

# **SPECIFICATION – DOMESTIC AND COMMERCIAL GAS SERVICING, REPAIRS AND RENEWALS**

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## **1. INTRODUCTION AND BACKGROUND**

1.1 Under the Gas Safety (Use and Installation) Regulations 1998, Thurrock Council as a Landlord has a legal obligation to ensure installation pipe work, appliances and flues provided are maintained in a safe condition; ensure maintenance and annual safety checks are carried out by a Gas Safe Register approved engineer; issue a copy of the safety check and keep a record of each safety check for two years. This contract establishes a single Gas Safe registered contractor to carry out regulatory gas appliance safety checks in Housing and Non-Housing properties.

1.2 In responding to this opportunity, Contractors confirm that they can comply with the relevant statutes and regulations current at the time of the selection process, and in particular the following.

- The Clean Air Act 1983
- Pressure Systems Safety Regulations 2000
- Gas Safety (Installation and Use) Regulations 1998
- BS5978-1: 1989 Safety and Performance of Gas Fired hot water boilers (60KW-2MW input). Specification for additional requirements for boilers with atmospheric burners
- BS5978-1: 1989 Safety and Performance of Gas Fired hot water boilers (60KW-2MW input). Specification for additional requirements for boilers with forced or induced draught burners.
- Health and Safety at Work Act
- Control of Asbestos
- COSHH Regulations
- 18th Edition of the I.E.E. Regulations (BS:7671:2001)

## **2. AIM OF THE CONTRACT**

2.1.1 Overall, this Contract shall deliver a service that ensures gas appliances are safe to use and do not constitute a danger to life or property. Achievement of the aims will generally be measured by the Contractor's performance as set out in the Key Performance Indicators which are applicable to this contract.

## **3. PRELIMINARIES**

### **3.1 Health and Safety**

3.1.1 All Contractors are expected to fully comply with ALL health and safety legislation. All new operatives shall be formally trained in the safe use of all tools and Contractors shall ensure that their operatives have the correct equipment including personal protective equipment. Full training and assessment records of all operatives must be kept in an acceptable manner. Important safety precautions include:

3.1.2 The Contractor and all persons (including sub-Contractors) employed by him on the work shall comply fully with the Health and Safety at Work Act 1974 and all appropriate enactment's which are relevant statutory provisions under that Act and with all other relevant safety requirements and with appropriate codes of practice and Health and Safety Executives Good Practice Guidance Notes.

3.1.3 The Contractor shall provide all necessary equipment and safe provision for power to the works.

- 3.1.4 Unless explicitly agreed by the Contract Administrator, the Contractor will not be allowed to use the existing dwellings and their services and amenities. This shall apply irrespective of any permission and/or arrangements given or made between the Contractor and the customer at the dwelling.
- 3.1.5 Under the Control of Asbestos Regulations 2012, the Contractor is expected to have their own safe work procedures to manage the risk of asbestos and all site based personnel must of undertaken asbestos awareness training. If the appointed Contractors identified any asbestos containing materials (ACMs), they are required to stop works immediately and notify the Contract Administrator without delay so corrective action can be taken. Under no circumstances shall any ACM be removed or disturbed, the requirement on the Contractor shall be to provide appropriate feedback immediately.
- 3.1.6 In the furtherance of operative safety, the Contractor shall presume that there will be a presence of asbestos containing materials forming some constituent part of appliances and plant room unless evidenced to the contrary.
- 3.1.7 The appointed Contractor shall be required to submit a Risk Assessment and Method Statement for the works and services as detailed in the specification for approval by the Council prior to commencing work on site.

### **3.2 CDM Requirements**

- 3.2.1 Where Contracts are notifiable under CDM the Client shall appoint all applicable duty holders in line with current CDM regulations.

### **3.3 Working with the Council**

- 3.3.1 The Contractor shall deliver this service with the Council in a way that embodies the spirit of partnership.
- 3.3.2 The Contract Administrator shall provide the overall client management element of the contract. The Contract Administrator will also provide the day-to-day liaison in terms of instruction, variation and data collection.

### **3.4 Customer Care**

- 3.4.1 Thurrock has an excellent reputation for customer service, and aim to maintain this by working in partnership with their Contractors.
- 3.4.2 In order to achieve this, the Contractor shall follow best practice principles in their contact with tenants regarding work to be completed in their building/dwellings. The following list provides examples of these principles, but is not exhaustive.
- All communication (e.g. letters) must be easy to understand and identify who is the contact (name, address, telephone number etc.);
  - All workers must wear identity cards at all times;
  - The tenant's permission must be sought before the Contractor (or anyone acting for him) works/inspects etc. within the curtilage of the property or on the property itself; and
  - All workers will act as quietly as possible and take steps to minimise disruption to building users
  - Unless there are exceptional circumstances and as advised by the Contract Administrator or with regard to emergency repairs or safety measures, work will take place in normal working hours.

- 3.4.3 Normal Working hours are Monday to Friday from 08:00 until 17:30 hours; with the exception of Public Holidays. Weekends, Public Holidays and hours between 17:30 and 08:00 are considered Out of Hours (OOH).
- 3.4.4 Where the work also needs access to tenants' homes, the Contractor shall comply with the following additional requirements:
- Tenants must be treated with respect and in a friendly and courteous manner;
  - At all stages the tenant must be consulted about the work. For example, in making appointments to service gas appliances, making arrangements for the work to be done and deciding whether a satisfactory job has been done.
  - The prescribed level of supervision by the Contractor must be guaranteed and, at an individual level, both client and Contractor representatives must establish good working relationships, understanding each other's requirements.
- 3.4.5 In the interests of safeguarding all, employees should not have unsupervised access to children (under the age of 18) or vulnerable adults and it is important that the tenant/householder maintains responsibility for supervision of persons on site during the works. Contractors are not permitted to work in premises occupied by persons of under the age of 18 unless supervised by a member of the household of at least 18 years of age. Where this supervision is not in place, the operatives must withdraw from site immediately until adequate supervision is reinstated, record any delays, and report to the Contract Administrator. If the Contractor has any further concerns, including the behaviour of the tenant/householder, they should report these immediately to the Employer's representative.
- 3.4.6 With emphasis on the domestic gas elements of this contract, but not excluding commercial gas operations whereby the Contractor may come into contact with residents, the Contractor shall ensure that the following areas of customer liaison are carried out:
- Initiate, organise and attend any necessary customer meetings as necessary;
  - Where necessary, work with Estate Officers, and distribute literature to support communications with the Tenant;
  - Confirm and arrange appointments with the customer if required;
  - Explain the process for the works, and advise them on any precautions they will need to take, such as moving their property and creating working space;
  - Organise access for the works;
  - Communicate with the tenant throughout the works;
  - Ensure that handover and completion procedures operate in a customer friendly fashion;
  - Ensure that the customer is aware of changes to equipment and can safely use any new or existing equipment fitted within the property;
  - Liaise with the customer for the rectification of any defects;
  - Initiate and manage complaints procedures as required
  - Provide regular feedback on progress, customer satisfaction and procedures
  - Take into account the language and religious mix of tenants and ensure these are catered for and respected.
- 3.4.7 Whenever an activity cannot be completed at the first visit, (i.e. further parts, appliances or visits required), the Contractor must take all necessary steps to keep the Tenant informed of the job progress, including advising the Tenant when services will be completed and updating the system. Contact must be made the following day by telephone or visit informing the Tenant of this information, including subsequent communication of any delays and estimated completion dates.

### **3.5 Customer Service Principles**

3.5.1 Thurrock has an excellent reputation for customer service, and aim to maintain this by working in partnership with their Contractors.

3.5.2 In order to achieve this, the following are essential: -

- Tenants must be treated with respect and in a friendly and courteous manner;
- At all stages the tenant must be consulted about the work. For example, in making appointments to service gas appliances, making arrangements for the work to be done and deciding whether a satisfactory job has been done.
- The prescribed level of supervision by the Contractor must be guaranteed and, at an individual level, both client and Contractor representatives must establish good working relationships, understanding each other's requirements.
- Thurrock may require the Contractor to provide a fully financed and supported Customer Liaison Officer as part of the contract.

3.5.3 Needless to say, Contractors are expected to demonstrate Best Practice throughout. Examples would be: -

- All communication (e.g. letters) must be easy to understand and identify who is the contact (name, address, telephone number etc.);
- Translation Policy
- All workers must wear identity cards at all times;
- The tenant's permission must be sought before the Contractor (or anyone acting for him) works/inspects etc. within the curtilage of the property or on the property itself; and
- All workers will act as quietly as possible and take steps to minimise disruption to tenants

### **3.6 Occupied Homes**

3.6.1 The Contractor will be working in homes which are lived in whilst the work is carried out. The Contractor must, through suitable instruction and training, ensure that the workforce engaged in this contract (including sub-Contractors where used) adopt a high standard of customer care at all times. In addition to the customer service requirements set out in 4.2 of this Specification, all staff must adhere to the following rules:

- The use of radios for site entertainment is not permitted;
- Use of offensive or abusive language will not be tolerated;
- All tenants must be treated with proper respect and in particular the requirements of the elderly and those with special needs must be sensibly and sensitively dealt with;
- The Contractor shall prohibit staff from smoking on the site or using any of the tenants welfare facilities (WC, sink etc) whilst attending any property; and
- All staff will be required to be properly and presentably dressed in appropriate work-wear which must clearly display the company logo and identification badge.

3.6.2 The Contractor must treat the property of the customer with respect. Specifically, it shall be brought to the Contractor's notice that he shall be working around customer's own white goods in confined areas and the therefore must make all attempts to minimise disruption and damage. The Contractor shall be liable for any damage he causes to the Tenant's own property by act or failure to act as appropriate.

- 3.6.3 The Contractor will ensure that all tenants have equal access to the service regardless of vulnerability or diversity. Thurrock will require formal acknowledgement that all operatives have undertaken recognised training with regard to Equality and Diversity.
- 3.6.4 Where necessary, dust sheets must be provided and used to minimise the impact of any works to the Tenant's property.
- 3.6.5 The Contractor, all workers, or sub-Contractors must not make any comment or pass opinions relating to housing maintenance/servicing decision or Council Policy. Any queries about such a decision should be referred to the Contract Administrator.

### **3.7 Customer Satisfaction**

- 3.7.1 Achieving high levels of Customer Satisfaction is an essential part of this Service and the Contractor shall use customer surveys to measure this and demonstrate performance against the KPIs set out in Appendix 9 of the contract pack.
- 3.7.2 Bidders shall provide their optimum solution to the completion of Customer surveys in their tender submission. The exact arrangements will be agreed between the Council and the Contractor prior to commencement of the Service.

### **3.8 Complaints**

- 3.8.1 The Contractor shall put in place a complaints system that is compatible with the Council's Complaints Procedure, details of which are available at <https://www.thurrock.gov.uk/complaints-procedure/how-to-complain>. Details of complaints and the remedial action where appropriate shall be shared with the Contract Administrator at the performance meetings.

### **3.9 Appointment System**

- 3.9.1 The Contractor shall comply with the requirements of an appointment system as follows:
- All serving and responsive repairs work/s must be carried out by appointment.
  - Servicing appointments must be made with the tenant for domestic gas or the, site manager/duty holder for commercial gas, or other appropriate person at least
    - Fourteen (14) days in advance for domestic gas servicing
    - Five (5) days in advance for commercial gas servicing
  - Commercial gas appointments must be confirmed in writing or by email. The issue of a copy of a programme by itself is not considered sufficient to be considered as an appointment.
  - Details of all appointment made, cards left, telephone calls made and visits arranged shall be recorded by the Contractor.
  - If requested, the Contractor shall provide the Council with details of all broken or abortive appointments indicating whether they were kept as arranged by the Contractor and /or by the site manager/duty holder or occupant/s.
  - Where the Contractor cannot complete a repair in a single visit he shall make such further appointments as may be necessary to complete outstanding work/s to the premises.

### **3.10 *Abortive Calls and Broken Appointments***

- 3.10.1 During the course of the contract, there will be occasions when admittance to a dwelling or building is not possible. The Contractor shall leave a card or report form stating the purpose of the visit on all abortive visits.
- 3.10.2 For Commercial Gas servicing or repair, persistent failure of managers/duty holders or occupiers to keep appointments or respond to cards left shall be reported to the Contract Administrator, who will make further arrangements or issue other instructions as necessary. Where there is non-admittance to domestic dwellings, the Contractor shall follow the procedures set out in 5.10 and Appendix A.
- 3.10.3 Where the Contractor fails to keep an appointment, he shall:
- Inform the tenant in writing of the reasons for such failure.
  - Make a further appointment
  - Inform the Council of the reason for the missed appointment and the action taken
  - The Council will not reimburse the contractor for abortive calls or broken appointments.

### **3.11 *Equal Opportunities***

- 3.11.1 Thurrock is committed to equality of opportunity and, therefore, wishes to encourage its Contractors to demonstrate a similar commitment. Contractors shall therefore: -
- Take steps to ensure that they recruit people to reflect the ethnic mix of communities in which they are working;
  - Abide by the statutory requirements of the Equality Act 2010 and their respective codes of practice;
  - Where appropriate, seek advice from the Equality and Human Rights Commission; and
  - Adopt their own equal opportunities policies and procedures.
- 3.11.2 Discriminatory behaviour or racial or sexual harassment towards its agents, employees or customers will not be tolerated. Any allegation of such behaviour will be investigated thoroughly by the Council and appropriate action will be taken if allegations are found to be sustained.
- 3.11.3 Equally through its Tenancy Agreement the Council requires Tenants not to harass any neighbour, employee or agent of the Council. Contractors or their employees who have suffered harassment should bring this to the attention of the Association which will fully investigate the allegations.

### **3.12 *TUPE***

- 3.12.1 It is likely that TUPE Regulations will apply to the domestic gas element of this contract. The TUPE information is provided at the ITT stage. Bidders are advised to seek their own legal advice regarding this.



## **4. COMMERCIAL GAS**

### **4.1 Asset Registers**

- 4.1.1 The Housing and Non-Housing boiler plant Asset Registers are provided as Appendix 10 to this Specification. Contractors are strongly advised to make arrangements to visit and inspect the relevant sites before submitting a bid.
- 4.1.2 The Contractor shall ensure that asset registers are verified during the first year of the contract period and any discrepancies made known to the Contract Administrator in an agreed format. The contractors will be required to submit a copy of the asset register with servicing dates against each site / appliance on a monthly basis in the contract review meeting.

### **4.2 Maintenance and Breakdown Repairs Overview**

- 4.2.1 Maintenance shall be carried out annually and shall include the servicing, functional inspection, cleaning, adjustment, lubricating, and flue way cleaning to ensure satisfactory operation of boiler plants.
- 4.2.2 Repairs shall be carried out on a responsive basis and installation shall be left safe and fully operational whenever possible. Where parts are required and repairs are to be completed at a later date, contractor shall notify both the client on site and the Contract Administrator by telephone and email within 2 hours. Where heating repairs are uncompleted during a breakdown repairs visit, contractor shall be required to provide the service user with an alternative form of heating.
- 4.2.3 Where a manufacturer's instructions exceed the requirements of this document they shall be adhered to in their entirety.
- 4.2.4 The Contractor shall employ, on this Contract, only engineers who are Gas Safe Registered (Commercial) and with level of expertise which will be required in maintaining units of different design and manufacture. Contractor shall be required to provide Gas Safe Registration details of engineers for verification.

### **4.3 Permit to Work Certification**

- 4.3.1 If it is deemed necessary by the Contract Administrator for the need for a permit to be issued before any work is undertaken on the system, the Contractor shall ensure his compliance with the permit to work system as employed by the Contract Administrator.

### **4.4 Extent/Scope of Works**

- 4.4.1 The work included in this specification comprises the servicing, functional inspection, cleaning, adjusting, inspection and testing of gas supply pipe work, lubricating, flue way cleaning (as appropriate of the equipment as listed below) and breakdown responsive repairs of items listed below. Please note the list below is not exhaustive.
- Commercial gas fired boilers and controls.
  - Gas fired space heaters
  - Mechanical convector heaters
  - Pressurisation units and vessels
  - Heating circulators
  - Plate heat exchangers
  - Hot water service secondary pumps
  - Direct fired gas water heaters and controls

- Domestic gas fired boilers with gas supply from commercial gas meters.
- Insulation to pipe work.
- Space heaters with primary source of heat from gas burning plant.

If deviations are found during the functional inspection, the contractor shall carry out the necessary adjustments.

Frequency of service visits shall be annually.

#### **4.5 Servicing Task Schedules**

- 4.5.1 The Contractor will carry out servicing within normal working hours on an annual basis in accordance with Statutory Guidance, this Specification and Manufacturers' Recommendations. After completion of service, a signed and dated label shall be affixed to each appliance. Tie-on labels will not be accepted (previous labels to be removed). Labels must give the following information:

***Name of contractor, telephone number, date of service and service engineers name***

During a service visit, contractor will check satisfactory operation of gas detection devices and gas shut off valve(s) where provided.

#### **4.5.2 Gas Boiler Plant Rooms**

All necessary adjustments are to be undertaken to ensure optimum/reliable efficiency is maintained. All plant and components are to be thoroughly cleaned. The works shall be carried out by a competent engineer and guided by the manufacturer's instructions for each particular make and type of boiler, burner and items of ancillary equipment.

The Contractor shall include in his price for servicing, cleaning, adjusting and lubricating and subsequent refitting of all gas and ancillary equipment to manufacturer's detailed instructions.

The Contractor shall ensure that ventilation to plant room complies with the Manufacturers recommendations.

Contractor shall check and report on condition of external flue guards and internal safety guards.

Clean condensing boilers condense traps/pumps.

#### **4.5.3 Gas Burners**

***Burners:*** At each annual service visit, replace ionisation probe or thermocouple and igniter, clean, adjust and lubricate.

- Check burner jets, manifold injectors and pilot controls.
- Check and record settings on work sheet limit thermostats, UV cell viewing head, ionisation probe position and flame current.
- Check fan blades and motor bearings for unusual noise/s.

***Controls:***

- Check burner on/off control or high/low/off.
- Check control thermostats, high limit thermostat and record settings on work sheet.

- Check operation of other heating system controlling thermostats and time clocks and record settings on work sheet.
- Check photo resistors, photo electric cell or flue thermostat and flame failure circuit, re-run to lockout and re-setting.

*Test on completion the following*

- Operation of all control and safety systems.
- Correct gas flow and pressure. Record on work sheet.
- Fire boiler/s at manufacturer's rating with boiler room door closed.
- Measure boiler combustion efficiency and attach to report.
- Record on work sheet boiler draught reading.
- Boiler flame shape free from pulsation, fluctuation and normal shape and appearance.
- Carry out gas soundness test and record details.
- Operation of gas leak detector and gas shut off valve.
- UV cell viewing head. Ionisation probe position and flame current. Record on work sheet.
- Fan blades.
- Motor bearings.

#### 4.5.4 *Circulating Pumps Belt and Direct Driven and Sump Pumps*

- Check mounting bolts and fixings.
- Check pumps, inlet and outlet manifolds for leaks.
- Run pumps and check performance.
- Check pump- motor coupling where applicable
- Check electrical connections.
- Check control panel lamps.
- Check pumps operate in both hand and auto modes where applicable.
- Check operation of valves and packing glands for leaks.
- Check pre-charge pressure of hydraulic accumulator and recharge if required.
- Complete a service log sheet.
- Check condition of belts and pulleys. Adjust tension where necessary. Replace belts if necessary.
- Check operation of non- return valves.
- Check for any unusual noise and vibration (if any).
- Test run sump pumps under wet conditions
- Clean out sump in plant room.
- Check all pressure gauges are in correct working order.
- Check guards and shields.

#### 4.5.5 *Pressurisation Vessels and Units*

Pressurised systems are to be inspected and serviced, in accordance with the written scheme where appropriate.

- Check pre-charge pressure of hydraulic accumulator and recharge if required.
- Check pressurisation unit.

#### 4.5.6 *Valves, Gauges in Boiler Plant Rooms*

- Service, clean, adjust and lubricate Safety valves, three way vent maintenance valve, thermostats, pressure and *temperature gauges*.

#### 4.5.7 *Hot Water Calorifiers and Cylinders*

- Check condition of insulation
- Check bolt heads and inspection covers for leaks.
- Service, clean, adjust and lubricate valves, thermostatic controls, diverting valves.
- Check temperature and pressure gauge settings and record on work sheet.
- Set thermostatic control to 60 degree centigrade.

#### 4.5.8 *Insulation*

- Check insulation in the boiler house, plant rooms and tank rooms and indicate on worksheet any defects, deficiencies or observations.

#### 4.5.9 *Energy Management Systems*

- This shall be serviced by others

#### 4.5.10 *Plate Heat Exchangers*

Service heat exchanger as per the Manufacturer's recommendations and provide report.

#### 4.5.11 *Gas Fired Space Heaters*

- Remove outer casing and clean exterior of heat exchanger, controls and interior of heat exchanger.
- Clean wall grille and check for correct fixing.
- Check inlet and outlet ducts for correct fixing and condition.
- Check wall liner for leaks.
- Check all joints, gaskets and windows.
- Check lighting sequence in accordance with instructions.
- Check operation of burner.
- Check operation of ancillary controls and report any malfunctions.
- Check operation of all electrical controls and time switches.
- Clean inside of outer casing and re-instate.
- Light, operate and leave in correct working order.
- Check and report on condition of external flue guards and internal safety guards.
- Check operation of all local gas cocks and lubricate if required.
- Check for free air ventilation to rooms where natural draught flued appliances are fitted.

#### 4.5.12 *Mechanical Fan Convectors*

- Make all necessary adjustments to ensure optimum operation, efficiency and reliability.
- Clean air intake filter/s.
- Ensure each fan convector has not less than four fixing devices on the front cover to prevent their unauthorised removal. Where this is not the case, contractor shall provide additional fixing devices.

#### 4.5.13 *Direct Gas Fired Water Heaters*

The Contractor shall:

- Inspect and carefully clean burner jets, manifold injectors, gas train assemblies, control and the following where applicable:

- Master gas control pressure governors, cut off valves relay valves, flame failure devices, thermocouples, test cocks, weep pipes, magnetic valves, control thermostats, pressure switches and electrodes.
- Inspect flame and make adjustments as necessary.
- Check setting of spark gaps on electrodes.
- Examine high tension cables and insulators for cracks or signs of cracking. Renew if necessary.
- Check photocell viewing head and ensure correctly positioned.

#### 4.5.14 *Gas Test Certificate*

The Contractor shall use the Gas Safe Non Domestic Plant Commissioning / Servicing Record for service reports. A copy will be issued to the on-site client when work is completed. The Contractor will keep a copy and a third copy will be issued to the Employer's representative for filing.

#### **4.6 *Unsafe Appliances***

- 4.6.1 Where an appliance is considered unsafe to use, contractor shall implement the appropriate procedure to deal with it using a combination of Do Not Use Label and Warning Notice. The Employer's representative should be notified immediately by phone.

#### **4.7 *Minor Repairs Identified during Servicing***

- 4.7.1 The Contractor shall, during servicing and testing, carry out minor repairs such as tightening joints, replacement of bolts, screws, electrodes, thermocouples, etc. to ensure completeness and safety of equipment.

#### **4.8 *Additional Works***

- 4.8.1 It is understood that should the contractor be instructed to service any gas appliance or appliances not included within the Asset Registers at Appendix 10, then that will be an extra to the contract. The appliance or appliances will be serviced, on the order of the Contract Administrator. The work will have a separate order and will be priced against that order once the work has been completed. The appliance or appliances will then be added to the Asset Register and the Contract Price adjusted accordingly.

#### **4.9 *Commercial Gas Repairs***

- 4.9.1 All breakdown repairs shall be based on Schedule of Hourly Rates submitted in the pricing schedule at Appendix 8. For all repairs Contractors will be required to submit a fully itemised quotation of which must clearly breakdown required works based on servicing report and the individual rates for materials and labour. Please note the Council reserve the right to request invoices to validate the cost of materials and site service reports for the hourly labour charge. Contractor must charge for the time which is spent on site for Repairs. Contractor may be required to provide materials purchase or hire invoices.
- 4.9.2 Over the life of the Contract the Council reserves the right to introduce a schedule of rates or move to an all-inclusive model for Commercial Gas repairs and maintenance.

#### 4.10 Commercial Gas Repair Response Times

Repairs will be ordered by the Contract Administrator. Typically repairs will be issued using one of the following priority timescales. **NOTE THAT THESE DIFFER FROM DOMESTIC GAS.**

Priority	Response Time	Details/Access Arrangements
Emergency Normal Hours and Out of Hours	6 Hours	Orders issued on this priority in Normal Hours will be passed to the Contractor by 'phone or e-mail followed by a confirmation order.  Where Emergency Out of Hours work is required, which will normally be for security / safety issues, orders will be passed to the Contractor by phone and the Contractor will be required to submit details of the repair to the client on the next available working day, following which a confirmation order will be released
Urgent	24 Hours	Where orders are issued on this priority and access is required the Contractor is required to make access arrangements with the relevant person and complete the repair within 24 hours or next working day.
Routine	5 Days	Where orders are issued on this priority and access is required the Contractor is required to make access arrangements with the relevant person and complete the repair within 5 working days.

## **5. DOMESTIC GAS**

### **5.1 Introduction**

5.1.1 This element of the contract is for the delivery of

- Annual servicing for the gas and heating appliance and smoke alarms in domestic properties, the number of which is currently 8,639
- Repairs and Maintenance under a “Three Star” Service Agreement
- Replacement of gas equipment beyond reasonable repair as advised by the Council

5.1.2 The Contractor shall execute the statutory required annual gas safety check along with the issuance of the requisite Landlords Gas Safety Record on a 10 month rolling program as gas procedure document. All bidders will be Gas Safe registered. Gas servicing will include the production of a Landlord Gas Safety Record in order to meet the Landlords requirements under the Gas Safety (Installation and Use) Regulations 1998.

5.1.3 In responding to this opportunity, Contractors confirm that they can comply with the relevant statutes and regulations current at the time of the selection process, including for Gas Safety, Health and Safety, Control of Asbestos, COSHH, Electricity at Work, Manual Handling and Personal Protective Equipment.

5.1.4 All operatives used for Gas Servicing must have the Gas Safe accreditation and all work shall be carried out in a sound manner in accordance with this schedule. The Contractor must consider and allow for everything necessary for the satisfactory completion of the works, to the approval of the Quality Assurance Officer, and no variation due to the ignorance of exact requirements will be permitted or accepted. All equipment used and/or installed shall comply with the relevant British Standards and Codes of Practice.

### **5.2 Domestic Gas Servicing Procedure Overview**

5.2.1 Regulations place an explicit requirement upon landlords to have all gas appliances checked by a Gas Safe registered engineer within twelve months of the previous check. The Contractor shall deliver this requirement in accordance with the program specified by Thurrock.

5.2.2 The Contractor would be expected to provide full updates for the system so at any time the Council has visibility of attempts to access properties, visits undertaken, servicing completed and any second fix requirements or further works needed.

5.2.3 Where servicing has successfully been completed, in addition to the completion of the relevant certification, the Contractor shall label each appliance indicating the service date and traceable details of the engineer undertaking the works, to support the engineer specific detail on the Landlord Gas Safety Register. A copy of the certificate shall be provided to the tenant (at the time of completion or within 28 days of the safety check detailing checks and tests carried out, the date of the check, the name of the engineer and any remedial works required or undertaken as required in the GS(I&U) Regulations, Regulation 36 and 26(9)).

5.2.4 Procedures for gaining access to a property will be driven by the anniversary date for each property, and will be flexible enough to allow the completion of administration, (including letters, access procedures, communication and “no access” procedures) to

be undertaken by either the Contractor or the Quality Assurance Officer as required. Appendix A provides the detail of the Council's "No Access" procedure.

- 5.2.5 The Contractor should note that Abortive Visits will be non-chargeable under this contract.

### **5.3 Domestic Gas Servicing Scope**

- 5.3.1 Thurrock Council currently has in excess of 8,639 housing properties with domestic gas-fired central heating installations and/or other gas appliances and installation pipe-work.
- 5.3.2 The scope of the Contract is to deliver annual servicing to Thurrock against all individual gas fired central heating installations, and miscellaneous gas appliances installed and a service of smoke alarms. The Council makes no guarantee as to number of properties or appliances within these during the contract term.
- 5.3.3 A "Central Heating Installation" means an entire gas fired space and water heating system comprising any or all of the following and including all their component parts:
- The boiler, its waterways and associated pipe-work and heat exchanger;
  - Gas fired water circulator its waterways and heat exchanger;
  - Warm air unit and its direct or indirect heat exchanger, fans and motors;
  - Time, temperature and gas pressure modulating controls;
  - Safety and limiting devices;
  - Warm and return air ducting;
  - Registers and fastenings;
  - Complete flue system including linings;
  - Flow and return heating circuits;
  - Radiators and other heat emitters, together with circulating pumps, fans, motors, thermostats, pressure expansion vessels, associated valves, mechanical thermostatic valves, controls and fittings and magnetic filters;
  - Electrical equipment including switches, wiring, insulation, control warning lights, from and including the switch isolating the installation from the domestic electrical supply to meet all requirements under Part P of the Building Regulations;
  - All hot water storage cylinders, including mains unvented cylinders, expansion tank, primary flow and return circulators and the pipe-work and controls connected with supply of water to the system (but independent of the conveyance of water to the domestic taps) and including all cold water storage tank that are fitted within each property.
  - All pipe-work and connections to and including, direct cylinders on circulators (WACS) and their feed tanks, hot water / foritic cylinders etc.
  - Thermostatic mixing valves where fitted on to hot water distribution pipe work even when concealed behind bath panels / wall panels.

### **5.4 Individual Gas Fired Heating & Hot Water Systems**

- 5.4.1 The Contractor shall execute the statutory required annual gas safety check along with the issuance of the requisite Landlords Gas Safety Record on a 10 month rolling program as per the gas procedure document. The servicing shall also extend to the servicing of smoke detector/co2 detectors.



- 5.4.2 The contract covers all Council owned gas appliances in Council residential properties within the defined locations of the Thurrock for the following: -

Central Heating Gas fired boilers	Back boilers with fires (BBU) Wall hung balanced & fan flued Boilers (CB) Combination Boilers (CB) and Commercial Boilers. (CHP)
Water Heaters	Gas fired domestic circulators and storage heaters (WHT) Instantaneous sink water heaters (WHT) Multipoint and bath water heaters (WHT) Unvented Cylinders (UVC)
Space Heaters	Gas fires (GF) Hall Heaters (GF) Unit Heaters (GF)
Gas Carcass Test (GCT)	

- 5.4.3 The Contractor's attention must be drawn to the fact that as the contract progresses a number of appliances may be removed from the contract. It is anticipated that approximately 300 systems a year will be renewed depending on level of financial investment allocated in the applicable financial year.

## **5.5 Servicing**

- 5.5.1 The works shall comprise of routine statutory annual gas safety inspections and annual servicing, to ensure compliance under the Gas Safety (Installation and Use) Regulations and ensuring the heating systems are maintained in a safe and efficient working condition.
- 5.5.2 The majority of properties included within this contract have gas appliances installed that have been serviced on a regular basis.
- 5.5.3 The Contractor shall comply with manufacturers' maintenance instructions for all elements of this service provision ensuring procedures do not invalidate any warranty provided by the system equipment manufacturers. All replacement parts and accessories shall be supplied in accordance with the Manufacturer's original specification and recommendation unless otherwise instructed or authorised by the Contract Administrator or Quality Assurance Officer. All of the above must comply to Gas Regulation 26.(9).
- 5.5.4 The Contractor shall: -
- Once during the year inspect and service the main heating appliance and system and all other miscellaneous gas appliances located in each property including tenant's own gas fires (with the exception of a tenants own cooking appliance which shall be visually inspected and recorded on the appropriate certificate);
  - Include necessary draining / flushing / pressurising of the central heating system when this is identified at the time of servicing in order to maintain systems at maximum efficiency;

- Examine and test in accordance with both the Regulations and requirements of Gas Safe Register;
- Ensure that suitable bonding for electrical continuity is maintained and the system is fully installed in accordance with Part P of the Building Regulations.
- ;
- Not leave unattended any incomplete work unless every way or outlet is gas tight and safe;
- Ensure gas pipework installations are purged of all air on commissioning gas work;
- Allow for a diversity of system age and design in the properties
- Carry out a minimum of 10% inspections by a suitably qualified inspector.
- Undertake visual tank inspections and record details of on the annual gas inspection certificates.

5.5.5 The Contractor shall carry out a Smoke Alarm, CO Alarm or Heat Alarm Test at the same time and in addition to the Gas Appliance Service. All bidders must include for this provision within the Servicing Price Matrix. The test must be in line with manufacturer instructions and a record provided to the Quality Assurance Officer.

5.5.6 The following are excluded from the standard requirements of this Contract, and if carried out by the Contractor will be chargeable by separate invoice at rates to be agreed with the Contract Administrator.

- Complete replacement of appliances due to obsolescence;
- The replacement of decorative parts, trims and cases except where such replacements are required as a result of the negligence of the Contractor;
- Any work as a result of wilful damage or vandalism to the system;
- Any work as a result of design faults (in first year of installation only);
- Any work as a result of failure of the public electricity, gas or water supply to the system;
- Any appliance deemed obsolete by the Quality Assurance Officer;
- Frost damage, other than caused by negligence of the Contractor or its employees; and
- Correction of any installation which is not in accordance with the current Gas Safety Regulations or Statutory Obligations and which may give rise to dangerous conditions

## **5.6 Schedule of Servicing**

### **5.6.1 Central Heating**

The servicing of a central heating system of the type as set out in 5.4 above shall include, all components on the central heating boiler, the pump, magnetic filter, time clock/programmers, room thermostat, cylinder thermostat, frost protection, motorised valves, radiators, radiator valves, thermostatic radiator valves, all pipe work and fittings (including insulation), hot water cylinder, feed and expansion tank, cold water storage tank gas supply carcass from meter to all appliances, primary flueing and all flueing to a fan assisted boiler and all wiring.

5.6.2 All servicing should be carried out to a minimum of the manufacturer's service standards applicable to each type of appliance.

### **5.6.2 Water Heaters**

Servicing of Gas Fired Instantaneous Water Heaters includes: the complete appliance including temperature, gas and safety controls, integral gas carrying

components, internal electrical equipment the complete heat exchanger and primary connection to the main flue, casing and water sections.

#### 5.6.3 *Gas Fires*

Servicing of Gas Fires includes: the complete appliance including burners radiants, ignition system, controls, heat exchanger and casing. The supply maintenance tap to appliance, filling in sheet and securing of filling in sheet. Valves taps and controls incorporating any electrical components for controlling appliance or visual effect.

Where gas fires are deemed to be unsafe or no longer required for space heating of the dwelling, the Contractor is to report back to the Contract Administrator for consideration to be given to remove the appliance and to block and vent the chimney aperture.

#### 5.6.4 *Gas Carcass Testing*

The Gas Carcass Test comprises of the testing of all of the internal gas pipe work carcassing from the gas meter outlet to all appliance isolation valves.

#### 5.6.5 *Electrical Testing (where installed)*

Where Electrical Installations are included as part of the Central Heating or Water Heating system, the following must be carried out – a check to domestic hot water immersion Thermostat, smoke alarm, heat alarm and CO2 alarm. Visual check to storage heaters and their wiring, water temperature check, cold water storage tanks and supports, also hot water cylinders including any special types.

### 5.7 ***Operational Standards***

5.7.1 Existing Services: The Contractor is to ensure before commencing work that existing mechanical or electrical services that are likely to be affected by the Gas Servicing provided have been isolated and made safe.

5.7.2 The Contractor shall provide the Service to the standard that meets the satisfaction of the Contract Administrator. The Contractor's prices as submitted shall be deemed to include all requirements to the extent that can reasonably be foreseen.

5.7.3 All works and necessary temporary works to be programmed so that each Tenant has the following facilities at all times:-

- WC and washing facilities including hot and cold water at the end of the working day.
- Loss of electricity not exceeding two hours.
- Fridge / freezer content power.
- Cooking facilities to be provided at the end of the working day.
- Loss of washing machine not longer than 24 hours.
- Heating facilities must be maintained.

5.7.4 In reference to the above, Contractors shall carry stocks of temporary heating appliances, comprising of 3kw electric convector heaters and a temporary electrical cooking facility, to enable services to be maintained in the circumstance where the heating installation maybe compromised, and the Contractor will be responsible for their collection and delivery.

5.7.5 Instructions on the safe and efficient use of any temporary appliance, portable appliance (PAT testing and maintenance of the unit to British Standards for Health

and Safety Legislation shall be the responsibility of the Contractor, as will loss of the unit if misappropriated.

5.7.6 The Contractor will ensure that all work areas are left clean and tidy and that waste is removed from a property on completion of the works or at the end of each day and that it is disposed of in accordance with their duty under the Waste Regulations 2015.

5.7.7 Thurrock encourages the use of a directly employed workforce. In instances where sub-contractors are used, Contractors must ensure that they operate in accordance with all the requirements within this Specification. Details of any subcontracted labour must be provided to Thurrock prior to them starting work on the contract.

## **5.8 Safety Requirements**

5.8.1 All appliances will only be commissioned following service if it can be left in a safe condition. Where it is necessary to turn off the appliance until a part can be obtained and fitted, the tenant will be instructed not to use the appliance and a label will be secured stating: - "WARNING - IT IS UNSAFE AND THEREFORE AN OFFENCE UNDER THE GAS SAFETY REGULATIONS 1998 AND ANY AMENDMENTS TO USE THIS APPLIANCE".

## **5.9 Annual Service Programme and Appointments**

5.9.1 Servicing will be carried out as specified in Section 5.3 and 5.4 and be completed on a programme basis as agreed by the Contract Administrator. The programme is to be submitted to the Contract Administrator by the successful Tender taking into account current service dates provided by the Quality Assurance Officer.

5.9.2 The Contractor will give the Tenants a minimum of fourteen days written notice of the intention to service appliances. If no reply is received to this in seven days, then the Contractor shall send a further letter offering a specific service date. If no reply is received then the Contractor will immediately inform the Quality Assurance Officer who will implement the Council's No Access Procedure which is set out in Appendix A.

5.9.3 In the event of a no access visit for a pre-arranged appointment the Contractor shall leave a no access card (which will be printed and provided by the contractor as part of this contract) with instructions and a pre-paid phone line number to allow residents to contact and make an alternative appointment. All no access card issued will be supported by a photographic record taken at the time of delivery along with a time and date stamp at the properties front door. This Photographic record will be placed on to the agreed data sharing platform.

5.9.4 Records of non-admits will be numbered and recorded on a database; hard copies will be made available on request to the Quality Assurance Officer, requesting details of access arrangements and to make a definite appointment to service the appliance within seven days.

5.9.5 Non-admits after two appointments are made shall be referred to the Council.

5.9.6 Where specifically requested by the Contract Administrator or Quality Assurance Officer the servicing of appliances will be completed concurrently with any necessary repairs prior to the scheduled servicing date.

5.9.7 The Contractor shall ensure that all activity with regard to tenant contact and recording of appointments/non-admits shall be in accordance with the GDPR (General Data Protection Regulations and any amendments).

### **5.10 Combustion Test Standard**

- 5.10.1 As part of the service, all appliances are to be checked for satisfactory combustion (using an approved combustion analyser; up to date calibration records will be supplied to the Contract Administrator. If the service engineer is at all concerned at the state of combustion of any appliance, then a full combustion test must be undertaken and the results given in writing to the designated Thurrock Council Officer.
- 5.10.2 The test report must give the CO, CO<sup>2</sup> and CO/CO<sup>2</sup> ratio.

### **5.11 Quality Control**

- 5.11.1 The Contractor shall appoint an independent certified quality control engineer approved by the Contract Administrator who will provide a service post inspection report for a 10% random selection of properties. The Contractor shall provide all documentation and test results to the Contract Administrator on request.
- 5.11.2 The Contractor shall provide a monthly quality inspection report demonstrating the outcome of the 10% quality checks at each progress meeting.

## **6. THREE STAR MAINTENANCE, BREAKDOWN AND REPAIRS (DOMESTIC)**

### **6.1 Introduction**

- 6.1.1 A key element of this Contract is the provision of breakdown repairs to all domestic gas based boilers and central heating systems within the Housing Portfolio asset list as supplied to the Contractor for the purpose of Gas Servicing. All standards included within this specification apply equally to this aspect of the service delivery. The current number of properties with domestic gas boilers at the point of tendering is 8639; however this number is likely to change during the term of the contract.
- 6.1.2 The Contractor will be paid a combined price that will include the Three Star Servicing with the Annual Service and Landlord Gas Safety Check – as will be set out in the Pricing Schedule Appendix 8. This element will be paid in twelve (12) equal monthly instalments.

### **6.2 Three Star Service (Breakdown and Repair)**

- 6.2.1 The Contractor will provide a fully inclusive breakdown and repair service to gas boilers, central heating systems and all gas appliances as may be required with first visit made within the timescales as set out in Section 6.5 – Call out Timescales.
- 6.2.2 The Three Star Service cost set out in the pricing schedule will be fully inclusive of all call out, labour, parts and other services required insuring the equipment to full working order **and** the regular scheduled gas servicing set out in this specification Section 5.
- 6.2.3 The Contractor must offer the resident the loan of two portable electric heaters if they are unable to restore the heating system at the first visit.

### **6.3 Voids and Exclusions including Renewals**

- 6.3.1 The Contractor will be required to attend void properties to carry out works both within and outside of the scope of the Three Star Breakdown Repair service.

- 6.3.2 Additionally, some elements of work are excluded from the Three Star Prices, principally when boilers and / or associated items are beyond reasonable repair. These are set out in the Pricing Schedule tab: Exclusions.
- 6.3.3 Should the Contractor believe that an Exclusion applies; prior authorisation must be sought from the Contract Administrator or delegated officer within Thurrock Council prior to commencing any chargeable work.

#### **6.4 Repair Requests**

- 6.4.1 The Contractor shall provide the facility to receive direct calls from residents or Thurrock Council regarding boiler and heating system breakdowns. Exclusions and requirements for void properties will be notified either by the resident or via Thurrock Council.

#### **6.5 Call Out Timescales**

- 6.5.1 The Contractor shall attend the relevant property within the following priority timescales, noting that "Out of Hours" (OOH) applies to 5.30pm to 8am weekdays, weekends and public holidays.

##### **I - IMMEDIATE order maximum priority time 2hrs from time reported to contractor Applicable to Out of Hours "OOH" Callout**

1. Gas escape **CONTACT CADENT 0800111999**
2. Repairs to boiler/ flues which may cause carbon Monoxide alert (on activation of CO alarm)
3. In case of CO activation the CO fumes investigation procedure would apply.
4. Water leak (uncontrollable, unable to isolate and contain) on the gas heating or hot water system liable to cause damage to the property or the person or the Public

##### **E- EMERGENCY order, maximum priority 24 hours from time reported to the contractor – this is to ensure that residents are not left overnight without adequate space heating. Applicable to OOH Callout**

1. No Heating or hot water – **Vulnerable, elderly, children aged 5 under. Registered disabled are a priority attendance, as per Vulnerable Flag on Northgate.**
2. **Void Shut downs, Turn on & tests, Test and report on gas fire removals – NOT APPLICABLE TO OUT OF HOURS**

##### **U - URGENT order the maximum priority time 72 hours from time reported to contractor**

1. Small containable leak (non harmful to person or property)
2. Non heating or hot water ( Due to breakdown repair of controls ) non vulnerable
3. Overflows from header tank (vented systems)
4. Pressure relief pipe leak (causing pressure drop/ failure to pressurised systems)
5. Partial loss of heating

##### **C- STANDARD 10 day priority from time reported to contract**

1. Replacement of defective radiators already made safe

2. Defective radiators
3. All non essential repair to the gas heating and hot water systems  
i.e radiator valve, TRV, time clock.

6.5.2 The average number of jobs carried out by the current Contractor over the last three years was as follows:

- Immediate Priority – average 50 per year
- Emergency Priority – average 2500
- Urgent/routine - average 3152

## **7. PERFORMANCE MANAGEMENT**

### **7.1 Record Management**

8.1.1 Provision of accurate up-to-date records is a key element of contract performance and the Council's ability to ensure that maintenance has been carried out within timescales and to best industry practice, and, where appropriate, in compliance with any relevant statutory legislation.

### **7.2 Record Keeping**

7.2.1 For monitoring purposes a statement of all orders received and visits including:

- Completion
- No access
- Need for return due to spares being ordered

must be submitted to the Contract Administrator within 48 hours via the agreed information sharing system. Additionally, if in the opinion of the Contractor an installation or equipment is likely to fail prior to the next annual service; the details must be reported in writing to the Quality Assurance Officer.

7.2.2 A weekly list of all addresses where an appliance has been "left turned off" will be compiled and presented to the Thurrock Council representative by the Contracting Supervisor within two hour of identifying the fault.

7.2.3 The Contractor will be required to attend monthly formal progress meetings as required by the Contract Administrator. The meeting will include the Contractor to provide monthly KPI and expenditure reports. These lists will be updated to show the latest statuses on a weekly basis.

7.2.4 To up-date record files, the Contractor shall provide full details of Council appliances installed at each of their tenants' premises.

7.2.5 A weekly list of addresses serviced shall be forwarded to the Quality Assurance Officer the next working day by e-mail or fax.

7.2.6 Completed Test Certificates (Landlord's Gas Safety Record (LGSR)):

1 copy left with the tenant at time of completion of the service. Or within 28 calendar days

2<sup>nd</sup> copy to be retained by Contractor electronically for 3 years

In order to comply with the Gas Safety (Installation and Use) Act 1998 and amendments.

- 7.2.7 A copy in electronic format will be held by the Contractor to enable the Quality Assurance Officer access to a database as detailed in 3.5.9.
- 7.2.8 The Contractor shall provide and maintain at their own expense a web based database which will enable any LGSR from any selected address to be accessed and printed by the Quality Assurance Officer. The database shall also be able to provide the relevant management information required to demonstrate performance against the Key Performance Indicators set out in Appendix 9 of the Contract Pack.
- 7.2.9 A list of addresses for servicing will be provided by the Contract Administrator and only orders from this source are to be carried out within the scope of this contract.
- 7.2.10 The Contractor will attend a formal monthly contract management meeting at a venue and date arranged by the Contract Administrator. The Contractor will present monthly KPIs as set out in Appendix 9 of the contract pack and expenditure reports at this meeting or as required.
- 7.2.11 Provided for the Contractor's information are the following examples of forms currently utilised in the delivery and recording of the Service.
- Appendix B Sample Quality Control Sheet
  - Appendix C Sample Weekly Gas Servicing Completion Sheet Format
  - Appendix D Sample Gas Inspection Sheet

### **7.3 Performance Management**

- 7.3.1 The Council's Contact Manager will be responsible for Performance Management of the Contract. Management will take place through analysis of data, consideration of performance against the KPIs and regular meetings with the Contractor.
- 7.3.2 Contract Management meetings shall take place at regular intervals between the Council and the Contractor, according to need, but in any case at a minimum of monthly during the implementation phase (first three months) or any replacement programme, and quarterly thereafter.

### **7.4 Key Performance Indicators**

- 7.4.1 The Contractor shall provide data to evidence their performance against the Key Performance Indicators. These KPIs are set for the duration of the contract and are attached at Appendix 9 of the Document Pack.

### **7.5 Contractor's Quality Assurance**

- 7.5.1 The Contractor shall put in place a robust quality management system that they will use for internal monitoring to ensure that the level of service delivered is as required by the Council. Details of the proposed quality Assurance System shall be provided within the tender submission.



## **8. PAYMENTS**

### **8.1 *Payments***

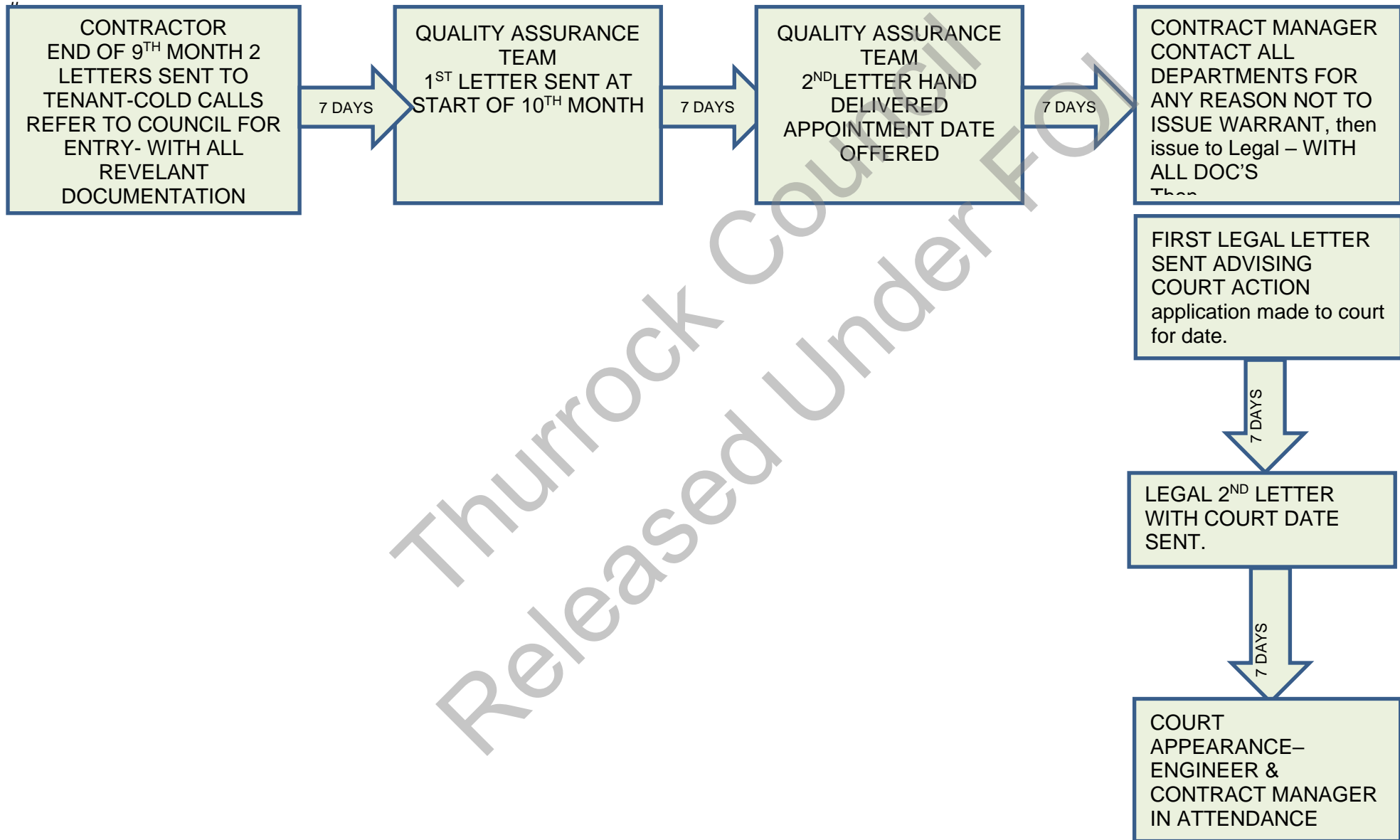
- 8.1.1 Payments for the Three Star Service element (including annual servicing and Landlord Gas Safety Checks) will be paid monthly as set out in Section 6.1.
- 8.1.2 Payments for Domestic Gas Exclusions /Voids and replacement equipment will be invoiced quarterly, or to a schedule as agreed with the Contract Administrator.
- 8.1.3 Payments for Commercial Gas will be invoice quarterly, or to a schedule to be agreed with the Contract Administrator.

## **9. OTHER REQUIREMENTS**

### **9.1 *Social Value***

- 9.1.1 The principles of the Public Services (Social Value) Act 2012 forms a critical measure within all of the Council's contracts and therefore as one element of this, all Contractors and suppliers are required to work in partnership to tackle worklessness across the region. By working collaboratively with like-minded organisations it is hoped to be able to develop training initiatives and create diverse employment opportunities which embrace community regeneration.
- 9.1.2 It is anticipated that provision of this Contract will provide opportunities to fulfil this objective and bidders will therefore make proposals around these as part of their tender submission and once agreed by the Council, will become a contractual obligation for the successful Contractor.

## Appendix A: Thurrock Gas No Access Procedure



## Appendix B Sample Quality Control Sheet

Examining Officer.

### QUALITY CONTROL REPORT

Customer / Tenant	Date of Audit	Inspection Type
Address	Audit on work type	W.I.P
	Service Planned Maintenance	Post
	Breakdown	Visual
Post code	New Installation	Domestic
Telephone Number	Void Property	Non-Dom

Client: <b>A N OTHER Ltd</b>	Operative	Operative Suitably Equipped
Appliance 1 Make / Model	Appliance 2 Make/Model	
Rating/Serial No.	Rating/Serial No.	
Location/Condition	Location/Condition	

PIPEWORK & SOUNDNESS	Yes	No	N/A	Yes	No	N/A
Is a tightness test required						
Is the installation / appliance sound						
Does the installation / appliance meet current standards						
Is adequate cross bonding evident						
Condensate pipework to be terminated in accordance with Building Regulations						
VENTILATION						
Is ventilation the correct size						
Is ventilation correctly sited						
FLUEING						
Is the flue correctly sized						
Correct Route						
Correct construction						
Correct termination						
Correct operation						
OPERATION						
Correct gas rate / working pressure						
Correct operation of safety devices						
Adequate isolation gas / electric						
Correct fuse rating						
Correct flame picture / CO-CO2 Ratio						
OBSERVATIONS ON INSTALLATION						
Does the installation / appliance meet Part L & P of the Building Regulations?						
Have any defects been documented by the operative						
Is the documentation correctly completed						
Has the appliance been adequately cleaned						
Is the standard of service satisfactory						
Have the required parts been fitted						
Has the engineer given sufficient detail regarding the condition water storage						

cylinders and tanks							
---------------------	--	--	--	--	--	--	--

Supervisors Signature:	Emergency Control	
Please Print Name and Date	Correctly Positioned	
Customers Signature:	Labelled/Accessible	
Comments.		

Thurrock Council  
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## Appendix C Sample Weekly Gas Servicing Completion Sheet Format

### THURROCK COUNCIL - Gas Servicing Weekly Completion Report

Contractor: A N OTHER

ADDRESS		No	CB	BB	GF	WHT	GCT	CP12 Due Date	CP12 Completion Date	Cost
Albermarle Close	Grays	8	1		1			19/08/2009	19/08/2009	
Boscombe Avenue	Grays	42	1					17/08/2009	17/08/2009	
Davall House	Grays	3	1					18/08/2009	18/08/2009	
Davall House	Grays	48					1	18/08/2009	18/08/2009	
Elmway	Grays	3					1	21/08/2009	21/08/2009	
George Crooks House	Grays	55				1		19/08/2009	19/08/2009	
Harty Close	Grays	15					1	17/08/2009	17/08/2009	
Harty Close	Grays	17	1					18/08/2009	18/08/2009	
Hathaway Road	Grays	126	1					14/08/2009	14/08/2009	
Hathaway Road	Grays	134	1					14/08/2009	14/08/2009	
Hathaway Road	Grays	171	1					14/08/2009	14/08/2009	
Hogarth Road	Grays	34	1					19/08/2009	19/08/2009	
Hollis Place	Grays	24	1					21/08/2009	21/08/2009	
Lenthall Avenue	Grays	58	1					19/08/2009	19/08/2009	
Lenthall Avenue	Grays	89	1					14/08/2009	14/08/2009	
Lenthall Avenue	Grays	120	1					21/08/2009	21/08/2009	
Lenthall Avenue	Grays	141	1					21/08/2009	21/08/2009	
Lisle Place	Grays	1	1					17/08/2009	17/08/2009	
Milton Road	Grays	63	1					19/08/2009	19/08/2009	
Parker Road	Grays	61	1		1			21/08/2009	21/08/2009	
Robertson Court	Grays	15	1					20/08/2009	20/08/2009	
Robertson Court	Grays	19	1					18/08/2009	18/08/2009	
Robertson Court	Grays	22	1					21/08/2009	21/08/2009	
Total Cost										
Total Properties		22								
			CB	BB	GF	WHT	GCT			
Total Equipment			19		2	1	3			

## Appendix D

### Landlord, Home Owner Gas Safety Record and Property Inspection

The following tables detail the minimum level of information the Council wish to be included within the certification of completion reports.

Section 1 – LANDLORD/HOME OWNER GAS SAFETY RECORD
<p>Contractor Details:</p> <ul style="list-style-type: none"><li>• Registered Business/Company Details</li><li>• REG NO</li><li>• Gas operative ____ (print name)</li><li>• Operative Licence No.</li><li>• Address including postcode</li><li>• Tel No,</li><li>• The Safety Record issued by: Signed</li><li>• Date appliance(s)/chimney(s) checked</li><li>• NEXT SAFETY CHECK DUE WITHIN 12 MONTHS</li></ul> <p>Job/Site Address</p> <ul style="list-style-type: none"><li>• Name</li><li>• Site Address</li><li>• post code</li><li>• Site Reference Number</li><li>• The Safety Record received by: Signed – resident</li><li>• Resident copy Issued (Yes/No)</li></ul> <p>Landlord</p> <ul style="list-style-type: none"><li>• Name – <b>THURROCK COUNCIL</b></li><li>• Site Address –</li><li>• post code</li></ul>
Section 2 – APPLIANCE DETAILS & INSPECTION
<p>Number of Appliance tested (Quantity)</p> <p>Gas Installation pipework satisfactory visual Inspection (Yes/No)</p> <p>Emergency Control Valve (ECV) accessible (Yes/No)</p> <p>Satisfactory gas tightness test (Yes/No/NA)</p> <p>Protective equipotential bonding satisfactory (Yes/No)</p> <p>All Gas Appliance Service (Yes/No)</p> <p>Contractor to provide details for each appliances</p> <p><b>APPLIANCE DETAILS</b></p> <ul style="list-style-type: none"><li>• Ref/S.no</li><li>• Location</li><li>• Appliance type</li><li>• Make</li></ul>

- Model
- Landlord appliance (Yes/No/NA)
- Appliance inspected (Yes/No)
- Flue type - OF/RS/FL
- Complete Flue Visible
- Flue in Void Status Check (or TB008 carried out)

#### **INSPECTION DETAILS**

- Operating pressure in mbar or heat input in kW
- Initial combustion analyser reading (if applicable)
- Final combustion analyser reading (if applicable)
- Safety device(s) correct operation (Yes/No/NA)
- Ventilation provision satisfactory (Yes/No)
- Visual condition of chimney/termination satisfactory (Yes/No)
- Flue performance checks (Pass/Fail/NA)
- Appliance serviced (Yes/No)
- Appliance safe to use (Yes/No)

#### **DEFECT(S) IDENTIFIED**

- Ref/S.no
- Defect details
- If Warning/Advice Notice (Yes/No)
- Notice serial No.

#### **REMEDIAL ACTION TAKEN**

- Ref/S.no
- Work details
- Engineer Return date (if applicable)

#### **FURTHER WORKS REQUIRED (Yes/No)**

- Ref/S.no
- Work details
- Engineer Return date (if applicable)

### **Section 3 – INSPECTION of WATER TAPS & TANKS (CWST and F&E Tank) and SHOWER UNIT**

#### **SHOWER UNIT, COLD WATER STORAGE TANK and F&E TANK Inspection**

Cold water tank present (Yes/No)

F&E tank present (Yes/No)

Hot/Cold water system condition satisfactory (Yes/No)

Contractor to provide details for each tank

- Location
- Location tank supplies water to
- Number of outlets served (Hot / Cold / Drinking / Showers)
- Tank dimensions/size
- Number of overflows and diameter

- Rodent screen (Yes/No)
- Tank condition satisfactory (Yes/No)
- Tank lid type and condition
- Acceptable lagging (Tank / Lid / Makeup / Outlet)
- Scale level - Yes/No - (Low/Medium/High)
- Ladder required if yes, height required

Engineer's comments including identification of remedial works if required.

#### **HOT/COLD WATER TAPS**

- Hot water tap location which is farthest from heat source - \_\_\_\_
- Did hot water tap farthest from heat source reach 50 deg C within 1 minute? (Yes/No)
- Cold water tap location which is farthest from stopcock - \_\_\_\_
- Did cold water tap farthest from stopcock reach or less than 20 deg C within 2 minute? (Yes/No)
- Stopcock location
- Stopcock condition satisfactory (Yes/No)
- Stopcock operation satisfactory (Yes/No)

#### **SHOWER UNIT**

- Shower unit present (Yes/No)
- Location
- Shower type
- If tenant-owned, were there any signs of scale?
- Has tenant been informed of scale (Yes/No)
- 

#### **Section 4 – SAFETY ALARMS – Smoke alarms/Tunstall Alarms / CO Alarms**

Total number of Alarms (any type) – Quantity

Contractor to provide details for each alarm

- Location
- Type (Smoke/Heat or CO)
- Manufacturer
- Status
- Date Installed
- Tested (Yes/No)
- Condition (PASS/FAIL)
- Smoke alarm present on each level (if applicable)

Engineer's comments including identification of remedial works or recommendations if required.

#### **Section 5 – IMMERSION HEATER**

Contractor to provide details



- Immersion heater Present (Yes/No/NA)
- Stat compliant and fitted with thermal cut-out?
- Fitted new immersion stat?

Engineer's comments including identification of remedial works if required.

#### Section 6 – MAGNACLEAN

Contractor to provide details

- Magnetic filter present (Yes/No/NA)
- Installed Location
- Isolation Valve satisfactory (Yes/No)
- Filter thoroughly Cleaned (Yes/No)
- Check leaks from central heating system
- Heating system condition satisfactory (Yes/No)

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