

THIS DEED made on 22.01.2026

BETWEEN:

1. Appello Smart Living Solutions Limited, Company No 01444995, whose registered office is at Oregon House, New Milton, BH25 5NN ('**the Contractor**') and
2. Housing 21 of Tricorn House, Hagley Road, Birmingham B16 8TP ('**the Employer**')

INCORPORATES the Joint Contracts Tribunal Standard Form of Measured Term Contract, 2024 Edition, as amended by the Schedule annexed hereto.

EXECUTED AS A DEED by the parties on the date first before written

Executed as a deed by Housing 21 acting by)
Two authorised signatories)



Authorised Signatory

Tony Tench

Tony Tench (Jan 26, 2026 08:45:58 GMT)

Authorised Signatory

Executed as a deed by Appello Smart Living Solutions Limited) acting by
Two Directors



Director



Director

SCHEDULE

1: AMENDMENTS TO RECITALS

1. **First recital**

Insert “*Contract Area*”

2: AMENDMENTS TO ARTICLES OF AGREEMENT

2. **Article 4: Contract Administrator**

Insert the following details of the Contract Administrator:

Tal Mehta Housing 21, Tricorn House, 51-53 Hagley Road, Birmingham, B16 8TP

3. **Articles 5 and 6: Principal Designer**

Insert the following details of the Principal Designer:

Gareth Bracher, Appello, Oregon House, 19 Queensway, New Milton, BH25 5NN

4. **Articles 5 and 6: Principal Contractor**

Insert the following details of the Principal Contractor:

Gareth Bracher, Appello, Oregon House, 19 Queensway, New Milton, BH25 5NN

3: AMENDMENTS TO THE CONTRACT PARTICULARS

Clause etc.	Subject	Notes
1.	Properties and the description of types of work	Installation of digital emergency alarms for residents with the primary requirement as an emergency call device but to also contain enhancement features.
1.1	List of properties in the contract area in respect of which Orders may be issued.	See Appendix 4 – Property listing with completion dates
1.2	Description of the types of work for which	See Appendix 1 – the

	orders may be issued	Specification
2.	<p>Supplemental Provisions (Where neither entry against an item below is deleted, the relevant paragraph applies.)</p> <p>Collaborative working</p> <p>Health and safety</p> <p>Cost savings and value improvements Sustainable development and environmental considerations</p> <p>Performance Indicators and monitoring</p> <p>Notification and negotiation of disputes</p> <p>Where paragraph 6 applies, the respective nominees of the Parties are</p>	<p>Delete “applies”</p> <p>Delete “does not apply”</p> <p>Delete “applies”</p> <p>Delete “does not apply”</p> <p>Delete “does not apply”</p> <p>Delete clause</p>
3.	Contract Period	Three Years commencing on “01/10/2025” with the option of a two year extension exercisable by the Employer giving written notice to the Contractor no later than 3 months prior to the end of the initial Contract Period.
4.	Arbitration (Article 7)	Delete “do not apply”
5.	BIM Protocol	Delete clause
6	Service of Notices by the parties	<p><i>Gareth Bracher</i> <i><gareth.bracher@appello.co.uk</i></p> <p><i>AssetManagementSMTInvestment@housing21.org.uk</i></p>
7.	Orders – minimum and maximum value	
8.	Orders – Value of work to be carried out	
9.	Orders – Priority Coding	To be agree with the contract administrator
10.	Construction Industry Scheme (Clause 4.2)	Delete – “Is a contractor”
11.	<p>Payments (Clause 4.3, 4.4 and 4.5)</p> <p>Estimated value of an order above which</p>	<p></p> <p>Insert “£10,000”</p>

	progress payments can be made	
	Valuation Dates	Insert "20 th " day of the month
12.	Responsibility for measurement and valuation (Clause 5.2)	Retain "The contractor shall measure and value all orders" Delete all other options.
13.	Schedule of Rates	The Schedule of Rates to be used shall be entered as "Appendix 2 – The Pricing"
13.1	Schedule of Rates The addition / deduction of the adjustment Percentage which is Set out in the following document	
13.2	Where the schedule of rates is the National Schedule of Rates	Delete "ALL"
13.3	Rates - Fluctuations	Delete "does not apply"
13.4	Basis and dates of revision	Delete "is as follows"
14.	Daywork Clauses (5.4, 5.6.3 and 5.6.4)	
14.1	Valuation – percentage additions	Pricing Document
14.2	Revision of Schedule of Hourly Charges	
	Clause 5.6.3	Delete "applies"
15.	Overtime work	Not applicable
16	Insurance	
16.1	Contractors Public Liability insurance	Insert "≥£5,000,000.00"
16.2	Percentage to cover professional fees	15%
16.3	Insurance of existing structures	Delete "is replaced by the provisions of the following documents"
16.4	Insurance of the works or supply comprised in orders	Delete "applies"
16.5	Where clause 6.7B applies and cover is to be provided under the contractor's annual policy.	
16.6	Terrorism cover	
17.	Break Provisions – Employer or Contractor	Insert "6 months"
18	Service of notices by email	Clause 8.2.3.2 applies <i>email addresses for AssetManagementSMTInvestment@housing21.org.uk and gareth.bracher@appello.co.uk</i>
19.	Settlement of Disputes (Clauses 9.2, 9.3 and 9.4.1)	

	Adjudication	Delete all except The Royal Institution of Chartered Surveyors
	Arbitration	Delete all except The Royal Institution of Chartered Surveyors

4: AMENDMENTS TO CONDITIONS

5. Section 1: Definitions and Interpretation

5.1. Clause 1.1: Definitions

Insert the following definitions:

Copyright Work: means the drawings, plans, designs, diagrams, specifications, technical data, models, bills of quantities, reports, calculations or other documents or recorded information whatsoever prepared by or on behalf of the Contractor for and/or in connection with the construction of the Works.

Mandatory Policies: means See Appendix 3 – Contractor Code of Conduct and SSIP Accreditation, Housing 21 Data Protection Policy.

Works: means work carried out in pursuant of an Order

5.2 Clause 1.2: Agreement etc to be read as a whole

Delete from "Nothing" in line 1 to 'Conditions' in line 3.

5.3 Clause 1.5: Contracts (Rights of Third Parties) Act 1999

Delete clause 1.5 and substitute:

No person who is not a party to this Contract shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Contract.

6. Section 2: Carrying out Work

6.1 Clause 2.1: Contractor's obligations

In line 2 after 'and' insert:

proceed with the Order efficiently, properly, regularly and diligently as well as in accordance with the Mandatory Policies and

At the end of clause 2.1 insert:

No approval or comment or omission to approve or comment on the part of the Employer or on his behalf whether under this clause or otherwise under this Contract shall in any way affect any duties, responsibilities or liabilities of the Contractor whether under this Contract or otherwise.

Upon request from the Employer, the Contractor shall provide evidence of his compliance with all statutory requirements and of issue of all required notices relating to them. Where in fulfilling the obligations set out in this clause 2.1 the Contractor shall require the presence of a relevant local authority or statutory body, the Contractor shall duly notify the local authority or statutory body of such requirement, and the Contractor shall be responsible for the integration of any works that the local authority or statutory body may undertake with the remainder of the Works.

6.2 Clause 2.2: Materials, goods and workmanship

At the end of clause 2.2 insert new clause 2.2A as follows:

2.2A With regard to any work carried out pursuant to an Order, and without prejudice to clause 2.1, the Contractor warrants to the Employer that:

2.2A.1 such work has been or will be executed using proven up to date practice and to the appropriate standards available at the date of this Contract and without infringement of any rights, reservations, covenants, restrictions, stipulations or other incumbrances binding upon or affecting the Site (save as may have been agreed with the Employer);

2.2A.2 such work comprises or will comprise only materials and goods which are new and of satisfactory quality and all workmanship, manufacture and fabrication will be up to the appropriate standards available at the date of this Contract and consistent with the intended use of the work; and

2.2A.3 he has the competence and adequacy of resources necessary to carry out his obligations as Contractor and Principal Contractor (where so appointed) under the CDM Regulations.

6.3 Clause 2.10: Extension of time

In clause 2.10.2 line 3 after 'control' insert:

and not reasonably foreseeable by him

In clause 2.10.2 line 3 after 'including' insert:

any breach of this contract or any impediment, prevention or default by act or omission on the part of the Employer or

In clause 2.10.2 line 5 after 'default' insert:

, negligence, omission, breach of contract or breach of statutory duty

6.4 Clause 2.12: Defects

In clause 2.12 after 'at no cost to the Employer.' insert:

The Contractor will be required to attend to such defects within a defined time scale according to their nature, in order to meet the Employer's commitment to its residents. Should the Contractor fail to deal with any defect in accordance with the following timescales, the Employer reserves the right to engage others to do so and to recover all costs from the Contractor.

The time scales are as follows:

Priority 1 - Emergency Repairs: Make safe within 24 hours and complete within 3 days.

Priority 2 - Urgent Repairs: Complete within 7 days.

Priority 3 - Routine Repairs: Complete within 28 days. not reasonably foreseeable by him

7. Section 3: Control of Work

7.1 Clause 3.1: Assignment

Delete clause 3.1 and substitute:

3.1 The Contractor shall not assign or transfer the whole or any part of the benefit of the Employer's obligations under this Contract without the consent of the Employer. The Employer may assign or transfer the benefit of this Contract.

7.2 Clause 3.2: Sub-Contracting

In line 2 delete from 'not' to 'shall'.

7.3 New clause 3.2A

Insert new clause 3.2A as follows:

The Contractor shall assign to the Employer the benefit of any manufacturer's and/or supplier's guarantees and warranties he may obtain in relation to the Works.

7.4 Clause 3.3: Contractor's representative

At the end of clause 3.3 insert:

If less than eight operatives are on site at any time, this representative may be a working foreperson or charge hand. If more than eight are employed, the representative must be a full time non-working supervisor. The Employer shall be entitled but not unreasonably or vexatiously, after consultation with the Contractor, to request the removal of any such person if, in the Employer's opinion, his performance or conduct is or has been unsatisfactory and the Contractor shall promptly remove such person and replace him with such other person as the Employer shall first have approved in writing. Any costs incurred by the Contractor in replacing the Contractor's representative (in any circumstances) shall be borne by the Contractor.

As and when reasonably requested to do so by the Employer the aforesaid representative and such other of the Contractor's servants, agents, suppliers, sub-contractors or consultants as may from time to time be necessary shall attend meetings convened by the Employer in connection with the Works. Such representative shall keep complete and accurate records in accordance with any provisions relating thereto in the Contract Documents and shall make the same available for inspection by the Employer at all reasonable times.

7.5 Clause 3.4: Access to the Site

Delete clause 3.4.2.

In clause 3.4.3 delete in line 1 'clauses 3.4.1 and clause 3.4.2 do' and insert:

clause 3.4.1 does

7.6 New clause 3.11

Insert new clause 3.11 as follows:

3.11 The Contractor grants to the Employer an irrevocable royalty-free, non-exclusive licence and/or sub-licence to use and reproduce the Copyright Work in any manner and for any purpose related to the Works and/or the Development including, without limitation, the execution, completion, maintenance, letting, sale advertisement, reinstatement and repair of the Works. The licence hereby granted includes the right to the Employer, and any Fund and their successors and assigns and those deriving title through or under them to assign such licences and grant or assign sub-licences of the right to use and reproduce the Copyright Work, provided always that the Contractor shall not be liable for any such use by the Employer or the Fund or their successors or assigns or sub-licencee for any purpose other than that for which the same were prepared and provided by the Contractor.

8. Clause 5.6 : Rates – Fluctuations

Delete clause 5.6 and insert:

- 5.6.1 The rates stated in the Schedule of Rates current at the commencement of the Contract Period will apply to the valuation of Orders issued prior to the anniversary of the commencement of the Contract Period and subsequently the update for those rates in each year will apply the Orders issued thereafter;.
- 5.6.2 On the first and each subsequent anniversary of the commencement of the Contract Period the Contractor will be entitled to negotiate a percentage adjustment to the Schedule of Rates. The percentage adjustment may be increased or decreased subject to a maximum percentage determined as per the following example formula.
- 5.6.3 The maximum adjustment to the Schedule of Rates at each anniversary shall be calculated by application of the movement in the All Items column of the General Index of Retail Prices (Index TABLE 36) as published by the Office for National Statistics, Consumer Prices and General Inflation Division, or if such publication is discontinued then whatever relevant document succeeds it. The movement to be applied to the Schedule of Rates shall be calculated on the basis of the increase/decrease between the index published in the month which is two months prior to the anniversary date of the Term and the base index published

for the month two months prior to the commencement of the Contract Period with such difference being expressed as a percentage of the base index.

- 5.6.4 Any subsequent increase/decrease to and the rates stated in the Schedule of Rates will only be applied to the value of Orders received by the Contractor subsequent to the agreement of the rate adjustment.

9. Clause 5.8: Interruption of work - unproductive costs

Delete clause 5.8.

10. Section 6: Injury, Damage and Insurance

11.1 Clause 6.2: Liability of Contractor - injury or damage to property

Renumber clause 6.2 as clause 6.2.1 and insert at end:

6.2.2 The Contractor shall at all times prevent any nuisance (including, but without limitation, any noisy work operations) or the interference with the rights of any adjoining landowner, tenants, or occupier or any statutory undertaking arising out of the carrying out of the Works and shall assist the Employer in defending any action or proceedings which may be instituted in relation thereto.

6.2.3 Without prejudice to the obligations of the Contractor under clause 6.2.1 above, the Contractor shall at all times ensure there is no trespass by the Contractor, its servants, agents, sub-contractors or suppliers (including, without limitation, the oversailing of tower crane jibs) on or over any adjoining or neighbouring property arising out of, or in the course, or caused by the carrying out of the Works and shall take all reasonable safety and other measures to prevent damage or injury to any persons (including but without limitation) the occupiers of adjoining or neighbouring property and members of the public.

6.2.4 The Contractor shall be responsible for and shall indemnify the Employer from and against any and all expenses, liabilities, losses, claims and proceedings resulting from any failure or default of the Contractor in performing his obligations under clause 6.2.2 or clause 6.2.3.

11.2 Clauses 6.7 to 6.8

Delete clauses 6.7 to 6.8 and replace with:

6.7.1 The existing structures in respect of which Orders under this Contract may be issued together with the contents thereof owned by him or for which he is responsible shall, subject to clause 6.5, be at the risk of the Employer in respect of the full cost of reinstatement, repair or replacement of loss or damage due to one or more of the perils referred to in clause 6.7.2.

6.7.2 The perils referred to in clause 6.7.1 are fire, lightening, explosion, storm, tempest, flood, bursting or overflowing of water tanks, apparatus or pipes, earthquake, aircraft, and other aerial devices or articles dropped therefrom, riot and civil commotion, but excluding the risks referred to in clause 6.5.

ADDITIONAL CONDITIONS

12 New clauses

Insert the following new clauses:

12.1 New Clause 10: Prohibited Materials

Clause 10: Prohibited Materials

Subject to clause 2, the Contractor warrants:

10.1 that he has not used or specified and will not use or specify for use;

10.2 that he has exercised and will continue to exercise reasonable skill, care and diligence to see that there are not used;

10.3 that he is not aware and has no reason to suspect or believe that there have been or will be used;

10.4 that he will promptly notify the Employer in writing if he becomes aware or has reason to suspect or believe that there have been or will be used;

in or in connection with the Works, materials or substances other than in accordance with the guidance in the publication 'Good Practice in the Selection of Construction Materials'

published by the British Council for Offices in 2011 or the edition of which as may be current at the date of specification or, as the case may be, use.

12.2 New Clause 11: Confidentiality

Clause 11: Confidentiality

11.1 Information concerning the Contract including any information obtained either by the Contractor or by any person whether employed by him or working under his direction in the course of executing the Works is strictly confidential. All such information must be used by the Contractor and any other persons solely for the purpose of the Contract and shall not, at any time, be otherwise disclosed for any reason whatsoever without prior express written agreement of a director or senior executive of the Employer.

11.2 The Contractor shall ensure that all persons whether employed by him or working under his direction in the course of executing the Works are expressly made aware of and abide strictly with this confidentiality provision.

12.3 New Clause 12: Health and Safety

Clause 12: Health and Safety

12.1 The Contractor is to allow the Employer and the Employer's health and safety surveyor ('the Surveyor') access at all reasonable times to enable the surveyor to inspect the site and work and materials and to carry out a health and safety audit for the Employer.

12.2 The Contractor shall inspect and examine the site and advise the Employer of any areas that are unsafe for the carrying out of the work pursuant to an Order.

12.4 New Clause 13: Right of Removal

Clause 13: Right of Removal

The Employer shall be entitled, but not vexatiously, and after consultation with the Contractor, to request the removal of any person engaged in the performance of work pursuant to an Order if, in the Employer's opinion, his performance or conduct is or has been unsatisfactory and the Contractor shall promptly remove such person and replace him with such other person as the Employer shall first have approved in writing.

Appendix 1

The Specification

PERFORMANCE SPECIFICATION

Design, Supply and Installation

of

Digital Emergency Call Systems

In

Sheltered Schemes

Table of Contents

1	Introduction	17
1.1	Employer/client:	17
1.2	Site address:.....	17
1.3	Sites Remaining on Programme	17
1.4	Court Visits:	18
1.5	Scope of Works	18
2	Specification	19
2.1	Connectivity	19
2.2	Call Monitoring.....	19
2.3	Functionality.....	19
2.4	Engagement Functionality.....	20
2.5	System Design.....	20
3	Technical and Contractual Requirements.....	22
3.1	Surveys.....	22
3.2	Pre-Commencement Meetings.....	22
3.3	Site Set Up and Welfare.....	22
3.4	Programme of Works	23
3.5	Lift Module Integration	23
3.6	Contractor's Representative.....	23
3.7	Control of the Works	23
3.8	Sub-Contractors.....	24
3.9	Site Meetings	24
3.10	Site Records	24
3.11	Code of Practice	25
3.12	Installation.....	25

3.13	Equipment.....	26
3.14	Battery Back Up.....	27
3.15	Fire Stopping	27
3.16	Making Good	27
3.17	System Updates	27
3.18	Innovation and Development	27
3.19	Testing and Commissioning.....	28
3.20	Certificates and payments.....	28
3.21	Variations.....	28
3.22	Re-measurement	28
3.23	Warranty and Maintenance	29
3.24	Notices and Fees	29
3.25	Construction (Design and Management) Regulations 2015	29
3.26	Equal Opportunities	30
3.27	Working Hours and Conditions.....	30
3.28	Work In and Around Occupied Properties	30
3.29	Protection of the Works.....	31
3.30	Protection of Residents' property	31
3.31	Protection of Public Properties and Services.....	31
3.32	Security of Buildings	32
3.33	Storage and Site Accommodation.....	32
3.34	Temporary Buildings	34
3.35	Plant and Tools.....	34
3.36	Goods and Materials.....	34
3.37	Health, Safety and Welfare	34
3.38	Price Optimisation.....	35

3.39 Asbestos35

1 Introduction

Housing 21 is a not-for-profit Housing association providing Housing for the over 55's. The dwellings are predominantly studio, one- and two-bedroom self-contained flats with communal corridors and facilities throughout. Generally, the flats are contained within one block but there are schemes that consist of dispersed blocks and bungalow's that would require integration into the emergency call system in the main block e.g., the Scheme Manager in the main block can connect to bungalows onsite and vice versa.

1.1 Employer/client:

1.1.1 Housing 21

Tricorn House

51 – 53 Hagley Road

Birmingham

B16 8TP

1.2 Site address:

1.2.1 Various Housing 21 Sites identified for emergency call replacements.

For the purpose of the tender the schemes that are to be visited to model your quotations are:

1.2.2 Lacemaker Court, Tamworth Road, Long Eaton, Nottingham, NG10 1BE

Lacemaker Court is an Extra Care site built in 2015 consisting of 61 flats.

Communal facilities include, Lift, Lounge, Restaurant open to the public, Laundry, Guest facilities, Garden, Hairdressing salon, Assisted bathing facility, internet area, and car parking facilities.

Contact Details:

Scheme Manager: Lesley Cameron or Edward Igwubor

Email: Lesley.Cameron@housing21.org.uk, Edward.Igwubor@housing21.org.uk

Phone: 0370 192 5195

1.2.3 Lynam Court, Gaul Street, Bulwell, Nottingham, Notts, NG6 8JQ

Lynam Court is a Retirement Living site built in 1977 consisting of 37 flats.

Communal facilities include, communal lounge, laundry room and a guest room.

Scheme Manager: Sally Stevenson

Email: sally.stevenson@housing21.org.uk

Phone: 0370 192 4859

1.3 Sites Remaining on Programme

- 1.3.1 Currently we have 74 schemes equating to circa 4403 units identified in the Appendix, Remaining Programme that will require the full digital upgrade from award of contract until December 2026. This volume could marginally reduce between now and the tender award as there may be sites that require replacement on a reactive basis due to system failures.
- 1.3.2 Housing 21 are also acquiring properties that unless they already have a digital system in place will require an upgrade.

1.4 Court Visits:

- 1.4.1 Contractors must make an appointment at least 48 hours prior to visiting with the Scheme Manager.
- 1.4.2 All Contractors MUST report to the Scheme Manager when arriving and leaving the scheme.
- 1.4.3 Contractors NOT making prior appointments may be turned away.
- 1.4.4 At least 12 hours notification must be given to the Scheme Manager if access appointments are to be broken.

1.5 Scope of Works

- 1.5.1 The works will include:
 - 1.5.1.1 To strip out the existing emergency call system and suitably store the parts for collection by others.
 - 1.5.1.2 Supply and install a new emergency call system as per the requirements of the specification.



2 Specification

2.1 Connectivity

- 2.1.1 The solution must be a digitally compliant emergency call system that is able to raise an alarm call by a single action from a room unit to digitally compatible Alarm Receiving Centre (ARC).
- 2.1.2 As a minimum suppliers must be able to provide telecare, telehealth and digital health equipment that complies with the following:
 - 2.1.2.1 European Technical Specification for Social Alarms - BS EN 50134-7:2017
 - 2.1.2.2 Data Protection Act 2018
 - 2.1.2.3 ISO27001
 - 2.1.2.4 BS 7666 (Addresses)
 - 2.1.2.5 BS 8766 (Names and identifiers of individuals and groups)
 - 2.1.2.6 BS 8521 (interoperability for the delivery of telecare products)
- 2.1.3 A full recommended specification of requirement in relation to internet connectivity for your solution must be provided, with both the calculation model and completed calculations for the example schemes. If your system is reliant on a Wi-Fi network, please clearly state this. Include such parameters as type and number of connections, overall bandwidth, minimum bandwidth to each unit, maximum permitted packet loss, and any other requirements for reliable operation.
- 2.1.4 If Wi-Fi is required Housing 21 will provide the necessary Wi-Fi network in advance, and is not to be supplied by the Emergency Call System supplier for reasons including congestion management.
- 2.1.5 If data SIMs are required please provide details of how many are needed and bandwidth requirements. Provide clarity around the options regarding the provision of SIMs by either Housing 21 or the supplier, and the cost model.
- 2.1.6 Connectivity costs borne by Housing 21 will be taken into account when considering the overall cost of the solution

2.2 Call Monitoring

- 2.2.1 The equipment needs to be interoperable with digital call monitoring centres that are compatible to a BS 8521/2 standard. Currently Housing 21's Alarm Receiving Centre is Careline. Prior to any potential award, a call to Careline will need to be made in a test environment to ensure there is compatibility between the emergency call system and ARC. Housing 21 and Careline can support this activity.

The results will need to be evidenced to Housing 21.

2.3 Functionality

- 2.3.1 Compatibility with digital Alarm Receiving Centres that are compatible to a BS 50134 Part 9 standard. Ensure test calls are made to our ARC, Careline and evidenced as successful.
- 2.3.2 Simultaneous calls are required to accommodate at least 5% of the court's capacity
- 2.3.3 Sub 5 second call connection time to the ARC. Please describe how this will be maintained if the primary internet connection is not available.
- 2.3.4 An option for a Wi-Fi based or hard wired Dect phone system to handle on site alarms and door call traffic. A minimum of 10 concurrent units operating on any one site would need to be supported.
- 2.3.5 Pendant network should be location-aware and able to provide at least an approximate location within the building, e.g. via zones
- 2.3.6 Door entry panel to the main entrance to provide 2-way audio to the resident apartment speech units and to the manager's phone.
- 2.3.7 Video calling between devices.
- 2.3.8 Ensure to interlink existing Part 6 domestic fire detection as well as the fire panel to the emergency call system.
- 2.3.9 Standards compliant peripheral devices such as activity monitors, bed sensors, Bluetooth speakers and fall detectors are required to connect to the system. Please indicate together with prices what you supply in this regard.
- 2.3.10 I'm OK function is required to enable an onsite Scheme Manager to have central visibility of the residents' responses.
- 2.3.11 Ongoing technical remote and onsite support to maintain the functions of the system to ensure all up to date software updates are provided as required to enable the continued operation of the system.
- 2.3.12 A Scheme Manager must be able to take alarm and door calls from multiple sites i.e. a Scheme Manager based at a particular court is able to handle alarm and door entry calls from that site and at the same time be able to receive alarm and door entry calls from other (multiple) sites.

2.4 Engagement Functionality

- 2.4.1 In addition to the requirements detailed above, as part of the proposal Housing 21 would like to understand what engagement functionality the solution can provide. Examples of desirable engagement features include central messaging features, surveys, and video flat to flat calling.

2.5 System Design

- 2.5.1 The system should be designed and implemented with a strong emphasis on user-friendliness and accessibility for elderly residents. This includes, but is not limited to:
 - 2.5.1.1 Large, clear, and easily readable displays and controls on all resident units.

- 2.5.1.2 Simple and intuitive operation with minimal cognitive burden.
- 2.5.1.3 Consideration of potential age-related sensory impairments, such as hearing loss and visual impairment, through features such as adjustable volume levels, visual alerts, and alternative communication methods.
- 2.5.1.4 Provision of clear and concise instructions and training materials in accessible formats, such as large print and easy-to-understand language.
- 2.5.1.5 A customisable interface that can be continually updated to suit business requirements.

3 Technical and Contractual Requirements

3.1 Surveys

- 3.1.1 The contractor is to visit the scheme to ascertain the extent of the works for the preparation of the quotation.
- 3.1.2 The area-based surveyor should be invited to attend the initial site survey to agree on locations of hardware required onsite and cable trunking routes where required. Cupboards that are intended to house any servers must be of a suitable size with appropriate ventilation solutions agreed if required.
- 3.1.3 The contractors survey must include an itemised schedule of parts with a full breakdown of cost and quantities included. Domestic detectors that require integration into the emergency call system should be checked to ensure compatibility. If detectors such as the Tunstall 24 -volt type are present this must be presented to the area-based surveyor with a solution agreed ahead of starting any works on site
- 3.1.4 Civil works may be required to connect dispersed units. The contractor must have capacity to act as the main contractor to facilitate these works. Itemised quotes will need to be provided where these works are required.

3.2 Pre-Commencement Meetings

- 3.2.1 Prior to commencement of any work, the Contractor shall attend a pre commencement meeting during the days of the mobilisation period to discuss following issues: -
 - 3.2.1.1 Health and Safety
 - 3.2.1.2 Communication
 - 3.2.1.3 Finance
 - 3.2.1.4 Draft proposed programme of works
 - 3.2.1.5 Tenants' consultations
 - 3.2.1.6 Site management
 - 3.2.1.7 Other Works / Projects on Site
- 3.2.2 An allowance for a separate resident's engagement session should also be made whereby the proposed system is demonstrated to the residents and the programme of works discussed.

3.3 Site Set Up and Welfare

- 3.3.1 Typically, Housing 21 can provide welfare facilities and storage. A price for this to be included within the scope of work for each project as an exception.

3.4 Programme of Works

- 3.4.1 The Contractor shall, prior to the commencement of the Works, prepare and agree with the Contract Administrator and Principal Designer, a programme showing the dates when the work will be carried out at each part of the site, taking account of the risk assessments carried out under CDM Regulations. The Contract Administrator reserves the right to alter or amend the programme of works as he considers appropriate.

3.5 Lift Module Integration

- 3.5.1 There is the requirement to have a speech module within the lift integrated into the emergency call system. To connect the lift carriage module to the system requires the lift to be temporarily shut down to enable the new cable to be connected.
- 3.5.2 Allowances must be made to manage and coordinate this activity with our incumbent service contractor (Otis) and the Scheme Manager.

3.6 Contractor's Representative

- 3.6.1 The Contractor shall at all times when work is in progress on site keep a directly employed competent person in charge. If less than eight operatives are on site at any time, this person may be a working foreperson or charge hand. Any Instructions given to them by the Contract Administrator shall be deemed to have been given to the Contractor.

3.7 Control of the Works

- 3.7.1 The Contractor must immediately comply with any instructions given by the Contract Administrator requiring the exclusion from the Works of any person due to:
 - 3.7.1.1 Inappropriate or unacceptable conduct an act or omission that discriminates based on disability, race, culture, creed, age, sex, sexual orientation, gender reassignment etc.
 - 3.7.1.2 Substandard workmanship
 - 3.7.1.3 Undertaking dangerous practices
 - 3.7.1.4 Failure to follow health and safety procedures, precautions, or instructions.
- 3.7.2 The Contractor shall keep an accurate daily diary of all operatives employed on site including signing in and out times. This is to include an accurate record of weather conditions. A copy of this diary must be submitted to the Contract Administrator on completion of the Works. If the works are notifiable, the F10 will be clearly displayed in a public, notice-board if possible.
- 3.7.3 The contractor will be responsible for setting out and managing a Traffic Management Plan for the site(s) and surrounding areas. Where additional risks are identified, the plan would be amended to minimize or design out those risks.

- 3.7.4 Equipment, tools, and materials will be stored securely in lockable containers or away from site. Under no circumstances will materials or tools be left in tenants flats overnight.
- 3.7.5 Should the Contractor find it necessary to revise the programme of Works or be unable to keep appointments made, this must be communicated to the Residents and Scheme Manager or other contact as soon as the issue arises. This will be communicated with an appropriate apology together with an explanation. New arrangements will be made at this juncture, or timescales given in lieu of arrangements, where uncertain. The Contract Administrator must also be informed of such changes.
- 3.7.6 The Contractor will be required to provide out-of-hours (both mobile and landline) telephone numbers to deal with any emergencies arising from the works. They will ensure that the while process is managed and undertaken by competent personnel. Works classified as an out of hours emergency include situations that if left would cause injury to persons, would have a significant effect on the works, structure, services, or contents of home/s if left unattended to. Examples might include but is not limited to, roof leaks, works unprotected, safety implications caused by vandalism, etc.

3.8 Sub-Contractors

- 3.8.1 The names of any sub-contractor intended to be used by the Principal Contractor in carrying out the Works, and details of the work element involved, must be agreed in advance and details supplied will be returned with this document.
- 3.8.2 The Contractor is to enter a Contract with all Subcontractors binding them by all terms and conditions detailed in the Contract Conditions, and by which he himself is bound, and he is to be responsible for enforcing these and for placing orders, receiving, handling and storing their materials.
- 3.8.3 The Contractor is to allow for all necessary attendance and profits on all Sub-contractors and supplies, he is to include for all builder's work necessary to execute these works.
- 3.8.4 Sub-contractors are to be provided with all stores, messrooms, welfare facilities etc. The Contractor is to allow for all loading and unloading of sub-contractors' materials, plant etc, and the storage thereof.

3.9 Site Meetings

- 3.9.1 The Contractor's Representative shall be available to attend Site Meetings on a regular basis or as required or requested by the Contract Administrator.

3.10 Site Records

- 3.10.1 Copies of drawings, specification, schedule of works, etc, relating to the works shall be kept on site and be available for the Contract Administrator's use at all reasonable times.

3.11 Code of Practice

3.11.1 The Contractor must comply with Housing 21's "Contractor's Booklet which sets out the requirements for:

3.11.1.1 Performance Standards for Maintenance Contractors.

3.11.1.2 Health and Safety Requirements.

3.11.1.3 Equal Opportunities Policy.

3.11.2 All operatives and sub-contractors must be made aware of and comply with its contents. A copy is enclosed which must be signed and returned to the Contract Administrator prior to the commencement of work.

3.11.3 The Contractor's Booklet shall be overridden by any specific requirements within this document.

3.12 Installation

3.12.1 All new 1st fix cabling (door entry, Radio Frequency receivers and staff admin equipment) shall be concealed in the building fabric, where possible, clipped in ceiling voids, roof spaces or existing conduits.

3.12.2 Existing cabling to ceiling pullcords shall be reused to minimise disruption and visible containment. Cabling that is reused should be confirmed as undamaged, fault free and suitable to use. Should any proposed existing cable be found unsuitable, provide a replacement cabling/containment at an additional cost. All new cabling must be CPR compliant and of a Euroclass level appropriate to the environment in which it is being installed. This would typically be B2ca to provide the highest level of fire protection. All cables should be labelled at each end with a wrap-around label printed with the circuit identifier. The label should be located near the termination point at either end, such that the circuit can still be identified if the termination is removed.

3.12.3 Call System equipment should be installed into its own dedicated cabinet and not into the existing comms cabinet used for general purposes.

3.12.4 Making good of larger holes shall consist of bespoke cut to size white PVC blanking plates. Smaller holes should be suitably filled and smoothed in readiness for decoration by others.

3.12.5 Existing underground ducting for cable links between buildings, where required will be assumed to be undamaged and suitable for use. Should any replacement sections of ducting be required, or an alternative method, this shall be quoted for.

3.12.6 All system equipment will be terminated in a fixed position, location & height usually as per existing, or alternatively to be determined by the client.

- 3.12.7 Allow for RF receiver equipment devices to suit the building size/layout. Ensure sufficient radio signal coverage to the footprint of the building and other areas specified is provided.
- 3.12.8 The provision of certified fire stopping materials is required where new and existing routes are used with any data sheets and certification to be included as part of the handover documents.
- 3.12.9 Provide system training for staff and residents
- 3.12.10 The contractor shall be responsible for the strip out of the old system equipment only and leave stored for removal/disposal by others.

3.13 Equipment

- 3.13.1 A full schedule of all included equipment should be included within the pricing matrix, including any equipment necessary to manage the system such as a local laptop. This schedule should include full lifecycle information, including both 'hard' and 'soft' lifecycle dates, expected lifespan and current cost of replacement. Where the equipment is question is subject to any form of software or firmware updates be clear as to the lifecycle of these, including security patching.
- 3.13.2 Where required, digital speech modules shall be located throughout the dwellings and communal areas, as per the existing locations. Where speech modules are located in corridors the reinstatement of these devices should be agreed on a case-by-case basis.
- 3.13.3 Hardwired standard ceiling pullcord allowance per dwelling to bathrooms only. Where applicable, any existing ceiling pull cords to other rooms, where fitted, shall be removed or capped off due to asbestos and cavity boxes being present. The existing cabling
- 3.13.4 Radio wrist/neck mounted personal alarm pendant allowance of 2no. unit per resident dwelling.
- 3.13.5 Mobile telephone type handsets (i.e., DECT or Wi-Fi) and central pendant receiver system designed to provide radio coverage within the footprint of the building. The pendant network receivers provided should enable a specific location of where a personal pendant has been triggered.
- 3.13.6 Allowance for a door entry panel, to the main entrance, to provide 2-way audio to the resident apartment speech units and to the manager's phone.
- 3.13.7 Assume to reuse the existing electronic locking, push-to-exit buttons, or green emergency call point units. Make an allowance to replace if required.
- 3.13.8 Suitable locations for the control equipment must be agreed prior to commencement of any works on site.
- 3.13.9 Agree equipment mounting heights, prior to 1st fix cabling.

- 3.13.10 240v Mains supplies, compliant with IEE Wiring Regulations, to be supplied & installed by Client/Others (prior to second fix).
- 3.13.11 Confirmation of electronic door locking facilities, linked to door entry panels.
- 3.13.12 Standards compliant peripheral devices such as activity monitors, bed sensors, Bluetooth speakers and fall detectors are required to connect to the system. Please indicate together with prices what you supply in this regard.
- 3.13.13 For each item of ancillary equipment please provide details regarding commissioning extra / replacement items, e.g. pendants, door fobs etc.

3.14 Battery Back Up

- 3.14.1 An appropriate battery back solution in case of power outage will need to be presented by the supplier and agreed by Housing 21. Specific replacement costs and associated lifecycles need to be clearly identified within the pricing document as a specific line item.

3.15 Fire Stopping

- 3.15.1 Fire compartmentation is the sub-division of a building into smaller sections or units to withstand and limit damage/growth from a fire situation by preventing the spread of smoke and fire, with the use of fire resisting construction. Roof void partitions, floor slabs, separation between flats and corridors and the subdivision of corridors are examples of fire compartmentation that you are likely to penetrate when undertaking the works.
- 3.15.2 Any works that involves disturbance of the fire compartmentation requires making good at the time of completing those works. Products specified by Hilti, Rockwool or similar approved are to be used as per the manufacturer's installation guidance. Any deviations are to be approved by the Contract Administrator. These works are considered to be inclusive of the rates submitted.

3.16 Making Good

- 3.16.1 The Contractor shall carry out all necessary builder's work and is to be responsible for all making good. Any painting and decorating required will be agreed locally with the Surveyor. Making good also accounts for restoring the fire integrity of the building.

3.17 System Updates

- 3.17.1 Any ongoing system updates required to incorporate the latest versions available in order to maintain the functions of the system that enable the continued operation of the system and service are to be included as part of the works with no additional charges incurred. All such updates should not require local intervention, please state whether this is the case.

3.18 Innovation and Development

- 3.18.1 It's expected that the supplier has a development and innovation roadmap in place to ensure the systems have the capacity to evolve in an ever-changing environment of users and expectations. User friendly, reliable systems that have the capacity to provide enhanced safety and engagement services to residents are considered favourable by Housing 21. Where a Supplier offers multiple specifications and intends to present a suite of proposals, all proposed options shall be priced within the pricing matrix.

3.19 Testing and Commissioning

- 3.19.1 Upon completion of installation, the Contractor shall conduct a comprehensive system test and commissioning process. This shall include, but not be limited to a) Functional testing of all system components, including resident call units, staff pendants, door entry panels, sensors, and the central management system. b) Verification of all system alarms and notifications, including emergency calls, fire alarms, and system faults. c) Performance testing of network connectivity and data transmission. d) A demonstration of system functionality to the Employer's representatives, including staff training on system operation and maintenance. Upon successful completion of all tests and the Employer's satisfaction, the Contractor shall issue a certificate of completion, warranty and all other associated documentation.

3.20 Certificates and payments

- 3.20.1 On request, the Contractor shall be required to produce for inspection invoices from all Sub-Contractors and suppliers and statutory undertakers before any payments can be included in variations.
- 3.20.2 Requests for payments for goods and materials on site will only be accepted when supported by all the necessary invoices and/or delivery notes.
- 3.20.3 Goods and materials, including valuations for which the Contractor has received payment are to become the property of the Employer and are not to be removed from site.
- 3.20.4 The contractor is required to provide an invoice prior to payment being made.

3.21 Variations

- 3.21.1 All Variations shall be agreed in accordance with the rates included in the Schedule of Rates. Items which may result in variations must be notified to the Contract Administrator as soon as they are discovered.
- 3.21.2 No claim for additional expenditure will be considered unless such works are notified to and agreed by the contract administrator prior to their commencement via a formal variation order signed by the Contract Administrator. Verbal variation orders will not be accepted.

3.22 Re-measurement

3.22.1 The Contract Administrator has the right to re-measure the whole, or any part of the works. Should the Contractor demand the whole or any part of the work be re-measured when considered unnecessary by the Contract Administrator, the Contractor shall bear the cost of charges for such measurements, which sum will be deducted from any balance due to the Contractor, if the claim is found to be unwarranted. Particular focus will be made on cable quantities submitted.

3.23 Warranty and Maintenance

3.23.1 During the 12-month warranty period the contractor will provide full parts, labour, and software maintenance.

3.23.2 Housing 21 expects all warranty-related system issues to be addressed with efficiency and promptness and it is expected that the supplier adheres to our service level agreements listed below:

3.23.2.1 Emergency: The most serious of issues require resolution within 24 hours.

3.23.2.2 Urgent: Important repairs that need to be addressed require resolution within seven calendar days.

3.23.2.3 Routine: Issues that need addressing but are less urgent and can be scheduled in, resolved within 28 days. Its unlikely however that many works associated to the emergency call system will fall into this category.

3.23.3 After the 12-month warranty period has expired, ongoing monitoring and testing of the system will be provided by Housing 21s service and maintenance provider.

3.24 Notices and Fees

3.24.1 The Contractor is to give all notices due to all local authorities and public undertakings and pay all fees and charges, unless otherwise noted.

3.25 Construction (Design and Management) Regulations 2015

3.25.1 For the purposes of the above Regulations (herein referred to as “the CDM Regulations”) the following shall be appointed:

- The Client will be as described under Regulation 14.
- The Principal Designer will be as described under Regulation 20
- The Principal Contractor will be as definition under Regulation 22.

- 3.25.2 The Contractor is deemed to have examined the CDM Regulations and Approved Code of Practice in order to anticipate, as far as it is reasonably practical, the full implications of this legislation in its capacity as Principal Contractor and shall comply with the "Requirements on Principal Contractor" within the CDM Regulations.
- 3.25.3 The Principal Contractor is to submit with his build up a method statement to demonstrate the adequacy of time allowed for the work of financial provision made in respect of all matters relating to Health & Safety management systems and measures to deal with specific hazards.
- 3.25.4 The Principal Contractor shall return a Construction Phase Plan to the Principal Designer, which must be approved prior to starting on site. Failure to provide this information in time will result in a delay to the contract start.
- 3.25.5 The Contractor shall provide information to aid the preparation of the Health & Safety file by the Principal Designer in good time and prior to the date for completion.

3.26 Equal Opportunities

- 3.26.1 The Contractor shall comply with all aspects of Equal Opportunities Legislation and not discriminate on the grounds of age, race, colour, ethnic or national origin or because of sex, sexual orientation, physical disability, appearance, or marital status.

3.27 Working Hours and Conditions

- 3.27.1 The Contractor shall not work outside normal working hours (8.30 hrs to 17.00 hrs Monday to Friday only, excluding Bank Holidays) without the written permission of the Contract Administrator.
- 3.27.2 All operatives coming on to the site are to be in possession of identification cards bearing their name, photograph, and the Contractor's name, which shall be shown to residents before entering or working on or around a property.
- 3.27.3 All operatives shall wear clean protective clothing appropriate to their trade at all times whilst on site.
- 3.27.4 The playing of radios or other portable forms of music or sound reproduction on site will not be permitted. MP3 type personal music players are not permitted to be used due to Health and Safety implications.

3.28 Work In and Around Occupied Properties

- 3.28.1 The Contractor shall allow for carrying out the Works whilst the buildings are in occupation. The Contractor shall give all residents at least seven days' notice when the work is due to commence. Every care shall be taken to cause as little disturbance and nuisance as possible to other residents during the progress of the Works.

- 3.28.2 Dustsheets will be used to protect floor coverings, furniture, and soft furnishings. Plastic over-shoes will be used at all times where dustsheets are not covering floors, even if work is not taking place. The contractor will be responsible for returning to a satisfactory condition, or replacing if not possible, any damage caused.
- 3.28.3 The Contractor shall comply with the Control of Pollution Act 1974 and BS 5228 to limit the disturbance from noise, dust etc during the works.
- 3.28.4 The Contractor shall bring to the attention of the Scheme Manager and /or residents any trellis, structure of a temporary nature, planting etc which requires removal prior to commencement of Works. The Contract Administrator should be informed immediately of any failure to co-operate in this respect.
- 3.28.5 The Contractor shall be aware that the site is occupied by elderly persons. The site shall be maintained free from hazards and obstructions, which might endanger or inconvenience such persons. Where this is not possible the Contractor shall provide and erect suitable barriers and warning signage. The Contractor shall provide and display suitable "wet paint" signs with at least 50mm high lettering in appropriate locations. Such warnings must not be chalked on paving or other surfaces.
- 3.28.6 The Contractor is to give consideration to avoiding any risks to residents and their visitors who will not have the benefit of protective clothing. Any operations, which give rise to risks, shall, as far as practicable be confined to areas to which occupants/visitors do not have access. The Contractor shall make full provision of sheeting, hoardings and other temporary works and suitable alternative means of site access, egress, and movement around and between areas where work is taking place.

3.29 Protection of the Works

- 3.29.1 The Contractor shall allow for providing all necessary protection to the building and grounds while the Works are in progress and shall make good at their own expense, any damage to existing structures, finishes and landscaping to the Contract Administrator's satisfaction.

3.30 Protection of Residents' property

- 3.30.1 The Contractor shall allow for providing all necessary protection required to the furniture, carpets and fittings of residents and common areas and wind and weather protection for the property during the progress of the Work. The Contractor shall additionally provide, where required, protection for planting, garden furniture, paving, ornamentation, adjacent finishes etc. Any damage caused shall be made good at the Contractor's expense, to the Contract Administrator's satisfaction.

3.31 Protection of Public Properties and Services

- 3.31.1 The Contractor must make good all roads, footpaths, and properties damaged or interfered with during the execution of the works and he is to meet and settle at this own expense all claims by County and Local Authorities and/or private persons for such damage. The Contractor shall maintain those adjoining public roads in a clean and tidy condition and remove mud, spillage, and rubbish there from as it accrues at this own expense.
- 3.31.2 Materials brought onto the works shall not be deposited upon any pavement, road, or public right of way to obstruct or inconvenience pedestrians or traffic.
- 3.31.3 The Contractor must take all precautions to minimize nuisance from dust affecting the occupiers of neighboring properties, and the public during the execution of the works.
- 3.31.4 The Contractor is fully responsible for the protection of all existing sewers, water, gas, lighting, power, aerial installations, telephone and any other utility services which may be encountered on the site and before commencing the work on the site he should ascertain the exact position of these services and allow for and give all necessary notices to those authorities and afford them all facilities for disconnecting, supporting or diverting those services as required. Should the Contractor damage any of these services during the execution of the works he is to immediately notify the Contract Administrator and the Authority concerned and take immediate precautions to protect all persons and property and he must make good the damage as instructed at this own expense.
- 3.31.5 The Contractor is to allow for providing all temporary watching, lighting, barriers, etc., required for the protection of the works from the public and for the safety of the public and the Contractor's workmen.
- 3.31.6 The Contractor is to allow for taking all necessary steps to prevent the trespass of unauthorized persons on the site.
- 3.31.7 No debris, sewage or chemically or otherwise polluted water or matter of any sort may be tipped or discharged into any existing sewer unless the approval of the Contract Administrator and Local Authority has been obtained.

3.32 Security of Buildings

- 3.32.1 All ladders and other plant placed against the walls or on roofs of buildings allowing easy access shall be removed at the end of each working day and securely stored to prevent unauthorised use and shall not be left unattended during the working day. Works to windows and doors are to be carried out at times, which allow adequate time for edges to dry so that reasonable security can be restored after each working day.

3.33 Storage and Site Accommodation

3.33.1 The Contractor shall allow for all costs in association with storage of materials and site accommodation. Any arrangements made shall be subject to agreement with the Contract Administrator. All areas used for storage etc must be reinstated to the Contract Administrator's satisfaction and at the Contractor's expense.

3.34 Temporary Buildings

- 3.34.1 The Contractor shall include for temporary sheds, offices, messrooms, sanitary accommodation and other temporary buildings for his workmen and keep clean and tidy and remove upon completion.
- 3.34.2 The Contractor shall pay all rates and charges in connection with all temporary buildings.

3.35 Plant and Tools

- 3.35.1 The Contractor shall provide all necessary plant, equipment, scaffolding, tools, dust sheets and everything else required for the safe and proper execution of the Contract.
- 3.35.2 Details of safety procedures, training, and method statements to ensure safe use of plant, tools and scaffolding are to be provided in the Health & Safety plan prior to commencement.

3.36 Goods and Materials

- 3.36.1 The Contractor shall not place an order for any materials or components differing from those specified in the Contract Documents without the prior written approval of the Contract Administrator.
- 3.36.2 Any materials not to the quality specified shall be removed from site and placed at the Contractor's expense. Any tests required to ascertain the strength, quality, etc. of any material or component shall be conducted as directed by the Contract Administrator and the costs borne by the Contractor, if they found to be not in compliance with the contract.
- 3.36.3 Samples of material shall be submitted to the Contract Administrator for approval when required. Any materials or components brought on to site for incorporation in the permanent work and then used for temporary works purposes shall be removed from site and replaced.
- 3.36.4 The Employer reserves the right to supply any articles or material required during the carrying out of the works and value of such articles or materials (if included in the Contract figure) shall be valued at basic rates and deducted.

3.37 Health, Safety and Welfare

- 3.37.1 The Contractor shall, during the whole course of the Contract, provide and maintain all necessary health, safety and welfare measures and amenities and comply with all the provisions laid down in the Health and Safety at Work etc Act 1974, the Construction (Working Places) Regulations 1966, the Electricity at Work Regulations 1989 or any other enactment or regulation relating to Health, Safety and Welfare.
- 3.37.2 Notwithstanding specific requirements stated above, the Contractor is to allow for complying with all current Statutory Regulations affecting the Health, Safety and Welfare of its Employers and the Public.

- 3.37.3 The Contractor is to present his Construction Phase Health & Safety Plan, in accordance with the Construction (Design and Management) Regulations 2015 and obtain the approval of the Contract Administrator/Principal Designer prior to commencement of the Works.

3.38 Price Optimisation

- 3.38.1 Please identify any potential avenues for price optimisation withing the pricing matrix spreadsheet.

3.39 Asbestos

- 3.39.1 Please be aware that all operatives must have the relevant up to date training to enable them to work on ceilings that contain asbestos. Many Housing 21 schemes do have textured coated ceilings that contain Chrysotile.
- 3.39.2 Prior to commencement of works the Contractor shall request from Housing 21 a copy of the asbestos register for the site being attended, centralised schemes should have a readily available on-site copy.
- 3.39.3 The Contractor shall ensure that all work carried out shall comply with the Asbestos (Licensing) Regulations 1983, the Control of Asbestos at Work Regulations 1987, and the Approved Code of Practice 1988 for work with Asbestos Insulation, Asbestos Coatings and Asbestos Insulation Board.
- 3.39.4 If existing materials suspected of containing asbestos beyond the safe working practice described above are identified during the execution of the works, the Contractor shall suspend all activity that may disturb the asbestos and inform Housing 21.
- 3.39.5 Components or products containing asbestos shall not be included in the Works without the written approval of Housing 21, this will only be granted when the Contractor has demonstrated that no asbestos free alternative product is reasonably practically available.
- 3.39.6 Temporary accommodation brought onto the site as part of the works or for the Contractor's own use, shall not include any products or components containing asbestos.
- 3.39.7 The Contractor shall declare within their tender return whether operatives used for this project, have or have not, received Asbestos Awareness & Specific Task training.
- 3.39.8 The contractor is to dispose of all redundant materials from site excluding reuseable spare parts such as handsets, speech modules, door entry panels and pendants. These components can be used for spares and repairs and should be packaged and stored securely onsite.

Appendix 2

The Pricing

The pricing document has been inserted below.



The%20Pricing.xlsx

Payment Process and 2% Discount Mechanism

1. Discount Offer

The Contractor shall provide Housing 21 with a **2% discount** on the net value of each site order, subject to the payment terms set out below.

2. Invoicing and Payment

- a. Upon placement of a site order, the Contractor shall issue an invoice for the full job value.
- b. Housing 21 shall pay such invoices **within 14 calendar days** of receipt.
- c. Where payment is made within 14 days, a **2% discount** shall be applied to the net amount.
- d. Where payment is not made within 14 days, the 2% discount shall not apply, and the Contractor may reissue the invoice at the full net amount.

3. Variations

- a. Any variations occurring during the works shall be invoiced separately by the Contractor at the completion of the works.
- b. Such variation invoices shall be subject to **30-day payment terms** and shall not attract the 2% discount.

4. Transparency

- a. The Contractor shall clearly state on all invoices:
 - i. The full job value,
 - ii. The 2% discount applied (if applicable), and
 - iii. The net amount payable (excluding VAT).

5. Verification

- a. Housing 21 reserves the right to audit the Contractor's application of the discount.
- b. Any failure to apply the agreed discount entitles Housing 21 to deduct the equivalent sum from subsequent payments.

Appendix 3

Contractor Code of Conduct

SSIP Accreditation

Housing 21 Data Protection Policy

Appendix 4

Property Listing with Completion Dates

Project Code	Scheme Name	Scheme address	Dwellings	Scheme Code	Programme Year
09501	Roland Rutter Court	Roland Rutter Court, Newlands, PERSHORE, WR10 1BP	52	2002	2025-26
10194	Spring Bank Court	Spring Bank Court, BLACKBURN, BB2 4GU	56	2511	2025-26
10210	Waltham House	Waltham House, St John's Street, Wirksworth, MATLOCK, DE4 4DT	39	1005	2025-26
10782	Cunningham Court	Cunningham Court, Station Road, HEACHAM, PE31 7HW	31	2904	2025-26
10786	Paines Brook Court	Paines Brook Court, 14 Paines Brook Way, ROMFORD, RM3 9JN	64	1736	2025-26
10787	Cambrian Green Court	Cambrian Green Court, Wellington Road, YATE, BS37 5TR	70	1607	2025-26
10800	Elm Tree Court	Elm Tree Court, Ellar Carr Road, THACKLEY, BD10 0DF	51	4520	2025-26
10807	Willow Bank Court	Willow Bank, Willow Close, Poulton, WALLASEY, CH44 4EZ	70	5605	2025-26
10812	Deighton Court	Deighton Court, 1 Brockhurst Crescent, WALSALL, WS5 4QJ	53	4322	2025-26
10814	The Watermill	The Water Mill, Goscote Lane, Goscote, WALSALL, WS3 1SJ	40	4325	2025-26
10820	Swallowdale	Swallowdale, Jubilee Close, Edlington, DONCASTER, DN12 1EX	66	3717	2025-26
10821	Queensridge Court	Queensridge Court, 82 Queensway, OLDBURY, B68 0LE	88	4308	2025-26
11039	Alcazar Court	Alcazar Court, 2 St. Marys Road, Enfield, EDMONTON, N9 8NZ	45	1748	2025-26

11051	Fountain Court (Borehamwood)	Fountain Court, Brook Road, BOREHAMWOOD, WD6 5RH	45	2123	2025-26
11067	Marten House	Marten House, The Brow, BURGESS HILL, RH15 9BS	36	4417	2025-26
11069	Sonali Gardens	Sonali Gardens, 18 Sutton Street, Tower Hamlets, LONDON, E1 0AG	40	1752	2025-26
11075	Duncan Court	Duncan Court, 88 Teviot Street, Tower Hamlets, LONDON, E14 6PX	40	1750	2025-26
11218	Chamberlain Manor	Chamberlain Manor, Simone Weil Avenue, Ashford, Kent, TN24 8BF	67	2450	2025-26
11219	Malmesbury Court	Malmesbury Court, Victoria Road, Netley, SOUTHAMPTON, SO31 5GQ	69	1906	2025-26
11256	Swain Court	Swain Court, Green Drive, LOWESTOFT, NR33 7JW	59	3916	2025-26
11641	Gildacre Fields	Gildacre Fields, Bardolph Drive, Southwick, SUNDERLAND, SR5 2EL	130	4134	2025-26
11659	Kipling Court 2	Kipling Court 2, Kipling Court, Greengates, BRADFORD, BD10 9BQ	52	4528	2025-26
11762	Bishopsfield Court	Bishopsfield Court, Mountsteven Avenue, Walton, PETERBOROUGH, PE4 6WD	49	5309	2025-26
11787	Imperial Court	Imperial Court, Duck Street, RUSHDEN, NN10 9AF	41	3013	2025-26
11823	Alrewych Court	Alrewych Court, 220 Northgate, Aldridge, WALSALL, WS9 8AF	53	4323	2025-26
11830	Bevan Court	Bevan Court, Montalt Road, Cheylesmore, COVENTRY, CV3 5JB	41	4350	2025-26

11831	Broadway Gardens	Broadway Gardens, Broadway Gardens, Bushbury, WOLVERHAMPTON, WV10 8EA	56	4353	2025-26
11834	Camoys Court	Camoys Court, Moore Street, Cobridge, STOKE ON TRENT, ST6 2HF	32	3824	2025-26
11835	Chatham Place	Chatham Place, 100 Chatham Road, Northfield, BIRMINGHAM, B31 2JW	64	4354	2025-26
11870	Lacemaker Court	Lacemaker Court, 34 Tamworth Road, Long Eaton, NOTTINGHAM, NG10 1BU	61	1020	2025-26
11878	Lime Gardens (Dudley)	Lime Gardens, Lime Gardens, Benjamin Drive, HALESOWEN, B63 2DQ	120	4344	2025-26
11900	Poppy Court	Poppy Court, Futures Walk, Willenhall, COVENTRY, CV3 3DN	58	4351	2025-26
11907	School Court	School Court, Station Road, Hednesford, CANNOCK, WS12 4UA	41	3829	2025-26
11918	St Crispin	St Crispin, St Crispin Drive, Duston, NORTHAMPTON, NN5 4RD	270	3012	2025-26
11920	St Dominics Court	St Dominics Court, Hartshill Road, STOKE ON TRENT, ST4 7SN	46	3826	2025-26
11922	St Matthews Place	270 Willenhall Road, Mayfields, Wolverhampton, West Midlands, WV1 2JN	50	4348	2025-26
11923	Sunnyfield Court	Sunnyfield, 109 Blackmore Street, DERBY, DE23 8BL	70	1018	2025-26
11928	Wellington Court (Staffs)	Wellington Court, John Street, LEEK, ST13 5ER	12	3825	2025-26
11934	Willowfields (Dudley)	Willowfields, Whitehouse Street, Coseley, BILSTON, WV14 8HF	72	4342	2025-26
11974	Wellington Mill	Wellington Mill, John Street, LEEK, ST13 5ED	41	3828	2025-26

11977	Brunel Court (Staffs)	Brunel Court, Mount Road, Wombourne, WOLVERHAMPTON, WV5 9EU	35	3830	2025-26
09467	Vinnicombe Court	Vinnicombe Court, Cambridge Drive, IPSWICH, IP2 9UB	30	3902	2026-27
09750	Dovecote Meadow	Dovecote Meadow, Fordfield Road, SUNDERLAND, SR4 0FA	175	4132	2026-27
10197	Grounds Court	Grounds Court, Broadfield Lane, BOSTON, PE21 8DU	35	2704	2026-27
10349	The Rise	The Rise, George Lane, Plympton, PLYMOUTH, PL7 1LJ	74	1105	2026-27
10772	Bob Carter Court	Bob Carter Court, Daffodil Way, Mattishall, EAST DEREHAM, NR20 3RU	37	2906	2026-27
10775	Greenrod Place	Greenrod Place, Clayponds Lane, BRENTFORD, TW8 0BN	43	1737	2026-27
10776	Erdington House	Erdington House, Cresswell Close, Yarnton, KIDLINGTON, OX5 1FZ	50	3411	2026-27
10783	Alice Bye Court	Alice Bye Court, Bluecoats, THATCHAM, RG18 4AE	51	4902	2026-27
10784	Anvil Court	Anvil Court, 2 Blacksmith Road, HORLEY, RH6 9FD	60	4004	2026-27
10785	Bluebell Gardens	Bluebells Gardens, Hollway Road, BRISTOL, BS14 8AB	61	4705	2026-27
10793	Rowan Croft	Rowan Croft, Goodwood, NEWCASTLE UPON TYNE, NE12 6HT	45	4110	2026-27
10799	Meadowfields	Meadowfields, Chapel Street, THIRSK, YO7 1TH	52	3207	2026-27
10801	Cuthbertson Court	Cuthbertson Court, Dykelands Road, Seaburn, SUNDERLAND, SR6 8NZ	46	4118	2026-27
10803	Charles Jones Court	Charles Jones Court, BATLEY, WF17 7JA	67	4509	2026-27

10804	Keelboat Lodge	Keelboat Lodge, Hartley Street, SUNDERLAND, SR1 2DN	85	4135	2026-27
10808	Guy Thornycroft Court	Guy Thornycroft Court, Toll Gate Road, LUDLOW, SY8 1TL	29	3505	2026-27
10815	Lynam Court	Lynam Court, Gaul Street, NOTTINGHAM, NG6 8JQ	37	3303	2026-27
10817	Bernard Hackett Court	Bernard Hackett Court, Off Flaise Road, ROSS ON WYE, HR9 5YU	41	2010	2026-27
10841	Linskill Park	Linskill Park, Linskill Terrace, NORTH SHIELDS, NE30 2BF	67	4111	2026-27
11220	Maple Court	Maple Court, The Street, Moredon, SWINDON, SN25 3AF	49	4607	2026-27
11252	Crispe House	Crispe House, Minnis Road, Birchington, KENT, CT7 9BW	4	2415	2026-27
11255	Sandwich Road	Sandwich Road Court, Sandwich Road, Whitfield, DOVER, CT16 3LU	1	2411	2026-27
11317	Winehala Court	Winehala Court, 50A Sandbeds Road, Short Heath, WILLENHALL, WV12 4GA	60	4324	2026-27
11979	Pine Court (Wolves)	Pine Court, Cottage Close, Wednesfield, WOLVERHAMPTON, WV11 1NG	35	4352	2026-27
11980	Bushfield Court	Bushfield Court, Oxford Street, Bilston, WOLVERHAMPTON, WV14 0PX	78	4349	2026-27
11981	James Beattie House	James Beattie House, Foley Avenue, Tettenhall, WOLVERHAMPTON, WV6 8NS	39	4347	2026-27
11982	Oakwood Lodge	Oakwood Lodge, 51 Chaucer Avenue, Willenhall, WOLVERHAMPTON, WV12 5JR	45	4346	2026-27

11983	Penmakers Court	Penmakers Court, Millpool Way, Smethwick, BIRMINGHAM, B66 4HD	52	4345	2026-27
11984	Broad Meadow	Broad Meadow, Red Kite Drive, DUDLEY, DY1 2GP	132	4343	2026-27
11985	Berryhill Retirement Village	Berryhill Village, Arbourfield Drive, Berryhill, STOKE ON TRENT, ST2 9RF	148	3827	2026-27
11986	Terryspring Court	Terryspring Court, West Avenue, Smallwood, REDDITCH, B98 7DJ	58	2017	2026-27
11987	Oakley Gardens	Oakley Gardens, Dial Lane, West Bromwich, Sandwell, B70 0EH	81	4327	2026-27
11988	Webb Ellis Court	Webb Ellis Court, Pettiver Crescent, RUGBY, CV21 4JJ	61	4210	2026-27











Appendix 1 - Measured_term_contract_amending_the_JCT_2024 v2 PH


Final Audit Report


2026-01-26


Created:	2026-01-23
By:	Manjeet Sandhu (manjeet.sandhu@housing21.org.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABANbUYrXLWn3XnGoKKKaEuNa8Nnv4s18eO


"Appendix 1 - Measured_term_contract_amending_the_JCT_2024 v2 PH" History


-  Document created by Manjeet Sandhu (manjeet.sandhu@housing21.org.uk)
2026-01-23 - 8:13:43 AM GMT- IP address: 151.231.146.227
-  Document emailed to bruce.moore@housing21.org.uk for signature
2026-01-23 - 8:17:10 AM GMT
-  Document emailed to tony.tench@housing21.org.uk for signature
2026-01-23 - 8:17:10 AM GMT
-  Document emailed to craig.barlow@appello.co.uk for signature
2026-01-23 - 8:17:11 AM GMT
-  Document emailed to james.thorburn@appello.co.uk for signature
2026-01-23 - 8:17:11 AM GMT
-  Email viewed by bruce.moore@housing21.org.uk
2026-01-23 - 9:15:52 AM GMT- IP address: 82.132.184.166
-  Email viewed by craig barlow (craig.barlow@appello.co.uk)
2026-01-23 - 9:22:34 AM GMT- IP address: 104.47.51.254
-  Document e-signed by craig barlow (craig.barlow@appello.co.uk)
Signature Date: 2026-01-23 - 9:22:51 AM GMT - Time Source: server- IP address: 31.221.78.206
-  Email viewed by james.thorburn@appello.co.uk
2026-01-23 - 5:33:42 PM GMT- IP address: 104.47.51.254
-  Signer james.thorburn@appello.co.uk entered name at signing as James Thorburn
2026-01-23 - 5:34:22 PM GMT- IP address: 31.221.78.206


 Document e-signed by James Thorburn (james.thorburn@appello.co.uk)
Signature Date: 2026-01-23 - 5:34:24 PM GMT - Time Source: server- IP address: 31.221.78.206


 Signer bruce.moore@housing21.org.uk entered name at signing as Bruce Moore
2026-01-24 - 12:13:58 PM GMT- IP address: 90.201.97.33

 Document e-signed by Bruce Moore (bruce.moore@housing21.org.uk)
Signature Date: 2026-01-24 - 12:14:00 PM GMT - Time Source: server- IP address: 90.201.97.33

 Email viewed by tony.tench@housing21.org.uk
2026-01-26 - 8:45:23 AM GMT- IP address: 2.101.132.116

 Signer tony.tench@housing21.org.uk entered name at signing as Tony Tench
2026-01-26 - 8:45:56 AM GMT- IP address: 2.101.132.116

 Document e-signed by Tony Tench (tony.tench@housing21.org.uk)
Signature Date: 2026-01-26 - 8:45:58 AM GMT - Time Source: server- IP address: 2.101.132.116

 Agreement completed.
2026-01-26 - 8:45:58 AM GMT