



Specification

Emergency Lighting Testing & Inspection with Associated Remedial Works

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

2: Engagement with Aster

The successful contractor will be issued jobs through Asters contractor portal, to visit site and return the system to normal service. Access arrangements will be the responsibility of the service provider. Aster will provide the contact details, but the service provider is responsible for making the necessary access arrangements to gain entry to site and complete works. The attendance will be on a time and materials basis as per the Pricing Schedule. Should the repairs amount to what is perceived as excessive and not worth the investment of an aging system, the contractor is to contact the service manager and discuss options. Any recommendation on the system or property are to be reported back in writing. No obligation to offer follow on work is provided. The Aster nominated 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. Any properties which the contractor believes are under specified or over specified for the service are to be raised with the Service Manager. Jobs for annual inspections will be issued via Aster's contractor portal in line with the agreed cyclical programme on completion of the annual inspection a condition report will be required to be attached to the job when closing. As part of this agreement and at the discretion of the Aster nominated 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 Schedule. Aster reserves the right to request for a full breakdown of costs submitted including any and all material invoices.

3: Programme period

Servicing works will be undertaken throughout the year to meet Asters requirements and compliance. A cyclical programme will be issued to the service provider and must be adhered to, changes to this programme can be made upon request but will be subject to Aster approval. Repair works and call outs will be undertaken in line with the priorities set out in this document.

4: The Project

4.1 General Information

Aster holds its stock data electronically against Unique Property Reference Numbers (UPRNs). These include rented and leasehold properties (homes) but also other stock, such as garages, blocks, roads etc.

It is Aster's intention to introduce an internal document management system that will auto file documents to pre-set repositories. In order for this to happen document files will need to be named in a specific predefined format (to be specified by Aster at a later date). In order to comply with the terms of the contract/s, bidders are to take note that submission of certification via electronic format, against specific certificate nomenclatures including UPRN references, will be implemented at a later date with notice.

Contractors will be required to include UPRN's as part of any data utilised as part of this contract.

Aster equipment within scope of this service specification is not currently asset tagged and are only identifiable with location descriptors. It is intended that a programme to asset tag all equipment will take place and it is expected that delivery

of this programme will sit with the successful bidders, with identifiers to be provided by Aster. Once implemented, this system is to be used on any 3rd party systems that identify Aster assets.

The numbers of UPRNs provided per lot are accurate at the point this ITT is issued. Changes may occur prior to contract commencement and during the contract terms, due to disposals (stock rationalisation) removing UPRNs and as a result of the development of new properties (adding UPRNs). As such it is anticipated that volumes of work within lots is likely to fluctuate throughout the duration of the contract term. All changes to lot asset registers will be made by Aster as and when these need to be made. Bidders are asked to bear this in mind when considering their proposals. A full asset register is provided in **Appendix C - Property Listings**.

The initial remit of servicing under these contract agreements will be restricted to annual servicing elements only (full duration testing), for the asset register as provided in this document. Bidders are also asked to include service proposals and pricing for monthly inspections (short duration), against the same asset register for implementation later in the contract term, should Aster choose to implement this.

Both contracts will each be for an initial term of 4 years commencing six weeks after contract award, with an option to each be extended for a second, third, and fourth period of 2 years for each term respectively (subject to satisfactory performance, and at Aster's discretion). Aster will appoint based upon the criteria as set out in **Appendix A - Instruction Document ITT Emergency Lighting**.

Aster's aim is to have works delivered through a simple and clear contract and cost model. Aster want to develop dynamic contract relationships, where contractors work proactively with Aster to drive the quality of service up, and deliver cost efficient outcomes.

The commercial (contract payment) model is based upon a set servicing cost, with supplementary use of a Schedule of Rates and dayworks for separate works, when required (and only with prior approval). The intention is to have complete clarity over payments due for each piece of work, so that on completion potential providers can be paid securely.

Aster has deliberately chosen not to include distinctions between the size of its sites, and the number of serviceable elements contained therein. Bidders are welcome to visit sites listed in each lot so they can gain an indicative idea as to size and scope of testing required for each. The Asset register is listed in **Appendix C - Property Listings** also contains additional information regarding each location. Aster has sought to ensure that the stock and work profiles are clear and accurate in the ITT, to enable all work to be priced accurately.

Annual pricing reviews form part of this proposal and are set at September CPI values. Further information regarding this can be found in **Appendix B – Pricing Model**.

The 2 year extension clauses will be exercised solely at the discretion of Aster Group, and any offers to extend will be done so under the pre-existing conditions of the contract.

Aster has prioritised simplicity of approach with client and contractor concentration on service delivery within the contract. As such, Aster do not require additional partnership detailing such as liveried vans or detailed social value targets which would normally be found within these types of contracts.

4.2 Scope of works

This Service Specification for Aster's Tender for Emergency Lighting Testing & Inspection (ELT&I), for its housing stock located in the south of England.

Aster are seeking the services of (a) contractor/s working under 2 regional contracts.

Each contract is for an initial term of 4 years, with an optional 2-year, + 2-year, + 2-year extension.

This requirement is split into 2 lots – 1 contract per lot.

The contracts being procured will include the following works:

- Monthly short duration lighting test charged against a pre-agreed schedule of rates (to be implemented at a later date, at Aster's discretion), with a £250 per site caveat for works carried out without authorisation (at the time of testing). Listed as a separate job, under a new job description and job number, retrospectively.
- Annual full duration lighting test charged against a pre-agreed schedule of rates, with a £250 per site caveat for works carried out without authorisation (at the time of testing).
- Remedials for all properties charged under a combined schedule of day-rates and materials. Any works over £250 are to be to be quoted for, and will be raised as a separate job, under a new job description and job number, retrospectively
- Other occasional ad hoc works which will be charged under day-work rates or SOR.

Technical specifications for these requirements can be found in **Section 5** of this document.

The desirable outcome for all service visits is that a satisfactory certificate is issued following a single visit. Details of the content of certificate and the timescales for submitting it, shall be agreed between Aster and the successful bidder .

The scope of works gives authorisation to carry out a service and then immediately rectify any faults identified to a spend threshold of £250.00 after which, authorisation will need to be given by Aster. Aster reserve the right to dispute payment for any unauthorised work.

Such certificates produced following these incidences must be submitted implicitly stating that corrective works have taken place and that all faults have been rectified, and if any outstanding work remains.

All works & services to be carried out against the specifications listed in **Section 5** of this document. Deviation from these specifications is strictly prohibited unless written consent is given by the Aster Contracts Manager.

4.3 Servicing

All servicing works are to be delivered against time thresholds as specified within this document which will form part of the KPI suite of these contracts.

- Service visits will be raised by Aster and sent through to suppliers via its contractor portal
- Each service visit will be assigned a job number and delivery priority based on month, with final certification due no later than the 28th.
- The priority on each job will determine the delivery KPI
- Servicing delivery KPI's will be measured monthly

4.3.1 Remedial repair works

All repair works are to be delivered against time thresholds as specified within this document which will form part of the KPI suite of these contracts.

- Repair visits will be raised by Aster and sent through to suppliers via its contractor portal
- Each repair job will be assigned a job number and delivery priority based on its urgency (**See 8.3 Priority Levels**).
- The priority on each job will determine the delivery KPI
- Servicing delivery KPI's will be measured monthly

4.4 General for all works packages

4.4.1 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.

4.4.2 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 service provider 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 service provider 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 service provider to submit a consolidated invoice against the agreed value detailed within the PO.

4.4.3 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

4.5 Engineer Worksheets

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)

4.6 Engineer Competency

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 service provider and when updated revised copies sent to the service manager. This will also include when any new operative is added.

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.

Contractors are asked to rely on their own technical expertise to make dynamic assessments of site conditions and arrangements. In instances where prospective contractors feel that the service specifications contained within this document are unsuitable, individual variations to spec must be agreed in writing prior to any work being carried out.

All personnel carrying out testing & inspection of electrical systems must be deemed:

'Skilled Person (electrically)' – as defined in BS7671:2018 page 37

All personnel carrying out electrical remedial work must be deemed either:

'Skilled Person (electrically)' – as defined in BS7671:2018 page 37

Or

'Instructed Person (electrically)' – as defined in BS7671:2018 page 31

4.7 Asbestos

All contractors and their operatives are required to hold UKATA (or equivalent) asbestos awareness, as a minimum.

Non-licenced work with asbestos within the existing resource of their organisation.

Any pricing for works that require non-licenced work must be included within their submitted costs.

Any Licenced asbestos work is to be referred to the Aster prior to any work taking place.

Aster is unable to provide information regarding the volume of non-licenced work as this is usually identified as part of dynamic risk assessments carried out by operatives.

4.8 Site/Property Access

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 service provider 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.

4.9 Application for Payment

The service provider 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 service provider 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.

4.10 ICT

Aster view Information and Communication Technology (ICT) as vital to the successful delivery of the service requirement. As such, all contractors are required to deliver a full and complete interface package as part of their delivery.

Bidders are invited to submit detailed tender submissions for the delivery of the requirement as described in this Service Specification. Part of this submission is an agreement to submit certification, valuations, and invoices in a specific electronic format.

All job management will be run through Aster's supplier portal.

Strict adherence to pre-determined formats is essential for document management, and compliance monitoring at Aster.

Failure to adhere to these will result in a delay in payment as correct certificate submission constitutes an essential component of delivery. Properties will not be signed off as complete until satisfactory QA of all certification has been verified following submission to Aster.

4.11 Aster's Contractor Portal Usage

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.

- 4.11.1 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.
- 4.11.2 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.

- 4.11.3 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 then ending in /2 if it was a second visit, or /3 if it was a 3rd visit). These should be accepted within 8 working hours and scheduled in again as per previous point.
- 4.11.4 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.
- 4.11.5 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.
- 4.11.6 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.
- 4.11.7 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.
- 4.11.8 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.
- 4.11.9 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.

4.12 Completions

The ELT&I will be paid for under an inclusive price per service cost model. Remedial action work will be paid for under a Schedule of Rates (SOR) which is included in the pricing model of this tender.

Prospective contractors will be issued their lot in full, following confirmation of award, prior to the contract launch meeting.

Contractors are required to submit electronic copies of certification along with a valuation for works contained therein. All valuations & certification submission must be deemed compliant before being considered for processing and payment by Aster Group.

5: Technical specifications

5.1 Monthly Emergency Lighting Testing

All emergency lighting systems should be tested monthly. This is a short functional test in accordance with BS EN 50172:2004 / BS 5266-8:2004.

Content and details of the test script to be agreed between Aster and the winning bidder

The duration of the test should be sufficient to ensure that the luminaire operates correctly, whilst minimising any damage to the system components, e.g. Lamps, Battery.

It is important to note that the entire system doesn't have to be tested at the same time. The system can be tested in sections, over a testing schedule, so long as each luminaire is tested each calendar month.

5.2 Annual Emergency Lighting Testing

The annual test should be a full rated duration test to ensure that the emergency lights are still working and producing the acceptable level of light at the end of the test. So, for example if a luminaire is rated for a 3 hour duration, then after 3 hours in an emergency situation the light should still be lit.

Content and details of the test script to be agreed between Aster and the winning bidder. It is worth noting that this full duration test should be completed at a time of low risk of an emergency situation so that the batteries have sufficient time to recharge.

5.3 General for all works packages .

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 service provider 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 service provider 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 service provider to submit a consolidated invoice against the agreed value detailed within the PO.

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

5.4 Key Performance Indicators (KPI's)

- Aster monitor the performance of contract quality and delivery through a series of KPI measures. Aster require all Service Providers to achieve KPI targets as detailed in **8.4 Key Performance Levels**
- These KPIs are specific to this contract and will be utilised when Aster is determining whether contractors need to be supported through challenging events that may disrupt Service Level Agreements (SLA's).
- Failure to achieve KPI Targets
- Any Service Provider that fails to meet any of the desired KPI targets will be asked to provide a rationale for the delivery failure. Aster will then host a review meeting detailing the areas against which improvements are required.
- Suppliers are required to meet to a format and frequency as deemed appropriate by Aster's contract manager to discuss performance related issues.
- Following these meetings, the supplier will enter into an improvement plan that has been jointly developed and agreed upon.

6: Location

This will be separated into two lots, totalling 709 individual UPRNs' (Unique Property Reference Numbers):

Lot 1 - Aster North – Stock Breakdown

In total, there are 393 individual UPRNs' that will require servicing.

149 - Wiltshire

87 - Somerset

157 - Hampshire

Please note that this information is subject to change (addition and deletion of properties)

Lot 2 - Aster South – Stock Breakdown

In total, there are 316 individual UPRNs' that will require servicing.

263 - Dorset

53 - Cornwall & Devon

Details of the properties found within both lots can be found in Appendix C Property Listings

Please note that this information is subject to change (addition and deletion of properties)

7: Roles and responsibilities

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

Role

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

Responsibility

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

7.2 Servicing Compliance Manager/Contract Manager- Aster

Role

1. Co-ordinate the different maintenance programmes on a day to day operational basis to ensure sufficient resources are in place
4. Provide day to day support to front line operational staff

3. To provide, in conjunction with the Operations Manager and head of Planned Maintenance, agreed performance data

Responsibility

1. Ensure that detailed programmes are developed, maintained and updated and report back to any monitoring group on progress against programme
4. Ensure that adequate staffing resources are available on the client side for each work stream
3. Ensure information from each work stream is cross referenced to other programmes to ensure no programme operates in isolation
4. Ensure appropriate administrative support is provided to the planned maintenance monitoring group to enable it to function efficiently and effectively
5. Ensure that key performance data is provided to the planned maintenance monitoring group Monthly

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

Role

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

Responsibility

1. Ensure appropriate key performance information is provided to any planned maintenance monitoring group meeting
4. Provide support and direction to front line members of staff delivering the planned programmes in conjunction with the Planned Maintenance Manager
3. 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
4. To raise issues or concerns from an overall partnering approach to the planned maintenance monitoring group
5. Propose improvements and best practice examples to the planned maintenance monitoring group
6. To ensure the group is working effectively
7. To facilitate the development of new ideas and processes to improve effectiveness and efficiency of the arrangement
8. To ensure performance data is being collected and used

7.4 Site Manager/Supervisor- Contractor

Role

1. To carry out day to day supervision of the programme

4. To provide a first point of contact for tenants and to provide information and resolve queries as necessary

Responsibility

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

7.5 Contract Manager- Contractors

Role

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

Responsibility

1. Ensure appropriate key performance information is provided to every planned maintenance monitoring group meeting
4. Provide day to day support and direction to front line members of staff delivering the planned programmes
3. 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
4. To raise issues or concerns from an overall partnering approach to the planned maintenance monitoring group
5. To assist the Service Manager with reporting programme updates to the Planned Maintenance Monitoring group
6. To take overall responsibility for health & safety issues

7.6 Regional Director- Contractor

Role

1. To challenge and question current practice and procedure to ensure continuous improvement is achieved
4. To ask why and how
3. To develop the partnering approach within the contracting organisation

Responsibility

1. To lead on the development of the partnering arrangement
4. To ensure the group is working effectively
3. To facilitate the development of new ideas and processes to improve effectiveness and efficiency of the arrangement
4. To ensure performance data is being collected and used

8: Relationships, communications, detail and protocols

8.1 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

8.2 Timetables and programmes

It is anticipated that this work will commence on site in April 2020. A process will be established jointly and used to monitor the servicing program. However, works will be issued via Asters contractors Portal. 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. Aster also reserve the right to dispute any jobs where costs exceed pre agreed values.

8.3 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	Not recorded	work to be completed within the calendar month/due date	For the most part these are works which are of periodic testing and inspection in nature

8.4 Key Performance Indicators

KPI Reference	Emergency Lighting Inspection & Testing	Key Performance Indicator Percentage
1	Number of service visits achieved within priority timescales	100%
2	Number of repair visits achieved within priority timescales	98%
3	Number of Emergency and Urgent visits achieved within priority timescales	100%
4	Percentage of no access (3 x attempts)	20%
5	Percentage of successful certification Quality Assurance	98%
6	Percentage of successful 3rd party (site) audits	98%

8.5 Pricing Schedule –

See Appendix B - Pricing Model

8.6 Consultant service matrix –

At this stage no consultants will be party to this agreement

8.7 Combined risk register

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

8.8 Material Supply and supply Chain relationship

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

8.9 Access for tender stage visits.

Due to the COVID 19 Pandemic we cannot offer site visits during the tender process.