0 Material Supply and supply Chain relationship**

Where appropriate, Aster reserves the right to introduce its own supply chain and/or services along with materials. Any pricing will be adjusted accordingly.

Providers appointed to the Contract may be required as main contractor within projects and to utilise supply chains already or yet to be established by Aster Property or the procurement clubs which support them.

### **19.0 Combined risk register**

A combined risk register will be produced with the successful contractor.

### **20.0 Access for tender stage visits**

Several sites are access controlled. Any site visits to be arranged via In-Tend requests. Any queries or questions are to be submitted through Intend. Any breach of this may result in tender exclusion.

In-Tend is free to use and access and can be found by following this link: <https://www.in-tendhost.co.uk/aster.aspx/Home>