

**Supply and installation of planned Fire Door sets to Housing Solutions Properties**

**2025-2029**

**Service Specification**

**Appendix 7**

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**1.0 Introduction**

This specification outlines the requirement for the delivery of **installation of new Fire Doorsets** for Housing Solutions.

Housing Solutions is a registered provider with 7,500 homes in management across seven local authorities in and around the Maidenhead area. This includes 3,000 homes in multi occupied residential buildings and sheltered accommodation with fire doors.

Housing Solutions is seeking to appoint a single contractor to deliver its fire door replacement programme over the next four years. The programme will be a combination of planned and reactive replacements and it is expecting to replace around 250 doors per annum.

The door replacement programme is a key part of our fire safety strategy and the certification of every doorset is essential. The timing, delivery and integrity of this project is key to the ongoing safety of our residents. We are looking for a contractor who understands the importance of safe living and working environments and will accommodate the vulnerabilities of our residents when undertaking work.

The Contractor shall have satisfied themself as to the nature of the requirement. No claims for additional payment will be allowed on the grounds of misunderstanding or misinterpretation due to lack of knowledge of the requirements. Where a Contractor is in doubt, they are expected to clarify any areas of uncertainty prior to commencing service/s.

The contractor will be working in occupied buildings and the work is likely to be disruptive to residents, staff and visitors in each building. In order to minimise this, the contractor(s) is required to work in partnership with Housing Solution’s staff to build a strong working relationship with a problem solving approach.

**2.0 The Contract Objectives**

* To carry out and complete services described at a rate that is below the market cost through efficient working processes, managed risk and reliable payment terms.
* To ensure high quality workmanship using quality sustainable materials to maximise the life expectancy of the works and/or efficiency of the services being provided whilst also reducing the environmental impact.
* To have a robust and high quality health and safety system in place, to ensure that it meets our, Contractors Standards and Health and Safety policy requirements.
* To deliver excellent customer service to both Housing Solutionsand their Residents.
* To achieve and maintain a high overall satisfaction rate in accordance with the key performance indicators (KPIs) of the Contract – **(see Section 13.0 Key Performance Indicators).**

In order to achieve these objectives, the Contractor is required to actively observe the following points: –

* The Residents must be treated with respect and in a friendly and courteous manner at all times, in line with Housing Solutions, Approved Contractor Standards.
* Housing Solutions and the Resident must be consulted about the completion of the services at all times, including but not limited to, the access arrangements in order for the work to be done, choices and determining if the works have been completed to the required levels of satisfaction, as defined in this specification.
* The Contractor must demonstrate best practice at all times and in all aspects of the requirement of the Contract.

**3.0 Social Value**

The Contractor is required to commit to supporting the social and economic regeneration goals and activities of Housing Solutionsregardless of the transaction value. To maximise these benefits all activity generated through work programmes agreed in a Contract will be aggregated in order to reflect this commitment. Where it is not practical or appropriate to aggregate spend to derive value in this way, Housing Solutionswill actively work with the Contractor to agree acceptable levels of activity which provide true social value and support the regeneration objectives of Housing Solutions.

Where a tender submission has committed to an annual offering instead of or as well as an aggregated offering, the Contractor must ensure that this is paid on the anniversary of each contract year (based on the contract spend of that year), rounded up where training and events are offered in whole numbers etc.

**4.0 Best Practice**

The Contractor is expected to demonstrate best practice at all times. Outlined below are some examples of this but the list is not exhaustive and the Contractor should ensure that they have suitable processes in place and a system of continuous improvement which enables them to review and update where necessary.

**5.0 Resident Communication**

All communication, for example letter, must be easy to understand and identify who is the contact (name, address, telephone number and email address etc.). Residents with any language or communication difficulties are to be provided with extra assistance in all communication.

The Contractor shall work with Housing Solutionsto ensure that all communication is suitable for the needs of the Resident. The Contractor should note that Residents operate across diverse communities and the Contractor should be prepared to accommodate multi-lingual requirements.

All communications with the Resident should identify the Contractor’s landline telephone numbers, including telephone messages for contact.

The Contractor’s operatives must wear a photographic identity card at all times. The card must have a clear photograph and an expiry date.

The Contractor’s operatives must be suitably dressed or uniformed so as to present a positive and professional image to the Resident and Housing Solutions.

The Resident’s permission must be sought before the Contractor (or anyone acting on their behalf) works or inspects within the curtilage of the property itself.

The Contractor must liaise with Housing Solutionsto ensure that Residents have been made aware of any potential disruption and must ensure that Housing Solutionshas informed the Contractor as to whether the property will be occupied at the time of the works, and take appropriate consideration for the Resident (s) needs.

Residents must be provided with a thorough explanation of the works that will be undertaken. Where there will be potential re-decoration/re-plastering works, the Resident should be made fully aware of these requirements in advance of any works being undertaken.

All the Contractor’s operatives shall undertake works as quietly as possible and shall take steps to minimise disruption, dirt and dust to the Resident, occupiers and neighbours. Properties are likely to be occupied during the works.

The Contractor will liaise with Housing Solutionsto understand whether the property will be occupied at the time of the works and will ensure the Resident have been made aware of any potential day to day disruption. The Contractor shall consider the Resident needs at all times.

Access to the property will be in line with Housing Solutions access policy. The contractor as a minimum, will complete the following

* Letter 1
* Phone Call 1
* Text Message / Email
* Letter 2 – If no contact is made following the above
* Phone Call 2
* Text Message / Email
* Phone Call 3
* Referral to Housing Solutions

All communication dates are to be recorded, along with copies of letters provided should Housing Solutions be required to make an application to the court for access to the property.

**6.0 General**

The health, safety and Welfare of Housing Solutions’ employees, tenants, contractors and members of the public are of paramount importance to Housing Solutions. In order to ensure this, so far as is reasonably practicable, Housing Solutionsrequires the Contractor to work to all current and future health and safety legislation and within Housing Solutions’ policies as applicable. The Contractors working for the Contractor shall be subject to rigorous health and safety checks and regular inspections by Housing Solutions’ Health & Safety Team.

## **6.1 Contractors Responsibility**

**6.1.1 Site Inspection**

The Contractor is advised to undertake site surveys to familiarise themselves with the amount and type of work contained within this document, the geographical location of the properties and to understand the limitations and the working nature of the sites.

### **6.1.2 Measurement**

The contractor is responsible for all setting out and measurements of doors, frames, adjacent panels and liaison with the manufacturer to produce door sets of the correct size. Where an installation is incorrectly sized / a misalignment takes place, the contractor will return within 1 business day and make right at their own cost. As part of the survey, the contractor is responsible for identifying and reporting to the contract administrator and variations to the specifications. This includes but not limited to, door closer, electrical works and any adaptations to structural opening.

### **6.1.3 Third Party Accreditation**

### The contractor will be third party accredited for fire door installation under the following schemes: BM TRADA Q-Mark Fire Door Installation or FIRAS Installer Certification Scheme - Fire Doors (or equivalent).

### **6.1.4 Health & Safety**

Housing Solutions will take all reasonable measures to ascertain and inform the Contractor of any site-specific hazards that may be associated with the removal and installation of the new fire doors which present a risk to the health and safety of the Contractor (e.g. hazardous substances, installations etc.)

The contractor shall ensure that:

* It provides a Project Method Statement and RAMs for the work for each building.
* Disruption to residents and visitors is minimized
* Communal areas and Means of Escape are kept clear
* Working arrears are clearly marked with barriers to prevent public encroachment
* There are signs on the entrance doors and communal routes advising that work is in progress
* Care is taken with tools and equipment to keep them away from the public
* The site is tidy and clear of rubbish at the end of each working day
* It liaises with the local authority for the siting of any skips required for the collection and removal of rubbish and the skips have appropriate lighting

Contractors are to hold membership to a Safety Schemes in Procurement (SSIP) approved body including, but not limited to CHAS, Constructionline, SafeContractor (or equivalent – if agreed).

### **6.1.5 The Construction (Design and Management) Regulations 2015**

The Contractor should be aware that this project is notifiable under the Construction (Design and Management) Regulations 2015 and shall ensure that duties bestowed upon them by the Construction (Design and Management) Regulations 2015 as Principal Contractor are adhered to and provided throughout the contract.

### **6.1.6 Insurance**

The Contractor is to maintain insurances to the following minimum levels on an each-and-every claim basis for the duration of the framework:

* Employers’ liability insurance £5m
* Public liability insurance £10m
* Professional indemnity insurance £1m

Professional indemnity insurance is to be maintained for a minimum of 6 years following completion of the contract.

### **6.1.7 Site Management**

The contractor will adhere to the Housing Solutions Approved contractor standard Code of Conduct for contractors and will.

* provide a contact phone number for day to day and out of hours.
* ensure all operatives will have individual photo identification clearly showing the contractor’s name and logo.
* ensure operatives wear identifying branded clothing and/or insignia such that they are identifiable throughout the project as working for the contractor.
* ensure operatives wear the necessary PPE as required for the tasks.
* refrain from using or playing loud radios.
* refrain from noisy and boisterous behaviour.
* refrain from foul and inappropriate language.
* limit the use of mobile phones within the site area. If mobile phones are to be used; they will be used in a designated area outside the site for health and safety reasons.
* report any damage to the premises.
* report any issues which present a health and safety risk to residents or building users.

### **6.1.8 Contractor’s Employees**

The contractor will ensure that all staff on site have current Disclosure & Barring checks, and the contractor confirms that there are no reasons to exclude any of the contractor’s staff from working with vulnerable residents and working in resident’s homes.

### **6.1.9 Contract Manager**

The contractor will name its Contract Manager for the scheme as the lead for liaison with Housing Solutions.

#### **6.1.10 Resident Liaison**

The contractor shall have a designated officer to liaise with scheme managers, residents, setting up appointments, managing access and resolving any issues that arise.

### **6.1.11 Subcontracting**

The contractor must advise Housing Solutions, as set out in the tender return, of any works it intends to subcontract and the sub-contractor(s) it intends to use. It shall advise Housing Solutions of the names and qualifications of all staff working on the contract, including subcontracted labour. The main contractor is responsible for the sub-contractor and adherence to the Terms and Conditions of this contract. If it wishes to change its subcontractor or is reasonably asked by Housing Solutions to replace the sub-contractor, it must advise Housing Solutions of any replacement and the names and qualifications of staff. The contractor will ensure that any sub-contractor also complies with the Disclosure & Barring Service requirement.

**6.1.12 Working Hours** – The hours of operation will be 08.00 to 17.00 Monday to Friday. The contractor is expected to plan workloads to consistently achieve this. If a particular door installation is not complete, with the resident and site manager’s permission, the installation should be completed beyond 17.00 and conclude by 18.00. Where access is a challenge, by agreement with the Contract Manager a Saturday installation may be considered.

### **6.1.13 Use of power and water**

The Contractor will not use any power and water within the premises without the express permission of Housing Solutions.

### **6.1.14 Works programme**

The contractor shall provide a programme, for approval by Housing Solutions, for the delivery of the works. This programme will be updated as additional sites and doors are added.

### **6.1.15 Liaison with other contractors**

There may be other contractors working on site delivering responsive repairs, fire door repairs and /or compliance testing. The fire door renewal contractor is expected to liaise with other contractors to ensure there is no disruption to service delivery.

### **6.1.16 Welfare**

The contractor must provide its own welfare facilities off site. It cannot be assumed that power or water will be available on site.

### **6.1.17 Materials**

The contractor will be required to store all materials and equipment off site as there is no option for storage on site and arrange for safe delivery. Access to the sites is restricted and the contractor shall ensure delivery vehicles are suitable for the site access conditions for each site. All vehicles shall switch off their engines whilst loading and unloading, unless the engine operation is needed for craning in materials.

### **6.1.18 Storage**

The contractor is responsible for the storage of all goods and materials to enable the programme to be achieved.

### **6.1.19 Management of removed materials**

Waste materials should be regularly removed during the working day to keep means of escape clear. If the contractor wishes to deploy skips, the contractor must include these within the tendered rates and shall seek necessary licenses from the local authority and the approval of Housing Solutions. The site should be clear of all unfixed materials at the end of the working day.

### **6.1.20 Noise Control**

The contractor will comply with BS 5228-1, clause 7.3, to minimize noise levels during the execution of the Works. If compressors, percussion tools are used they should be fitted with effective silencers of a type recommended by manufacturers of the equipment.

### **6.1.21 Emergency Contact**

The contractor is expected to provide a 24-hour 365 day phone facility to enable Housing Solutions or its nominee to contact the contractor where an emergency arises in relation to the work undertaken or to be undertaken by the contractor. If the contractor fails to attend within a four-hour period from notification the client reserves the right not to pay, to mobilise an alternative contractor and recharge the main contractor for any works and damage occasioned. Continued failure to respond within agreed timeframes shall be picked up at contract management meetings and may lead to the implementation of an improvement plan or contract termination.

# **7.0 Fire Doorsets & Openings**

The new fire doors must meet the regulatory standards set out in this specification. The guiding principle is to replace doors like for like in appearance, with the fire resistance being the overriding factor. It is expected that all doors will be either timber or composite manufacture. Housing Solutions has set out the various door types required in the Pricing Matrix (Appendix 6) and Door Styles (Appendix 8) documents. It has also advised, as a guide, on the anticipated annual volumes for the first year in Appendix 9.

These are indicative to assist with pricing. Housing Solutions reserves the right to vary these numbers. They are also likely to vary during each year of the contract.

## **7.1 Fire Door Set Manufacture**

The contractor will be required to source all the doors from the same accredited manufacturer to achieve a consistency of finish and ensure compliance with standards. As part of the tender submission, the Contractor must name their proposed supplier and give details of this supplier’s accreditations. The door set manufacturer must be listed as carrying certification to an Approved Body Scheme for External Pedestrian Doorsets. The contractor must notify Housing Solutions of any change of supplier, and provide the certification for the doorset to Housing Solutions for approval.

Doorsets must be part of an independent UKAS accredited third party fire and security certification scheme. For each door opening, the contractor is required to certify the door set, any furniture and workmanship to the opening to validate its fire rating and to ensure it contributes to the integrity of the building fire safety arrangements. The certificate must be for the door, door frame and furniture, not just the door. The contractor must ensure, through the manufacturer, that the construction of the chosen door type must be compatible with the different types of door furniture required (locks, closers, spy holes, letter boxes) without compromising the integrity of the fire protection.

The door sets are to meet the following requirements:

* Building Regulations Approved Document Part B, E, K, L, M, N and Q plus amendments.
* Building Safety Act 2022
* The Regulatory Reform (Fire Safety) Order 2005
* British Standard BS 8214:2016
* EN1634-1 and EN 1634-3 2008 as a complete door set tested with side frames (glazed or solid) and top frames (glazed or solid) for 30 minutes for entrance doors (FD30S for smoke) and communal cupboards or 60 minutes for communal doors (FD60S). Test must include positive and negative chamber pressures including 10 / 25 and 50pa results.
* Door manufacture to confirm that all the doors have had double sided testing and tested as a complete installed assembly, including required furniture
* Door sets must be part of a UKAS 3rd party certified fire and security scheme for manufacture an undergone testing at a UKAS accredited test laboratory.
* A certificate of manufacture must be provided for each door
* Assessments In Lieu of Tests will not be considered
* Extended Field of Application Report to be provided to allow for variations in size
* Confirmation that that the door sets are pre-hung or come as separate door and frame
* Secured by Design PAS 24:2016 - Doors to be provided by a Secured by Design licence holder
* Tested and certified to PAS24:2016 (complete door set assembly) Dual certification required written by a UKAS accredited test laboratory
* British Standard BS 8621:2007
* British Standard BS9266
* British Standard BS9999
* British Standards 8300 and the Equalities Act 2010 as well as fire safety regulations (Part B) whilst considering Part M of the building regulations. The door set must be able to be tailored to maximise the opening width under part M.
* British Standard BS 5228-1
* Weather tested to BS6375 parts 1 & 2 (complete door set assembly) UKCA Marked
* EN14351-1 and EN16034-1. Declaration of Performance to be provided
* Tested to EN ISO 10140-2 2010 for acoustics.
* Tested to EN ISO 10077-1 and 2:2005 for thermal resistance. To have a U-Value of 1.8wm/k3 or less to meet the requirements of Approved Document L
* All glazing in top frame and/or side frames to contain glazing to EN356 – P1A minimum DGU. The overall DGU must also contain fire rated glazing, with partial fire insulation, and the glazed unit is to provide a U value of 1.8 or less. The complete top frame / side frame must be fire tested to BS476 part 22 1987 or EN1634-1 as part of a complete assembly. Assessments in lieu of tests will not be accepted
* Glazing designs to be offered by door manufacturer based on their Primary test evidence
* Door sets comprising polyurethane / phenolic foam (or similar) are not allowed.

For each door set and opening, the contractor must provide:

* Manufacturer Declaration of Performance for door sets.
* Ensure UKCA markings are affixed to the door set indicating that they take responsibility for the conformity of the door set with the Declared Performance’ and compliance with all applicable requirements of the Construction Products Regulation.
* An extended Field of Application will need to be provided to allow for variances in sizes. Extended Field of Application to be in the door providers name
* FSC or equivalent chain of custody

## **7.1.2 Intended Fire Resistance of Doorset**

The intended fire resistance will be individually specified for each doorset. Based on manufacturer’s primary test evidence, each test to be to both sides of the doorset and all manufacturer field of application reports are to be based on primary test evidence for the doorset design and range, including door furniture. Testing that overruns the required test time is preferable. All primary test data from the manufacturer is to be made available upon request.

## **7.1.3 Door Finish**

The door finish should match as close to existing, unless otherwise stated. This should include, a veneer, painted or composite style doorset.

## **7.1.4 Door Furniture**

All hardware / furniture is to be ‘Manufacturer Primary Tested’ as part of the complete door set, to both sides and form part of the Extended Field of Application. To be clear, a ‘Direct Field of Application Report’ (DIAP) will not provide enough variation to accommodate the different needs of the works anticipated by this Term Contract for refurbishment works to as yet unidentified properties. The provision of third-party door furniture and ironmongery as an after-fit is not permitted as this compromises the integrity of the tested installation.

All hardware / furniture must be part of the overall door set design, and tested and certified as such as a complete door set.

Items specified may be substituted with equivalent with Housing Solutions’ prior agreement.

### **7.1.5 Front Entrance Doorsets**

Individual dwelling entrance door sets are to be provided with all required ironmongery / furniture (satin stainless steel) including (but not limited to):

* 3Nr stainless steel (satin) Grade 13 hinges with built in hinge bolts, compliant with BS EN 193 installation instructions.
* Door lock should be a Winkhaus AV2 or equivalent multi point lock with internal thumb turn.
* Fire rated Part M compliant Secure By Design (satin stainless steel) door handle with backplate, complete with keeps.
* Proprietary fire rated letter plate,
* Fire rated spy-hole / door viewer, compliant with Part B and Part M.
* Push plates
* Knocker
* Internal security chain,
* Internal door stop ,
* Numerals (up to 3Nr),
* Proprietary fire door drop-down door threshold
* Overhead Door closer: In line with the test evidence for the doorset.
* 3 Keys to be provided to resident

### **7.1.6 Care Homes**

The ironmongery will be as above, except the lock may be a standard five lever mortice lock. Other items may be omitted, such as the letter plate, if there is alternative provision on site.

### **7.1.7 Communal Fire Doors**

Each communal door shall be provided with;

* Stainless Steel Kick Plate
* Stainless Steel Push Plate
* D Handle
* Signage (up to two signs on each door – Fire Door Keep Closed)
* Overhead Door closer: In line with the test evidence for the doorset.
* Proprietary fire door drop-down door threshold

The door closer may be varied. Housing Solutions may also wish to add a protective stainless steel plate on the door to protect from trolleys and wheelchair damage.

There will also be store, intake and duct cupboard doors in communal areas and the requirements will be individually specified.

## **7.2 Door closers**

Housing Solutions requires a range of closure options to align with the requirements of different sites and purposes. Closers must comply with BS EN 1154 and additional standards for powered closer.

The base price should include for a Size 2-4 power closer, in line with the test evidence for the fire doorset. The door closer should have a tensioning option to regulate the speed of closing. The variations will include;

* Standard 5 power self-closer
* Soft closer – to enable the door to remain open for a pre-determined period (eg 1 minute) to people with mobility difficulties to pass through. Also complying with BS EN 1155
* Stay Open : sound activated - The door mechanism will hold the door open until and unless the fire alarm sounds. When the alarm sounds the door will close. The door will have a manual override to enable it to be closed when the alarm is not sounding. Also complying with BS EN 1158.
* Stay Open – alarm activated - The door mechanism will hold the door open until and unless the fire alarm sounds. Also complying with BS EN 1158
* Free swing action – linked to the fire alarm. When the alarm sounds the door will close. Also complying with BS EN 1158

## **7.3 Opening Forces**

The opening force of the door set , when measured at the leading edge of the door, should not be more than 30N from 0 degrees (The door in the closed position) to 30 degrees open, and not more than 22.5N from 30 degrees to 60 degrees of the opening cycle.

## **7.4 Communal Door signage**

All communal doors will have a safety sign fixed to them. The signs must be round, made from aluminium and comply with BS EN ISO 7010 2020. Housing Solutions will advise of the signs required for each door and it will be one of:

* ‘Fire Door – Keep shut’
* ‘Fire Door – Keep locked’
* ‘Automatic Fire Door Keep Clear’

## **7.5 Communal Door Locks**

Each communal door will have a FB2 lock or three lever lock to be decided by the Housing Solutions Contract Manager. The price quoted in the tender will allow for either.

## **7.6 Glazing**

All glazing must be in accordance with the fire resistance test evidence and smoke control test evidence under the ‘Extended Field Application’ (EXAP) reports, with the selected styles of door set (solid and glazed) shown in the EXAPS. Sizes of door sets / side panels (glazed or solid) and top panel (glazed or solid) are to be within the remit of the EXAPs. Glazing for doorsets must have the required fire resistance integrity and insulation for the doorsets intended fire resistance.

Glazing shall comply with Building Regulations approved document K and BS6206 (BS EN 12600).

Where this requires the use of safety glass this will comply with BS6262-4

Glazing apertures must comply with Approved Document M and BS38300 (minimum zone of vision)

## **7.7 Accessibility**

All door sets must be designed to maximise the clear opening width (re Access to and use of buildings: Approved Doc M).

No new door set shall have a narrower clear opening width than that of the door set it is replacing.

Door sets must also include options for a threshold or accessible threshold within the remit of the testing and Extended Field Application’ (EXAP)

## **7.8 Acoustics**

Entrance doors to dwellings shall be tested to BS EN ISO 10140-2 for acoustics to contain a minimum of 40 dB. Compliance must be specifically stated on the manufacturer’s Declaration of Performance.

## **7.9 Security doors**

All security door sets shall be tested and certified to PAS 24 (complete door set assembly). Security requirements will typically apply to dwelling entrance doors, communal cupboard doors, access doors. The completed door should have security measures no less than the door being replaced.

Door sets to be supplied by a Secured By Design license holder and be Secured by Design approved. The door sets supplied must be identified on the Secured By Design website as being certified for dual certification for fire resistance and enhanced security and are to have UKCA marking and BSI Kitemarks for Dual Certification (Fire Characteristics and Enhanced Security). The security certification must be provided for each door set as part of the completion documentation.

Individual dwelling entrance door sets are to be fitted with PAS 24 security tested and certified (as part of the complete door set tests). All specified locking mechanisms shall feature in the Extended Field Application’ (EXAP) for fire resistance and smoke control

## **7.10 Weather proofing**

As part of the survey and design duties, the Contractor will carry out an assessment of the required exposure category for the specific location. The designed Door set will achieve this category as evidenced by

* Weather test to BS6375 parts 1, 2 & 3 (complete door set assembly) to this category, carried out by an accredited UKAS test facility.
* Testing to BS EN ISO 10077-2 for thermal resistance. This must be stated on the manufacturer’s ‘Declaration of Performance’.
* The certification of the weather proofing to the stated standards and compliance to the current Building Regulations must be provided with each door as part of the completion documentation.

## **7.11 Door Openings and Adjacent Panels**

The contractor is required to install certified door sets in each opening to ensure the fire rating performance of door, frame and furniture is compliant with all ratings. The contractor is required to undertake all measurements to satisfy that the installation will fit the opening.

The contractor is to ensure the integrity of the whole opening area. This includes ensuring that the compartmentation surrounding the door opening is maintained and enhanced if it is decided that the current installation between the door and the structure is inadequate and does not meet current standards.

Any adjacent glazed or solid panels and fan lights should be replaced as part of the installation to ensure the integrity of the compartmentation with the door and frame and provide the required fire rating for the door and surround. The contractor will be required to identify and measure the adjacent panel for it to be replaced and maintain the integrity of the fire protection. These items are separately identified within the Schedule Pricing structure.

* Glazing must comply with the requirements in 4.4 above.
* If the existing opening is too large to enable a complaint door set and adjacent panel to be fitted, the contractor shall advise the Housing Solutions contract manager and advise of a complaint solution for approval. The costs of associated builders work to reduce the opening shall be included within the overall door costs.

When preparing prices, the contractor is to assume that 20% of doors have an adjacent side panel and 20% have a top panel.

## **7.12 Fire Stopping**

Where apertures are required in order for cables and their containment to pass through fire barriers (i.e. walls and floors), the holes shall be fire stopped and such works shall tie certified accordingly utilising a product installed by an accredited specialist fire stopping Contractor (see BS476 Part 20 and EN1366·3).

The installation of the door set must be made good around the penetration both internally and externally to include:

* Make good the cavity or solid wall to retain the compartmentation
* Fill and sand smooth and damage to plaster/wall
* One coat of emulsion either (magnolia or white) applied to all areas made good
* \*Class 0 paint must be used where applied in any protected escape route and evidence provided.

# **8.0 Individual Door Installation**

Each door, frame and surround must be removed and replaced on the same working day to ensure the integrity of the fire protection. If the contractor considers that it is not possible to complete a specific installation on the same working day, they are to advise the HS Contract Manager. Until an alternative approach is agreed, potentially including decanting the resident or additional fore protection, the works to the opening shall not commence.

# **8.1 Builders Work**

The Contractor shall carry out all builder’s work required as part of the works, and shall be responsible for providing all builders work details and drawings to the satisfaction of the Client.

Builder's work shall specifically include, but is not limited to;

* Builder's work drawings and/or schedules indicating requirements and ‘as installed’ details.
* Marking and location of conduit, cable, and duct holes through building elements.
* Drilling and cutting of all holes, openings, and chases in the building fabric.
* Making good wall, soffit and floor finishes internally and externally, including painting and redecoration.
* Fire stopping between floors and fire compartments, including within trunking and ducts .
* Anti-corrosion treatment e.g. painting of exposed ferrous metals or other services associated items.

# **9.0 Programme Delivery**

The contractor will be required to provide Housing Solutions with a programme for each phase of works, setting our survey and measurement, mobilisation and manufacture periods, resident consultation, installation, defects, quality control, documentation handover. The format will be agreed with Housing Solutions in advance.

Progress against the programme will be provided at every contract management meeting and at other times as required by Housing Solutions.

# **10.0 Work Completion**

On completion of the installation the contractor is to provide the following:

* A record of installation.
* Third party record of installation.
* Manufacturers Installation Instructions.
* Field of Application.
* Components of Fire Doorset
* Primary Fire Test Evidence Report.
* Fire Stopping Products used as part of the installation, to include data sheets.
* Doorset recorded in Risk Hub Assets Module and door label affixed to doorset.

# **11.0 Risk Hub Assets**

The contractor will record all new door installation within Risk Hub Assets, this will include affix a unique identification label and QR Code to the door. The contractor will be responsible for recording

* Location of Doorset.
* Intended Fire Resistance.

# **12.0 IT Requirements**

We have a requirement for contractors to update our IT System on progress of job orders. Our IT System is ‘Connect’ and we expect contractors to sign up to the sub-contractor portal and provide regular updates on progress of job orders.

Our sub-contractor portal (Connect) enable’s contractors to manage all job orders through the portal. Contractors are expected to provide updates on appointments, no access, processing of variation requests, uploading of photographs and other mandatory documentation such as water sample tests, certification etc.

The Contractor is required to take the job order through to ‘work completed’ status before submitting their invoice.

The Sub Contractor Portal must be updated on a regular basis to enable Housing Solutions staff access to audit completed jobs and view in progress job orders. Access and training will be provided by Housing Solutions.

Housing Solutions uses, ‘Connect’. The Contractor will be required to provide suitable administration support for the use and integration of Service Connect in all works under this contract.

# **13.0 Key Performance Indicators**

The Contractor shall provide data to evidence their performance against the key performance indicators set out below. Detail to be submitted to the Contract Administrator to the schedule as set out in the "Reporting Frequency" column. This is to be presented in each contract meeting by the Contractor.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Performance Measure** | **Purpose** | **Definition** | **Method** | **Reporting Frequency** | **Target** | **Service Credit** |
| **Installs per Week** | To assess the number of completed installs per week by means of a running  average and measure the contractors productivity. | The proportion of the total number of installs completed, measured from the  programme start date for installs, relative to the target set as agreed on  contract award, dependent on market supply but minimum xx per week. | Total No of Installs completed / Target no Installs per week x Number of Weeks of Installation x 100% | 2 – Weekly | 80% | N/A – If not meeting the agreed target number of installs per week, a documented improvement plan is to be provided. |
| **Install Timeframe** | To assess the number of Installs that are not completed on the date they are started. | The proportion of the total number of Installs left incomplete overnight. | Total No of Installs completed / No Installs left incomplete overnight per month. | Monthly | 0% | N/A – If not meeting the agreed target number of installs per month, a documented improvement plan is to be provided. |
| **Resident Satisfaction** | To determine the overall level of Customer satisfaction with the Works. | How satisfied the Tenant was with the Works and overall Customer service  provided by the contractors , as assessed from specific questions in the  Customer Satisfaction Questionnaire (the Questionnaire), using a 1 to 10  scale, where 10 means “Totally satisfied”, with the figure being expressed as  a percentage. | After each Order the Client will send to the Customer a questionnaire form. Questionnaires will be issued by text, or  post, or by call to an independent officer.  The KPI measures the average of the scores for questions to be agreed in advance from the  Questionnaire. | Monthly | 80% | N/A – but repeated poor performance will result in a contract review and the need for a documented improvement plan. |
| **Appointment Kept** | To determine that appointments for installs and surveys are being kept. | Install and survey appointments are deemed kept if the contractor attended  during the AM or PM slot agreed with the resident.  No access results will not be measured under this KPI provided no access  procedure followed. | The contractor is to issue a report highlighting all missed appointments and total  number of survey and install appointments completed. Appointments kept  expressed as a proportion of total appointments. | Monthly | 95% | All missed appointments, residents will be awarded a £10 gift voucher.  Where 2 or more missed appointments occur a £10 admin charge will be applied per missed appointment. |
| **Client Handover Pass Rate** | The proportion of Installs that pass a Fire Door Project Surveyor handover  on the first visit. Aim is to improve productivity and reduce disruption. | The % of handover inspections which pass relative to the total number of  handover inspections. A handover inspection is required for each door. | Upon completion of a door installation, the contractor is to request a Fire Door Project Surveyor. The Fire Door Project Surveyor will inspect, note snags and  determine if the level and type of snag is minimal enough to pass the  inspection and allow the Client to take handover of the door as completed to  the required standard  No. Inspections Passed / No Inspections Carried Out x 100% | Monthly | 95% | Contractor to attend free of charge to rectify the works.  All residents will be awarded a £10 gift voucher. |
| **Client Health and Safety Inspections** | To assess the suitability of the Constructor's Health and Safety (H&S)  standards, control measures, training, and compliance while Works are on  site. | The proportion of inspections carried out by the Housing Solutions Fire Safety team  within a Measurement Period which pass.  OR  The average mark of inspections carried out by the Fire Safety team  team within a Measurement Period. | No. Inspections Passed / No Inspections Carried Out x 100% | Monthly | 95% | N/A – but repeated poor performance will result in a contract review and the need for a documented improvement plan. |