



Appendix 1 Part 1b – Specification Auto Door Maintenance Services

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: The project

2.1 General Information

The requirement is for the provision of the following services

- 2.1.1 24 hour call out service to automatic door/gate entry and openers. On completion of all repair/call out works an engineer worksheet is to be attached to the job issued via the Aster contractor portal.
- 2.1.2 Servicing and certification of Aster's automated door/ opening systems. On completion of a service a report is to be attached to the job being completed in Aster's contractor portal this 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.
- 2.1.3 Pricing will be based upon a fixed service cost per unit and time and materials basis for repairs. Time for travel plus first complete hour on site, plus materials with mark-up. Any subsequent hours to be included at separate rate. Please refer to Appendix B Pricing Model
- 2.1.4 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 or modernisations. This work will be on a quoted basis and quotes will be submitted in line with the small works rates set out in Appendix B Pricing Model.
- 2.1.5 This will primarily be a servicing and repair 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 and form of tender for the execution of servicing and repairs;

Automatic openers include but are not limited to

- Doors
- Gates
- Roller shutters
- Barriers
- All electronic components on garage systems
- All cables and distribution associated with the systems including the mains supply from the isolators to automated opening equipment
- Mechanical locks
- Auto stop systems- safety features

- 2.1.6 Contract meetings will take place at the discretion of the nominated Aster service manager

A program for Servicing will be issued by the service manager based on current asset information. The Service provider can request current programmes to be adjusted but this will be subject to approval from Aster.

2.2 Scope of Works

- 2.2.1 The service provider shall undertake a detailed asset survey during the initial maintenance visit. At this time the service provider will asset tag each of the landlord's items covered in this document and any future equipment added to the contract. This is to be provided to the service manager as a digital document and continually upon request to ensure all asset information is being captured.
- 2.2.2 The asset details and report format required by the service manager will be agreed prior to the commencement of the contract and any surveys
- 2.2.3 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. The service provider will attend site within the stipulated time frame and rectify any defect to resume the service. On completion of any repair/service visit the service provider will provide an engineer report which is to be attached to the job being completed in Aster's contractor portal. 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. For service jobs the service provider will attend each site to service all automated opening equipment present 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.
- 2.2.4 Also included within the contractor's responsibility: Any items found to be defective shall be replaced like for like with a similar product from the same manufacturer. Where the original manufacturer's product is no longer available equivalent parts may be used on agreement with the service manager
- 2.2.5 Where the following occurs, the contractor is to note, record and notify Aster but this should not delay works proceeding.
- 2.2.5.1 Any damage caused by flood, storm, vandalism or wilful neglect by a third party
- 2.2.5.2 Any fault on the system, or to the power supply to the main isolator including any isolators not associated with the automated opening systems.
- 2.2.5.3 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 manager's 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.

2.3 Maintenance Procedures

2.3.1 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.

2.3.2 The contractor must include for the maintenance of the equipment and systems in accordance with the manufacturers instructions and the following testing/inspections as a minimum

6 Monthly Maintenance Visits (twice per year)

Roller Shutters

- Examine the shutter for warped or indentations, report/record and repair as necessary
- Check the chain which supports the door is correctly aligned with the pulleys and tighten as required
- Check for rust or cracks in any supports, report and repair as necessary
- Clean the shutter including the chain and or pulleys
- Service the rollers, bearings and hinges with oil and silicon lubricant as required
- Test security of all components fixings and tighten as required
- Record and report any defects following correction
- Issue inspection sheet to Aster service manager
- All systems safety function are to be tested for correct operation
- Any equipment installed

Control units

- Test function of access control units
- Test inverter output with independent test instruments
- Check security or all wiring and terminations and tighten as required
- Test all panel switches and indicator lights for correct operation and replace as required
- Inspect all panel fuses for signs of overheating and report
- Test auto stop system
- Repair or replace any faulty component in accordance with the manufacturer's instructions

Battery Unit

- Test battery condition using independent test equipment and report
- Inspect and clean battery terminals. Re-grease with petroleum jelly as required

Motor

- Clean torque bolts
- Check belts
- Check sprocket
- Check pulley

Gears

- Check oil levels
- Check sprocket
- Clean gear and remove excess grease

Chain

- Tighten and adjust chain
- Check chain bolt check links and clean
- Hand apply grease
Limits and Cams
- Check cams, limit switches, grease rod, set cams, check wiring, test and report
Circuit boards
- Check board connections wiring, test and report
Chassis
- Check torque bolts, check welds check integrity
Gates
- Welds, wheels, hinges, guide rollers and tracks
Door Bolts
- Test operation of all door bolts. Report back on any that are excessively noisy or hot.
Replace all malfunctioning bolts
- Inspect all bolts to ensure they locate properly/correctly into their keeps. Ease and
adjust as required
All units
- Test security of all components, fixings and tighten as required. Correct any defects
- Inspect all units for damage and/or corrosion
- Correct any defects
- Submit report stating completion of all actions and reporting any damage/corrosion
Guide tracks (Rolling Doors)
- Clean the internal sections of the guide tracks with a cloth dampened with mineral turps
or methylated spirits
- Polish vigorously to achieve a smooth, dirt and moisture resistant surface. Do not use
grease or oil on the guide tracks
Guide Tracks
- Cleaned as per rolling door instructions, but do not require polishing of the internal
guide tracks
Steel Hinges (if fitted)
- Sparingly lubricate with an all-purpose machine oil
- Lubricate wheel to axle bearings
Plastic hinges
- No lubrication is generally required however silicon spray to be applied as necessary
Springs
- Wipe over with an oily rag
Locks
- Check operation of lock, apply suitable spray lubricant locks not to be greased

Automatic Openers

- Check operation
Opener chains

Lubricate chains

Lifting Cables (if fitted)

- Check for wear and report to Aster
- Adjust tension if required
Fasteners
- Check all screws, nuts, bolts to ensure they are secure, replace as necessary
Spring tension
- Adjust tension as required
Electrically powered gates (twice per year)

Ensure that the forces generated by a gate when meeting a person or an obstacle are limited and that they do not exceed the values specified in annex A BS EN12453:2001 and measured in accordance with BS EN 12445:2001 'industrial commercial and garage doors and gates – safety in use of power doors: Test Methods.

Report findings on the force limitations and safeguards in place such as pressure sensitive strips on the closing edge/photoelectric sensing devices, hazards, for example crushing, shearing, impact and hazards on the opening edge, gaps in the gate where they pass fixed structures, and at the drive mechanism as described in BSEN 12453:2001

All Automated opening systems

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, ensures that safety is maintained, and Aster's equipment remains compliant at all times.

Please Note

If/when standards are updated that differ from those outlined above works are to be carried out in accordance with all current regulations and change of any manufacturer's guidelines.

2.4 General for all works packages

- 2.4.1 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.

2.4.2 All work instructions will be issued through aster's 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.

2.4.3 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

2.5 Engineer Worksheets

2.5.1 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)

2.6 Engineer Competency

2.6.1 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 service provider

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

2.6.2 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.

2.7 Site/Property Access

2.7.1 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 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.

2.8 Application for Payment

2.8.1 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.

2.9 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.

- 2.9.1 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.
- 2.9.2 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.
- 2.9.3 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.
- 2.9.4 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.
- 2.9.5 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.
- 2.9.6 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.
- 2.9.7 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.
- 2.9.8 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.
- 2.9.9 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.

3: Technical specifications

3.1 Servicing and Repair of M & E Installations – Automatic Door Openers within properties owned/managed by Aster Group

All materials and workmanship are to achieve the Aster expectation to remain compliant at all times and unless otherwise stated/permitted, materials are to be new.

- 3.2 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.

- 3.3 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.
- 3.4 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
- 3.5 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.
- 3.6 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:
- Working at Height Regulations 2005 and amendments
 - 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
- 3.7 It is the aim of this agreement that the bodies involved will aim to Undertake the servicing and repair of the various automated door/opening systems at the properties listed. The property details can be found at Appendix C . please note the 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.
- 24hr callout facility on automatic door/opening systems.
 - Repairs as necessary based on time and materials used.
 - Servicing facility for all automated opening systems in accordance with legislative compliance regulations to ensure Aster remain compliant at all times.
- 3.8 Create a mutually beneficial partnership Involving Aster, Contractor and any suppliers and third parties to bring about successful projects from inception through to completion
- 3.9 To develop and evolve a maintenance schedule and replacement program.
- 3.10 Call outs and emergency attendance will be required within the timeframes set out against jobs issued.
- 3.11 Work in an open and honest way with shared information on products, budgets, programmes, specifications and costs.

- 3.12 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.
- 3.13 Deliver this project and services in an environment of continuous improvement and achieving maximum value for each project and delivered safely, on time and to cost.

4: Location

This will form 1 of 2 lots. This lot is for Aster Properties located within the North region (Wiltshire, Somerset & Hampshire).

LOT 1 – All Properties located in the South (Dorset, Devon and Cornwall)

LOT 2 – All Properties located in the North (Somerset, Wiltshire and Hampshire)

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

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

5: Scope of Works

This work is to service and maintain the auto door/opening systems at properties within the Aster Group. It is proposed this is a long-term arrangement initially for 2 years with extensions allowing for a maximum of 8 years duration. Extensions will be granted on the successful delivery of the program and the attainment of the stated KPI's. 2 +2+2+2 years

6: 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 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 servicing inspections will be issued via Aster's contractor portal in line with the agreed cyclical programme on completion of the annual inspection 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 satisfactorily. 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 Schedule. Aster reserves the right to request for a full breakdown of costs submitted including any and all material invoices.

8: Program period

Servicing works will be undertaken throughout the year to meet the Association compliance requirement. 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.

9: Roles and responsibilities

9.1 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
2. 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 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
2. 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

9.2 Servicing Compliance Manager/Servicing Contract Manager - Aster

Role

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

Responsibility

1. Ensure that detailed programmes are developed, maintained and updated and report back to the any monitoring group on progress against programme
2. Ensure that adequate staffing resources are available on the client side for each planned programme
3. Ensure information from each programme 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 any monitoring group as required.

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

Role

1. To oversee the delivery of the works within Aster
2. 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 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 monitoring group.
2. 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 any 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 any monitoring group
6. To ensure all parties are 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

9.4 Site Manager/Supervisor- Contractor

Role

1. To carry out day to day supervision of the programme
2. 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 programme
2. To supervise all operatives on a day to day basis and monitor individual performance
3. In conjunction with the Surveyor provide day to day management of the programme

4. Collect collate and provide Key performance information in line with the requirements of the contract
5. Make on site decisions regarding the day to day delivery of the works
6. Implement, on a day to day operational basis the working practices, procedures and policies agreed to both deliver the works and ensure a safe working environment
7. Report back to the surveyor 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

9.5 Contract Manager- Contractors

Role

1. To oversee the delivery of the contract within the contracting organisation
2. 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 as required.

Responsibility

1. Ensure appropriate key performance information is provided as required
2. Provide day to day support and direction to front line members of staff delivering the programmes
3. Monitor and manage expenditure to ensure the financial arrangement is operating within target prices and report back where this is not the case
4. To raise issues or concerns from an overall approach to the surveyor
5. To assist the Service Manager with reporting programme updates as required
6. To take overall responsibility for health & safety issues

9.6 Regional Director- Contractor

Role

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

Responsibility

1. To lead on the development of the collaborative approach
2. 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

10: Relationships, communications, detail and protocols

10.1 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 Compliance Manager	5 days	Contracts Manager
Technical Services Assistant Director	10 days	Contractors Area Director

10.2 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.

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
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Key Performance Indicators

KPI	Method	Target
Cyclical Works (servicing jobs)	Record the number of planned visits achieved in the period against the number of visits that were due to be completed in the period on a monthly basis	98%
Response / Planned Jobs	Record the number of jobs completed within the given response time against each job priority on a monthly basis.	98%
Client/Resident Satisfaction – Overall Service	Measured by exception: contract will automatically achieve 100% unless complaints received	100%
Invoice Correctness – On completion of the works or services for the period following application submitted, process, returned with PO and receipt of invoice, the client is to provide a score to indicate how satisfied they are with the invoicing provided by the contractor on the basis of a percentage score	Measured by exception: contractor will automatically achieve 100% unless error highlighted by Client.	100%
Safety – Record failure via 2 reportable figures: technical competency and working practices.	Measured by exception: contractor will automatically achieve 100% unless Client notified of incident	100%

10.3 Pricing Schedule –

See Appendix B Pricing Model

10.4 Consultant service matrix –

At this stage no consultants will be party to this agreement

10.5 Combined risk register

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

10.6 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.

10.7 Access for tender stage visits.

Several sites are access controlled. Any site visits to be arranged via In-Tend Correspondence (<https://www.in-tendhost.co.uk/aster.aspx/Home>). Any queries or questions are to be submitted through Intend. Any breach of this may result in tender exclusion.