SPECIFICATION

***for***

 **KITCHENS & BATHROOMS**

**KITCHEN & BATHROOM SUPPLY AND INSTALLATION AND ASSOCIATED UPGRADING AND REPAIR WORKS:**

**SECTION: SPECIFICATION OF WORKS**

1. **GENERAL REQUIREMENTS**
	1. The contract is for supply and installation and the Supplier will be responsible for the supply and installation of all materials and components, including but not limited to; surveying, ordering, delivery and payment. All orders are to be placed and managed to ensure that all materials are available for supply and installation in accordance with the Supplier’s programme of works and to take into account all material lead times.

1.2 Post award of Contract, a pilot kitchen and bathroom installation will be identified by the Client, where by the contractor will carry out a bathroom and kitchen installation in line with the agreed specification. Following this, a review meeting will take place to clarify any issues or concerns raised before further kitchens and bathrooms are commenced.

1.3 The contractor will not start any part of any kitchen or Bathroom installation until all components are available to complete that particular installation.

1.4 With in the first 8 weeks of the mobilisation period, the Contractor is to arrange an open day with residents and Housing Solutions staff detailing samples of kitchens and bathrooms and how the works will be delivered. The open day must be held locally within the Housing Solutions stock profile.

1.5 The contractor is responsible for arranging access to each property, working closely

with each occupier, giving at least one weeks’ notice of commencement of the works and ensuring that any special requirements the occupier has are taken into account.

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 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.

*Please refer to Appendix 2 to view Housing Solutions Access Policy, Appendix 5 to view Housing Solutions Safeguarding Policy and Appendix 6 to view Housing Solutions Vulnerable Customers Policy.*

# WORKMANSHIP AND SPECIFICATION

* 1. Standards of workmanship and Materials
		1. Carry out and complete all Works:
		2. in accordance with Good Industry Practice;
		3. in accordance with statutory Regulations;
		4. in accordance with the Client’s Policies; (See Appendices 1-6)
		5. in accordance with the Client’s Codes of Practice;
		6. in accordance with Housing Solutions Approved Contractor Standards – *Please refer to Appendix 3 - Approved Contractor Standards*
		7. in accordance with any specific requirements for those Works in this Specification; and
		8. to the satisfaction of the Client (acting reasonably).
	2. To the extent that the standard of any Works has not been specified in this Contract, agree the relevant standard for the Works with the Client before their execution. Where particular Works or working methods are to be “Approved by” “Agreed with” or are indicated to be “subject to the Approval of” the Client, give the Client adequate notice when such Approval or Agreement is needed and retain evidence of all Approvals given, and items that have been Agreed, by the Client.
	3. To the extent that it is necessary to design any aspect of the Works, in preparing those Designs use the reasonable skill and care to be expected of an experienced maintenance Service Provider that is skilled in undertaking works similar to the Works.
	4. Maintain all existing lines and levels at all times and carry through new work to the same lines and levels unless otherwise instructed by the Client.

# EUROPEAN AND BRITISH STANDARDS AND CODES OF PRACTICE

* 1. Ensure all Works undertaken and all Materials used in those Works comply with all applicable International, European and/or British Standards and Codes of Practice and the Client’s Codes of Practice that are current at the time of their use.
	2. References in this Specification of Workmanship and Materials to any International,

European and/or British Standard or Code of Practice are to be construed as references to the version current at the time the Order is undertaken.

* 1. Where a specific International, European and/or British Standard or a Code of Practice is referred to, this sets out the minimum acceptable standard of Materials or workmanship.
	2. Any requirement in this Specification of Workmanship and Materials to use material or an article which is defined by reference to a specified Quality Assurance Scheme, Agreement Certificate, British Standard Specification or other approval, may be met by a material or article which has received equivalent approval in another Client State of the European Union or an equivalent international standard recognised but not yet adopted in the UK.
	3. A Service Provider offering a product on the basis of compliance with any such approval shall notify the Client of all such substitutions in advance of placing any order and will be required to provide, in English, technical or other details of the approval and its qualifying tests.

# MATERIALS

* 1. Where this Specification indicates that Materials are to be “Approved by the Client”, provide samples of the proposed Materials to the Client for Approval. Any Materials that comply with the functionality and compatibility (including aesthetic compatibility) requirements of this Specification may be proposed. No further Approval is required for any Materials listed in this Specification as being the Client’s currently used Materials. The purpose of the Client’s decision on the use and Approval of such Materials is to ensure that they meet the Client’s requirements for functionality and compatibility. The decision of the Client on this is final. No future precedence will be set by individual Client representatives, with exception to those authorised to do so within the Clients Headquarters. A ‘common sense’ and ‘best practice’ approach is the recommended method of approval.
	2. Where any materials, manufacturers specific products or product codes are specified the provision of “other equal approved” materials will apply. Other equal approved is considered any product matching the specified product in terms or accreditation (e.g. EN/British Standards), performance standards or aesthetic qualities. In the event of any dispute the Client/employer will have the ultimate authority on approval of materials.
	3. Where this Specification requires Materials to be matched to existing Materials or finishes, this match is subject to the Approval of the Client.
	4. Do not use any Prohibited Materials in carrying out the Works. Prohibited Materials are those Materials which are generally accepted or (having regard to Good Industry Practice) are reasonably suspected of:
		1. being harmful in themselves;
		2. being harmful when used in a particular situation or in combination with other Materials;
		3. becoming harmful with the passage of time; or
		4. being damaged by or causing damage to the structure in which they are to be affixed.
	5. Materials are to be regarded as harmful if, in the context of their use in the Works (whether alone or in combination with other materials) they:
		1. are prejudicial to health and safety;
		2. may pose a threat to the structural stability or the physical integrity of any Property; or
		3. could materially reduce the normal life expectancy of any part of the Property.
	6. Sustainable Timber: In compliance with Public Procurement Policy, all timber and wood derived products referred to throughout this document and which are supplied to the Client, or used by the Service Provider, his agents and Sub-Supplier in the performance of any contract to which this document relates, must be procured in accordance with the latest edition of the European Union Timber Regulation (EUTR)
	7. CE Marked Products: In compliance with Construction Products Regulation, all products referred to throughout this document and supplied to the Client, or used by the Service Provider, his agents and Sub-Supplier in the performance of the works, must be supplied with a Declaration of Performance (DoP) and carry the CE marking (European Conformity marking).
	8. Performance Standards on the CE Mark must comply with relevant Building Regulations as required.
	9. The CE Mark must be fixed visibly, legibly and indelibly either to the product or to a label attached to the product. If this is not possible or not warranted, then it must be fixed to the packaging or within the accompanying documentation.
	10. The DoP must be made available by the manufacture for 10 years after the product was first placed on the EEA market (this may be via a website)
	11. Use, fix and apply all Materials strictly in accordance with the manufacturer’s recommendations, directions or instructions.
	12. Participate in joint initiatives with the Client and other Service Providers to establish supply chain agreements.
	13. Where appropriate suggest (economically viable) amendments to this Specification where those amendments may lead to an improvement in environmental performance or sustainability.
	14. At the Client’s request provide all information the Client reasonably requests regarding the environmental impact of the supply and use of any Materials and goods the Service Provider selects for use in the Works.

# CARPENTRY AND JOINERY

* 1. Where necessary cut out for butts/hinges when replacing door or window frames/linings or piecing in new timber.
	2. Note that all sawn timber sizes quoted are nominal sizes unless otherwise stated.
	3. Stain or prime and undercoat all prepared timber all round before fixing, as described in the “Painting and Decorating” Section.
	4. Comply with the “Painting and Decorating" Section where Works include items being painted, decorated, stained, touched up or prepared for decoration. Match the finish and type to the existing or surrounding finish as appropriate.
	5. Where painted skirtings and architraves are specified, at the Service Provider’s option use an MDF equivalent where this is Approved by the Client.
	6. Match any purpose made items (when specified) to the existing items as far as possible.
	7. Softwood planed finish joinery timber which will be exposed to view shall be European Redwood, class J10 of BS EN 942:2007.
	8. The following defects shall not be permitted: pith shown on the surfaces; sloping grain exceeding one in eight; checks, splits and shakes in excess of those permitted by class J10 of BS EN 942:2007; knots, excepting isolated sound tight knots of less than 20 mm diameter; any evidence of beetle attack or decay. Softwood not exposed to view will be accepted with minor defects with the exception of active beetle attack or decay.
	9. Where hardwood is specified, use the specified hardwood suitable for the purpose, un-replenishable tropical hardwoods are not to be used
	10. Tongued and grooved floorboarding is to comply with BS 1297
	11. Ensure the moisture content in:
		1. Internal joinery is no more than 12% (8% if the Property is central heated); and
		2. external joinery is no more than 18%.
	12. Plywood panel products for structural use shall conform to BS EN 13986:2004+A1:2015 and BS EN 636:2012+A1:2015. for designs to BS EN 1995

plywood may be selected from those listed in BS EN 1995-1-1:2004+A2:2014 or shall have certification from a suitable body such as the Agrément board.

* 1. Marine plywood shall comply with BS 1088-1:2003, marine plywood manufactured from selected untreated tropical hardwoods
	2. Plywood designed to BS EN 1995-1-1:2004+A2:2014 shall be subject to the quality control procedures of one of the organisations listed in that standard, or to the controls listed by the certification body.
	3. The specification for plywood shall state the following information where appropriate:
		1. type
		2. Standard
		3. grade
		4. Species
		5. nominal thickness
		6. number of plies
		7. finish (sanded/unsanded)
	4. Prior to receiving a painted finish, plywood shall be adequately sanded.
	5. Hardboard shall be to BS EN 622-2:2004. Ensure hardboard used to form bath panels has an enamelled surface.
	6. Ensure all blockboard is to be to a standard and quality approved by the Client, laminboard used is five-ply and veneer is of the specified species of timber (but where none is specified, it is an appropriate species of timber).
	7. Kitchen units/worktops
	8. Ensure kitchen units are manufactured to meet strength specification level ‘H’ and have fully repairable carcassing. Kitchen units are to be from Howdens Greenwich Range. All drawers must contain metal drawer boxes. Wall and base unit doors to be hinged with Blum 170 degree hinges. Contractor to supply Client with sample board offering all the ranges agreed for kitchen cabinet doors, handles and worktops.

 Howdens Greenwich Range options for residents;

 Kitchen Cabinet Doors – Greenwich Charcoal Matt

 Greenwich Dove Grey Matt

 Greenwich White Gloss

 Greenwich Gloss Sandstone

 Kitchen Cabinet Handles - HKB4404

 HKB4100

 HKB1238

 HKB4405

 Kitchen Worktops - Grey Oak Bullnose

 Onyx Blackstone Bullnose

 Authentic Walnut Bullnose

* 1. Ensure worktops are manufactured using laminated moisture resistant chipboard core and are consistent with existing worktops. Ensure all post-formed worktops are constructed using particleboard with minimum ‘P5’ classification (but if ‘P5’ is not obtainable construct only square edge and double post-formed worktops using particleboard with minimum ‘P3’ classification).
	2. Ensure metal fittings and screws (to BS EN 14566:2008+A1:2009) used in manufacture are plated against corrosion. Use metal corner gussets as fixing posts.
	3. Take all necessary precautions to protect units and worktops from damage. Either make good any damage caused or replace Materials as instructed by the Client. Ensure that, when fitted, all doors and drawers operate smoothly.
	4. Where existing fixing holes cannot be used for hinges, use a steel cabinet strengthening plate, fixed four times to the unit and hinges fixed with self- tapping screws to the plate.
	5. Chrome supporting leg Ensure the worktop supporting leg is 30mm in diameter chrome plated and fixed to the worktop and floor with retaining plates and screws.
	6. Aluminium square edge worktop end trim to BS EN 515:1993, fixing with aluminium screws; bedding in silicone sealant.
	7. Aluminium insert junctions to BS EN 515:1993, bedding in silicone sealant.
	8. Aluminium and rubber clip on cover beads to standard and quality approved by the Client, fixing with aluminium screws.
	9. Chrome cover fillets of an approved type and manufacture, bedding and twice pointing in silicone sealant.
	10. All kitchen units in repairs and ad-hoc renewals are to BS 6222-2: 2009 and BS EN 1116:2004. Fix base units with proprietary metal or plastic fixing brackets, plastic plugs and screws and the joint between the worktop and wall pointed with a neat bead of anti-mould white silicone sealant.
	11. Fix wall units with proprietary metal or plastic fixing brackets, plastic plugs and screws and also support them on full length softwood cleats of not less than 50 x 25mm.
	12. Worktops All worktops in repairs and ad-hoc renewals are to be to BS 6222- 2:2009. Fix worktops to base units on metal or plastic brackets with self-tapping

screws. Support worktops with a void under by 50 x 25mm softwood cleats securely fixed to any background on at least three sides. If this cannot be achieved, support the sides affected on a flanged tubular steel support fixed to the floor with proprietary plastic plugs and screws and to the worktop with appropriate self-tapping screws. Seal/treat all cut edges to prevent the ingress of moisture, square cut with matching veneer to exposed ends.

# PLUMBING

* 1. Ensure all Materials comply with the requirements of the applicable water Utility Provider.
	2. Use rust proofed ancillary and fixing Materials. Ensure all Materials in direct or indirect contact are compatible so as to prevent electrolytic or chemical corrosion.
	3. Seal any pipework entering a vertical service duct all round with intumescent sealant to prevent the passage of fire or smoke.
	4. Plastic waste pipes, fittings and traps. Use PVC-u plastic to BS EN 1328-1:2014 for soil/ventilating pipework and fittings. Use polypropylene plastic to BS EN 1565- 1:2000 and BS EN 1451-1:2000 for waste and warning pipework, fittings and traps. Fully protect any external polypropylene and ABS pipes and fittings from sunlight. Ensure waste pipes, fittings and traps match the existing waste systems unless the Client instructs otherwise.
	5. Overflow pipes and fittings. Ensure the pipework for overflows complies with the same requirements as for water supply pipework.
	6. Solder. Do not use lead based solders or solders containing lead in Works associated with potable water supplies. Use tin/copper or tin/silver compositions instead.
	7. Taps to kitchen sinks to be deck pattern chromium plated kitchen sink mixer with metal handle control with colour discs, left hand red for hot and right hand blue for cold.

Specified taps are Bristan Deck Mixer 76mm Lever & Ceramic Discs – Chrome or Bristan Cello Monobloc Sink Mixer Chrome

* 1. Taps to kitchen sinks for Persons with Disabilities use deck pattern chromium plated kitchen sink mixer with metal handle lever action operation control with colour discs, left hand red for hot and right hand blue for cold.
	2. Stainless steel sinks. Provide stainless steel inset sinks to BS EN 13310 and BS EN 10088 with single bowl, single drainer, 2 tap holes. Supply 0.9mm satin polish finish sinks with deck pattern chromium plated sink mixer with metal handle control with colour discs, red for hot and blue for cold to DN 40 chromium plated combined plug type waste and overflow unit with unslotted or slotted tail (for use with an appliance with overflow) DN 40 polypropylene 50mm (minimum) seal trap to BS EN 274 chrome plated sink waste chain and stay with black rubber or plastic plug; and all fittings necessary to connect to services and disposal systems.

# PAINTING AND DECORATING

* 1. Redecorate/touch up/make good. Note that “redecorate/touch up” or “make good

decoration” includes preparation, priming, one undercoat and either one gloss coat to previously painted surfaces or reinstating any stain or clear finish for previously stained or clear finish surfaces.

Paint choices are;

Ceiling – white

Walls – white or magnolia

* 1. Materials
	2. Obtain undercoats and finishing coats for an individual surface from the same manufacturer.
	3. Ensure paints are delivered to the Property in sealed containers as received from the manufacturer and no labels are removed or painted out. Use the paint without adulteration.
	4. Under no circumstances thin paint supplied by the manufacturer unless Approved by the Client. When such Approval has been granted, carry out thinning with thinners of the type stated in the manufacturer’s technical data sheet.
	5. Execute painting in shades Approved by the Client. Submit samples of tints before ordering Materials. Ensure each coat of paint matches the finished shade, and where tint types are required by the manufacturer’s technical data sheet, they are used.
	6. Provide samples of Materials to the Client for Approval in sample tins filled 7/8 full after the contents of the container or kettle have been thoroughly stirred and mixed. Record all relevant details of the Materials sampled.
	7. Immediately remove any unsatisfactory Materials from the Property and make good any Works executed with such defective Materials.
	8. Note that the Rates include for the use of varied colours in the Works and for the execution of sample patches, as required by the Client.
	9. Use water based paints where appropriate.
	10. Knotting. Use a best quality shellac knotting compound, dissolved in methylated spirits. Cover all knots and resinous parts.
	11. Stopping. Ensure stopping/filler for:
		1. plasterwork - is a plaster based filler applied to a PVA solution primed surface, or a proprietary filler suitable for plaster repairs;
		2. internal woodwork, hardboard, fireboard and plywood - is a proprietary wood filler either suitably pre-coloured to match the base material or of a neutral colour and capable of being stained to match the required colour when stain is applied;
		3. external woodwork – is a proprietary filler recommended for external use Approved by the Client, (and tinted to match the colour of the stained/varnished finish where appropriate); and
		4. clear finished woodwork - is tinted to match the surrounding woodwork.
	12. Primer for woodwork. For woodwork, use a finishing ready-mix primer obtained from the maker of the undercoat and finishing coats.
	13. Preparation of Surfaces
	14. Thoroughly prepare all surfaces to a high standard of preparatory work. Note that "prepare" used in the Schedule of Rates includes all Works described below including washing down, priming and painting extra coats but excluding paint removal.
	15. Report any necessary paint removal to the Client and agree the extent of this with the Client before starting this Work. Note that no payment will be made for paint removal unless this is done.
	16. Apply a liberal brush coat of timber preservative conforming to Building Establishment Technical Note No. 24 (or European equivalent) to existing bare non- durable timber surfaces. Allow adequate time for this to dry before overcoating.
	17. Rub down previously painted surfaces in good condition with abrasive paper. Fill cracks and remove existing paint in poor condition completely using a non-caustic paint remover.
	18. Treat stains on the ceiling before decoration to prevent them bleeding through subsequent decorative coatings with a proprietary stain stop or blocker appropriate to the substrate and in keeping with the requirements of the finish to be applied.
	19. Use tinted undercoats if the Client so instructs.
	20. Previously painted woodwork.
	21. Wash down thoroughly with sugar soap or white spirit solution all paintwork which is in sound condition and allow to dry. Rub down to a smooth surface with an abrasive paper, achieving the final pre-paint finish with a fine grain abrasive paper to achieve a finish free from abrasive marks. Rinse well with clean water and allow to dry. Fill in cracks, etc., as described for new woodwork.
	22. Remove small areas of cracked or defective paint by carefully scraping back to a firm edge. Knot, prime and stop woodwork so exposed as described for new work. Sand with fine abrasive paper and apply one additional undercoat before painting if required.
	23. Apply a liberal coat of brush applied water repellent timber preservative conforming to the recommendations of BS 8417:2011+A1:2014 to bare existing non- durable timber surfaces or surfaces with defective areas of paint film. Allow adequate time to dry before overcoating.
	24. On existing coated timber, remove any degraded surface timber by sanding down to clean sound timber. Remove resinous exudations by heat using hot air gun. Apply 2 coats of knotting to affected areas and any exposed knots and allow to dry.
	25. On existing coated timber, remove dirt, algae and dead fibre by means of high pressure power hosing, apply one coat fungicide and leave for 72 hours.
	26. Workmanship
	27. Paint. In order to eradicate any unauthorised addition of thinners or driers, or other adulteration of paint: give adequate supervision during the painting work to ensure that paint is not adulterated; note that if cases of unauthorised or excessive

thinning or other adulterations are discovered, the Client will usually exercise the power contained in this Contract to require the removal of the Staff Clients concerned; ensure a notice is exhibited drawing the attention of Staff to the Client's requirement to use paint as supplied by the manufacturer and the consequences of a breach of this requirement; and note that similar requirements will apply to Sub Service Providers.

* 1. Stirring of Materials. Thoroughly stir the contents of all cans and containers of Materials before and during use. Suitably strain them as and when necessary.
	2. Application. Apply coatings by brush or roller. Use sprays only with the prior Approval of the Client. Where spray application is Approved it shall be applied as directed by the manufacturer, including thinning with thinners of a type and to a ratio that complies with the manufacturer’s technical data sheet.
	3. Radiators. Take down radiators to allow the proper decoration of the surfaces behind. Refit the radiators and refill the systems including inhibitor and balance if required.
	4. Protection of furniture. Protect all furniture and fittings, use dust sheets and remove items such as curtains before commencing the Works. Rehang or reinstate on completion of the Works.
	5. Painting Existing Plaster – Emulsion Paint: Preparation: - Remove dirt and surface deposits with a stiff brush. Widen cracks sufficiently to receive proprietary filler. Brush cracks to remove any loose plaster and fill with proprietary filler and rub flush with surface. Rub down to remove nibs, trowel marks and plaster and paint splashes, lightly rub over-trowelled glossy plaster with worn abrasive paper, fill all depressions, holes and cracks and lightly rub down flush with surface, apply one coat proprietary sealer/primer. Apply two finishing coats of emulsion paint.
	6. Painting New Plaster – Emulsion Paint: Preparation: - Remove dirt and surface deposits with a stiff brush. Rub down to remove nibs, trowel marks and plaster splashes, lightly rub over-trowelled glossy plaster with worn abrasive paper, fill all depressions, holes and cracks and lightly rub down flush with surface, apply one coat proprietary sealer/primer, apply one coat of emulsion paint thinned as necessary in accordance with the manufacturer’s technical data sheet. Apply two finishing coats of emulsion paint.
	7. Painting Existing Plaster – Eggshell Paint. Preparation: Thoroughly clean down the surfaces to remove all dirt, grease and surface contaminants. Carefully scrape back to a firm edge all areas of poorly adhering or defective coatings. Powdery and friable surface coatings are to be completely removed by scraping, brushing and washing. Allow the surface to fully dry before proceeding. Where appropriate rub down sound areas to produce the necessary key for good adhesion and feather broken edges of existing coating. Dust off. Make good holes, cracks and other imperfections with an approved proprietary filler, rub down and dust off. Initial coats: Prime all sound bare areas with one coat of eggshell paint thinned in accordance with the manufacturer’s technical data sheet. Apply two finishing coats of eggshell paint.
	8. Painting New Plaster – Eggshell Paint. Preparation: Remove dirt and surface deposits with a stiff brush. Rub down to remove nibs, trowel marks and plaster splashes, lightly rub over-trowelled glossy plaster with worn abrasive paper, fill all depressions, holes and cracks and lightly rub down flush with surface, apply one

coat proprietary sealer/primer, apply one coat of eggshell paint thinned in accordance with the manufacturer’s technical data sheet. Apply two finishing coats of eggshell paint.

* 1. Painting Existing Plaster – Vinyl Matt Paint. Preparation: Thoroughly clean down the surfaces to remove all dirt, grease and surface contaminants. Carefully scrape back to a firm edge all areas of poorly adhering or defective coatings. Powdery and friable surface coatings are to be completely removed by scraping, brushing and washing. Allow the surface to fully dry before proceeding. Where appropriate rub down sound areas to produce the necessary key for good adhesion and feather broken edges of existing coating. Dust off. Make good holes, cracks and other imperfections with an approved proprietary filler, rub down and dust off. Initial coats: Prime all sound bare areas with one coat of vinyl matt paint thinned in accordance with the manufacturer’s technical data sheet. Apply two finishing coats of vinyl matt paint.
	2. Painting New Plaster – Vinyl Matt Paint. Preparation: Remove dirt and surface deposits with a stiff brush. Rub down to remove nibs, trowel marks and plaster splashes, lightly rub over-trowelled glossy plaster with worn abrasive paper, fill all depressions, holes and cracks and lightly rub down flush with surface, apply one coat proprietary sealer/primer, apply one coat of vinyl matt paint thinned in accordance with the manufacturer’s technical data sheet. Apply two finishing coats of vinyl matt paint.
	3. Stripping Wallpaper: Strip wallpaper, lining paper, etc., clear away debris, remove dirt and surface deposits with a stiff brush, rub down to remove trowel marks, plaster and paint splashes. Lightly rub glossy plaster with worn abrasive paper. - Fill all depressions, holes and cracks with suitable filler and lightly rub down flush with surface.
	4. Vinyl Covered Backgrounds: Where these are to be stripped, the paper backing may be retained as a lining if in good condition and firmly adhering. Stick down any lifting edges and corners.
	5. Hanging Wallpaper, Lining Paper etc., Generally: All joints must be truly vertical and/or horizontal, straight and fully adhered with edges neatly cut to ceilings and skirtings. Finished coverings must be securely adhered, smooth and free of air bubbles, wrinkles, gaps, tears, adhesive marks and stains.
	6. Sizing: Where specified size surfaces with a solution of wallpaper paste diluted in accordance with the manufacturers technical data sheet.
	7. Lining Paper: Apply size to BS 3357 to walls and hang lining paper with adhesive to BS 3046 with butt joints and turn all edges. When not specified otherwise, select type and weight to suit covering and background. Hang lengths with butt joints; do not overlap. Hang lengths transversely to direction of covering. Leave to dry for 24 hours before hanging covering.
	8. Adhesive: When not specified otherwise, type to be as recommended by the covering manufacturer or, in the absence of such recommendation, type to be approved. Adhesives to contain a fungicide and be made up in accordance with the manufacturer’s technical data sheet.
	9. Coverings: Self edged coverings to be trimmed to a true straight edge before hanging, unless manufacturer recommends overlap joints. Hang wall coverings vertically unless specified otherwise. Hang ceiling coverings parallel to the main window wall unless specified otherwise. Isolate any metallic foil/fabric coverings from electrical contact.

# ELECTRICAL WORKS

* 1. Regulations. Ensure all electrical Works are carried out in accordance with the current edition (complete with amendments) of the Requirements for Electrical Installations published by the Institution of Engineering and Technology (“the IET Regulations”) applicable at the time the Works are carried out.
	2. Equipotential bonding
		1. Connect the following to the main earthing terminal using earthing clamps to BS 951 or European equivalent or other means where appropriate:
		2. main cold water pipe adjacent to stop valve;
		3. main gas pipe adjacent to and on the consumer side of the gas meter;
		4. central heating system pipework;
		5. other service pipes and ducting;
		6. exposed metallic parts of the building structure; and
		7. lightning conductor.
	3. Workmanship
	4. Installation generally – Full Test of property can be requested if property has not had a test in the last 5 years.
	5. Install, test and commission the electrical work in accordance with the IET Regulations and the design and performance requirements set out in this Section so as to provide a safe, well insulated, earth protected system capable of supplying the anticipated maximum demand.
	6. Ensure all installation Works are carried out by qualified electricians fully conversant with the IET Regulations to good workmanship by skilled (electrical) or instructed (electrical) persons and proper materials shall be used in the electrical installation.

# KITCHEN AND BATHROOM SUPPLY AND INSTALLATION

* 1. General Description The pricing matrix (Appendix 7)
	2. Common work requirements within kitchens and bathrooms have been provided and the Supplier is to price each item within the schedule accordingly. A unit rate cost is to be provided for each item, unless instruction is provided for an alternative price.
	3. These common works will then be formed into archetypes to reflect varying Client requirements and property types. Suppliers are to provide their most competitive rate for each item irrespective of the frequency it occurs within the evaluation model. All rates will be examined and those that abnormally low or high will be queried and may result in exclusion from the application process.
	4. Evaluation Model. For the purpose of evaluating price submissions a series of standard kitchen supply and installation models will be used. These are based upon historical information of works completed for our Clients. The models are detailed within the pricing document. The models will be weighted based on average frequency to generate an average kitchen cost.

**Scope and Description of Works Kitchen and Bathroom Installations.**

|  |  |  |
| --- | --- | --- |
| **Code** | **Description of Works – Kitchen Supply and Installation** | **Unit (of measure)** |
| **1.0** | **Preparatory Works** |
| 1.1 | Pre-Entry Survey:The kitchen supplier with the Supplier will carry out the kitchen design and will be responsible for creating a design that provides the resident with the optimum kitchen layout including tap choice, within the constraints of the specification provided by the Client. There may be a need for input and consultation with the Supplier and resident at the design stage to ensure that layouts have been agreed with effective supply and installation in mind. The resident will be provided with a layout plan by the designer which the resident will sign to give their approval. The kitchens are not being supplied and installed in new build homes and therefore a level of adjustment is to be expected around areas such as movement of meters and cutting out of units to allow for pipe runs.The Supplier will be required to obtain the residents’ choice of wall paint colour and floor covering prior to the commencement of the worksResidents existing (or planned to be purchased) white goods (i.e. fridge, cooker, washer etc) will be ascertained during the Pre Entry Inspection to be incorporated into the kitchen design layout. No additional costs will be accepted and paid in response to a claim that each kitchen layout is different.The Supplier shall allow for all necessary liaison with the kitchen designer in relation to any redesigns.The Supplier, through communication during the Pre-entry survey and prior to works commencing that the resident removes all appliances, general and personal items from the kitchen, including all items from cupboards. However as per item 1.4 the Supplier may be required to move heavy appliances.Please note that the Client will not accept any application for payment for this item for any property that is omitted from the programme. | Item |
| 1.2 | Asbestos Survey: At the point of call-off the Client will engage the services of a suitably qualified Asbestos Surveyor to undertake a localised Refurbishment and Demolition Survey to each kitchen and provide results to the Supplier prior towork commencing.All Asbestos removals and associated works are to be undertaken in compliance with all Health and Safety specifications and codes of practice. *Please refer to Appendix 6 to view Housing Solutions Asbestos Policy.*Client removal of asbestos – supplier to coordinate direct with Client approved asbestos removal contractor | Not priced – provided by Client |

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|  | The company undertaking the sampling/testing should be UKAS accredited. Sampling and testing to be in accordance with HSE Document HSG 248 – Asbestos: The Analysts Guide for Sampling, Analysing and Clearance Procedures.The report shall be available within 24hrs of the survey, electronic copies are to be provided to the Client and Principal Designer.Allow for up to 3No samples per property. |  |
| 1.3 | Electrical Supply and installation Condition Report: Carry out inspection and test of electrical installation to the whole dwelling as detailed in B7671 Requirements for Electrical Supply and installation (18th Edition 2nd Amendment) and provide NICEIC Inspection Certificate and list of all defects and departures from the latest regulations.The report shall be available within 24hrs of the survey; electronic copies are to be provided to the Client and CA.The Supplier is also required to provide Building Regulations Compliance Certificate where works are notifiable under Building Regulations Part P. | Item |
| 1.4 | Relocate Resident’s Appliances and Fittings:Allow for relocating white goods in accordance with the following requirements:General: Supplier should ensure that all appliances are temporarily relocated and reconnected at the end of every workday. Supplier is to photograph and record make/model/reference number and condition of appliances before works commence and provide a copy to Contract Administrator. The record should show an agreed signature of the resident. The Supplier will be required to rectify any damage to an appliance not recorded before the works commence. Relocate Gas Cooker: Disconnect gas supply /electrical supply as appropriate to cooker and carefully relocate to an alternate room for temporary storage. Allow for relocation to kitchen for the provision of temporary cooking facilities whilst works are ongoing and allow for relocation upon completion of works. Reconnect the cooker to electrical/gas supply as appropriate, including the provision of a safety bracket/chain, to meet current regulations. All gas work to be completed by Gas Safe Registered installer.Relocate Electric Cooker: Disconnect electrical supply as appropriate to cooker and carefully relocate to an alternate | Item |

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|  | room for temporary storage. Allow for relocation to kitchen for the provision of temporary cooking facilities whilst works are ongoing and allow for relocation upon completion of works. Reconnect the cooker to electrical supply as appropriate.Relocate Washing Machine: Disconnect electrical supply and isolate water supply to automatic washer and carefully re- locate into an alternate room for temporary storage. Allow for relocation to kitchen at the end of each working day (maximum service loss to be 24hrs) and reconnection of water and electrical services. Note reconnection using existing washing machine hoses.Relocate Fridge and/or Fridge Freezer: Disconnect electrical supply to Fridge and/or fridge freezer unit and carefully relocate into an alternate room and reconnect immediately for temporary storage and use by resident. Allow for relocation to kitchen upon completion of works and reconnect to electrical supply.Relocate Dryer: Disconnect electrical supply to dryer, remove vent unit as appropriate, and carefully relocate into an alternate room for temporary storage. Allow for relocation to kitchen upon completion of works and reconnection to electrical supply.Relocate Chest Freezer: Disconnect electrical supply to chest freezer unit and carefully relocate into an alternate room and reconnect immediately for temporary storage and use by resident. Allow for relocation to kitchen upon completion of works and reconnect to electrical supply.Relocate Dishwasher: Disconnect electrical supply and isolate water supply to dishwasher and carefully re-locate into an alternate room for temporary storage. Allow for relocation to kitchen upon completion of works and reconnection of water and electrical services. |  |

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| **2.0** | **Strip out** |
| 2.1 | Remove Existing Floor Coverings:Carefully remove existing vinyl tiles/lino/cushion floor/vinyl sheet/carpet and underlay from kitchen floor including all adhesive as applicable and clear from site. | m2 |
| 2.2 | Where asbestos floor tiles or adhesive is highlighted allow separate cost for removal in accordance with the current HSE guidance. Remove additional layers of flooring if not applicable to 2.1 | m² |
| 2.3 | Hack Off Existing Wall Tiles:Carefully hack off all existing wall tiles above sink tops, worktops to cooker space and window cills and clear from site. Make good disturbed finishes. | m2 |
| 2.4 | Remove Skirting Boards: Carefully remove existing skirting boards to base of walls to kitchen, as necessary to accommodate the new kitchen layout and clear from site. Make good and extend disturbed finishes. | LM |
| 2.5 | Remove Pipe Boxing: Strip out timber pipe boxing to distribution pipe, SVP, waste pipes etc including all supporting framework, as necessary to accommodate new kitchen layout and clear from site. Make good and extend disturbed finishes. | LM |
| 2.6 | Strip Off Wall Coverings: Remove all papers including any lining paper to walls and clear from site. | m2 |
| 2.7 | Strip Out Kitchen Units, Worktop and Sink:Isolate from water services and wastes as required, strip out and dismantle sink unit and all wall/base units, work tops, sink tops, built-in units, meter cupboards, fixings and cleats etc., and clear from site.Do not allow debris arising from the kitchen strip out to accumulate on site. Temporarily strip back and blank off existing hot and cold water supply and waste connection as required by the extent of the works.Temporarily isolate and strip back existing gas service as necessary to accommodate new layout. Temporarily isolate electricity supply and remove all electrical outlets and redundant cabling and containment etc. Allow for temporary connection / provision of kitchen sink during course of the works.The Supplier is to ensure that the resident has adequateprovision of hot and cold water and washing up facilities at the end of each working day until the new kitchen and sink | Item |

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|  | are operational.The Supplier is to ensure that the resident has access to a temporary hob facility at the end of each working day until the new kitchen is operational. |  |
| 2.7.1 | Small Kitchen (up to 8 units): up to 7.5sqm floor spaceAs per the description of works for item 2.7 , Strip out kitchen units, worktop and sink for existing 8 unit kitchen. | Item |
| 2.7.2 | Medium Kitchen (up to 11 units): up to 10sqm floor spaceAs per the description of works for item 2.7 , Strip out kitchen units, worktop and sink for existing 11 unit kitchen. | Item |
| 2.7.3 | Large Kitchen (12+ units): over 10sqm and above floor spaceAs per the description of works for item 2.7 , Strip out kitchen units, worktop and sink for existing 12+ unit kitchen. | Item |
| **3.0** | **Supply and install Kitchen** |
| 3.1 | Supply and install New Kitchen Units (Howdens Greenwich):Supply and install new kitchen units in accordance with manufacturers proposed layout drawings to include all plinths, end panels, ironmongery etc. to provide a complete supply and installation.Allow for fitting units around all meters, service pipes/cables and stop cock.Allow for temporary connection/provision of kitchen sink during course of works.Base Units: allow for supply and fixing 50 x 25mm sw timber wall railWall Units: allow for supply and fixing 50 x 15mm sw timber wall railAllow for additional support where wall units are to be supply and fixed to plasterboard/paramount wall partitions.The installer shall only claim for additional base and wall units where the total number of units in the kitchen is above the allowance in each kitchen type, items 3.1.1, 3.1.2 and3.1.3. For example, if a kitchen requires 3No base units and 4No wall units, a variation claim will not be accepted for an additional wall unit as the total number of units is not greater than the allowance for a type 1 kitchen, item 3.1.1. | Item |
| 3.1.1 | Small Kitchen (up to 8 units - 4 wall, 4 base units): | Item |

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|  | As per the description of works for item 3.1, supply and install kitchen up to 8 units. This is expected to consist of 4 wall and 4 base units, but may be in a differing configuration of units.Allow to supply and fit inset single drainer stainless steel sink top, taps, waste fittings and deep sea; trap all waste pipe work to be made good around internally and externally. Treat and seal edge of worktop where cut out for sink in accordance with the manufacturer’s recommendations. |  |
| 3.1.2 | Medium Kitchen (11 units - 5 wall, 6 base units):As per the description of works for item 3.1, supply and install kitchen up to 11 units. This is expected to consist of5 wall and 6 base units, but may be in a differing configuration of units.Allow to supply and fit inset single drainer stainless steel sink top, taps, waste fittings and deep sea; trap all waste pipe work to be made good around internally and externally. Treat and seal edge of worktop where cut out for sink in accordance with the manufacturer’s recommendations. | Item |
| 3.1.3 | Large Kitchen (12+ units - 5 wall, 7 base units):As per the description of works for item 3.1, supply and install kitchen up to 12+ units. This is expected to consist of5 wall and 7 base units, but may be in a differing configuration of units.Allow to supply and fit inset single drainer stainless steel sink top, taps, waste fittings and deep sea; trap all waste pipe work to be made good around internally and externally. Treat and seal edge of worktop where cut out for sink in accordance with the manufacturer’s recommendations. | Item |
| 3.2 | Supply and fix any Larder Unit:Supply and install larder cupboard unit, approx. 600 x 600 x 1800 mm overall, high with fly back vent. Make good joint between unit and adjacent units or surfaces. | Item |
| 3.3 | Supply and fix any Base Unit: Supply and install base unit. Securely fixed to wall with plugs and screws. Make good joints to adjacent units and surfaces and seal any joint to sink top with white silicone sealant. | Item |
| 3.4 | Supply and fix any Wall Unit: Supply and install any wallunit and securely fix to wall with plugs and screws. Allow for additional timber support and supply and fixings where | Item |

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|  | units are to be supply and installed to plasterboard/ paramount wall partitions. |  |
| 3.5 | Supply and fix Worktop: Lip and seal exposed edges with Bostik/Evostik impact adhesive. Fit stainless steel/colour matched where possible edging strips to ends of worktops to cooker and fridge space recess and satin aluminium joint at work top joints and intersections. Worktop over an under-counter fridge space to be removable.It is anticipated that a small kitchen will contain up to 5 LMs, a medium kitchen will contain up to 6 LMs and a large kitchen will contain above 6 LMs. | LM |
| 3.6 | Supply and fix 150 x 150mm glazed Prismatics ceramic wall tiles or similar approved, fixed with approved waterproof adhesive to a maximum 450mm high (3 tile high) above worktops and down to floor level behind cooker space and 900mm (6 tile high) above worktop, including re-tiling window cills and reveals (if applicable). Finish all external edges with white plastic tile trim and apply silicone sealant to worktop/splash back abutments. Ceramic tiles must meet Standard BS EN 14411.Resident tiling colour choices;* White
* Shark
* Light Cream
* Black Gloss
 | LM |
| 3.7 | Supply and lay Floor CoveringGenerally level floor as required using latex screed and lay floor covering as per item 3.7.1, with polished aluminium threshold strip at doors supplied and supply and fixed by Supplier.Supply and lay latex screed to level up existing concrete floor to maximum of 6mm thick.Where sub floor is timber allow to supply and fit 6mm Marine ply deck securely fastened to existing floor boards ready to receive vinyl flooring.Flooring to extend 45mm behind plinth below base units.Allow for the removal of the door, adjusting for raised floor level and re-hanging on completion.Run silicone sealant to all edges and abutment to fittings – colour to be agreed with Client. | Item |
| 3.7.1 | Vinyl Floor CoveringComplete works as per item 3.7 and supply and lay Polyflor - Polysafe Wood FX PUR gauge for both Kitchens and Bathrooms or equivalent.Flooring colour choices;* Black Walnut
* Ash Grey
* Silver Birch
* Autumn Beige
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| **4.0** | **Plaster/Decorate** |
| 4.1 | Patch Plaster to Ceilings: Repair any plasterwork. Cut out defective area, prepare, supply and fix boards or apply backing coats and patch ceiling finish. | m2 |
| 4.2 | Renew Plaster Skim Coat to Walls: Renew skim coat to wall, including preparing surface, allow for thistle bonding in any associated electrical/pipe chases or holes created from removing old kitchen, apply bonding agent to wall and apply skim coat. | m2 |
| 4.3 | Patch Plaster to Walls where not included in 4.2: Key and prepare wall surfaces including removal of paint where plaster has delaminated applicable to obtain key. Dub out as required and render/plaster in Thistle Bonding Coat or other equal and approved plaster and apply skim finish to areas indicated in schedule, to finish flush with adjacent surfaces. | m2 |
| 4.4 | Plaster, Renew Reveals: Renew plaster to reveals, including hack off, prepare surface, supply and fix angle beads, apply bonding coat, float and skim | m2 |
| 4.5 | Plasterboard: Remove existing damaged plasterboard and make good with plasterboard and skim wall finishing’s. | m2 |
| 4.6 | Redecorate kitchen: Allow for all preparation of surfaces ready to receive decorations.Where damp is evident anti-fungal wash required. This contract specifies Zinsser Mould Killer Remover or equivalent.Decorate ceiling and walls with 2 No coats of vinyl silk emulsion to existing plaster including stain blocking where required, or apply mist coat and 2 No coats of vinyl silk emulsion to new plaster:The Supplier is to provide all paints and materials required to complete the works Suppliers are to use a ‘Contract Emulsion’ as defined in BS 6150. Paint is to be from the Dulux Trade range or similar approved.The colour to be selected by the resident at survey stage from the flowing options:Paint choices are;Ceiling – white Walls – white or magnoliaFill, sand and prepare all existing woodwork and apply 1 No. undercoat and 1 No gloss coat. | Item |

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|  | Apply knotting solution as necessary and 1No primer coat, 2No undercoats and 1No gloss coat to all new and bare woodwork.The Supplier is to provide all paints and materials required to complete the works Suppliers are to use a ‘Varnish, interior grade, full gloss’ as defined in BS 6150 to provide a white finish. Paint is to be from the Dulux Trade range or similar approved.All works to be completed in accordance with BS 6150. |  |
| 4.6.1 | Emulsion to Existing Plaster: Allow for all preparation of surfaces ready to receive decorations. Including stain blocking where heavy staining is evidentAllowance for anti-fungal wash. This contract specifies Zinsser Mould Killer Remover or equivalent.Decorate with 2 No coats of vinyl silk emulsion.The Supplier is to provide all paints and materials required to complete the works Suppliers are to use a ‘Contract Emulsion’ as defined in BS 6150. Paint is to be from the Dulux Trade range or similar approved. | m2 |
| 4.6.2 | Emulsion to New Plaster: Allow for all preparation of surfaces ready to receive decorations.Decorate with mist coat and 2 No coats of vinyl silk emulsion.The Supplier is to provide all paints and materials required to complete the works Suppliers are to use a ‘Contract Emulsion’ as defined in BS 6150. Paint is to be from the Dulux Trade range or similar approved. | m2 |
| 4.6.3 | Existing Woodwork: Fill, sand and prepare existing woodwork and apply 1 No. undercoat and 1 No gloss coat.The Supplier is to provide all paints and materials required to complete the works Suppliers are to use a ‘Varnish, interior grade, full gloss’ as defined in BS 6150 to provide a white finish. Paint is to be from the Dulux Trade range or similar approved. | LM |
| 4.6.4 | New Woodwork:Apply knotting solution as necessary and 1No primer coat, 2No undercoats and 1No gloss coat to all new and bare woodwork. The Supplier is to provide all paints and materials required to complete the works Suppliers are to use a ‘Varnish, interior grade, full gloss’ as defined in BS 6150 to provide a white finish. Paint is to be from the DuluxTrade range or similar approved | LM |

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| 4.7 | Apply Blown Vinyl and Paint: Apply blown vinyl and 2 coats of vinyl emulsion to general surfaces of wall. | m2 |
| 4.8 | Damp and Mould Prevention: Applies to Kitchen and Bathroom Works: Use Zinsser Mould Killer Remover or equivalent. Wash down any areas of mould growth with an approved fungicidal wash and scrape back or rub down to a sound base. Apply a recommended mould resistant paint to the affected area in accordance with the manufacturer’s instructions before other decoration works are undertaken. |  |
| **5.0** | **Joinery Works** |
| 5.1 | Supply and fix New Skirting Boards: Supply and fix wrots.w. skirtings on s.w. treated grounds, size and profile to match existing, to base of kitchen walls as necessary to accommodate new kitchen layout. Make good and extend disturbed finishes. | LM |
| 5.2 | Supply and fix Timber Skirting: Where a match is not available for an existing skirting, replace all skirting throughout. Supply and install 100mm x 19mm bull nosed wrot s.w. skirtings on s.w. treated grounds to base of all kitchen walls. Make good and extend disturbed finishes. | LM |
| 5.3 | Supply and Fit Pipe Boxing: Supply and fix 50mm x 38mms.w. frame to wall and 15mm s.w. cover to all exposed pipework. Supply and supply and fix 6mm thick WPB plywood front supply and fixed with brass cups and screws. Allow for sealant where boxing abuts decoration / units. | LM |
| 5.4 | Supply and fix Vertical Pipe Boxing: Supply and fix 50mm x 25mm s.w. frame to wall and 15mm s.w. cover to all exposed vertical service pipework (inc. boiler feeds, HW and CW drops). Supply and supply and fix 6mm thick WPB plywood front supply and fixed with brass cups and screws. Allow for sealant where boxing abuts decoration / units. | LM |
| 5.5 | Butt and Scribe Worktop Joints: Extra over for butt and scribe joints to worktop in place of jointing strip. | Item |
| **6.0** | **Mechanical Services** |  |
| 6.1 | Gas Test: Supplier to carry out gas soundness test on the existing gas supply pipework before work commences. Any defects are to be reported to Contract Administrator immediately. | Item |
| 6.2 | Replace Hot and Cold Water Supply Pipework: Allow for isolating using existing stop tap or where stop tap cannot be accessed or located, by freezing feed and provide new water services to required location.Allow for extending/replacing existing pipework as necessary to accommodate new kitchen layout. New copper feed pipework shall be provided to the following fittings as applicable:Kitchen sink: 15mm diameter Washing Machine: 15mm diameterAll couplings to be in an accessible location where possible | Item |

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|  | (eg. within sink base unit or appliance space if not adjacent to sink)Supply and fix the following as applicable: Isolating/servicing valves (BS EN 6675) adjacent to all hot and cold feed connections. Supply and install double check valves (BS EN 13959) to connections, which do not have required air gap, and to mixer taps.15mm washing machine taps (BS EN 6675) to washing machine and dishwasher positions as applicable.Stop valve (BS EN 1010) to boiler as recommended by boiler manufacturer (as necessary).Include for all works to expose existing pipework, for all making good and sleeving and clipping pipes.Carry out test and label all working parts.Allow for the reconnection of all earth bonding and provision of new where required in accordance with the latest IEE Regulations.Double Check valves to be appropriate classification to meet with current Water Regulations. |  |
| 6.3 | Reposition Stop Cock Location: Temporarily isolate incoming water main, extend copper pipe work to new position and supply and fix new non-return valve and stop cock – preferred location to be under the sink | Item |
| 6.4 | For Sheltered & Supported sites only, Supply and install Surestop Water Switch: Supply and install Surestop water isolation switch by Surestop Ltd in a visible/ accessible location. To be supply and installed in accordance with manufacturer’s instructions.  | Item |
| 6.5 | Relocate/Provide Gas Supply To New Cooker Location: Temporarily isolate and cut back existing gas service pipes as necessary to accommodate new kitchen layout.Provide, run and connect from new copper feed pipework from existing service to cooker position shown on kitchen plan, and in accordance with Gas Safe Regulations (allow for relocation of cooker point up to 2m away from existing position).Fit micropoint bayonet connection to cooker outlet and cooker chain.Test gas service and label all working parts.Allow for all general attendance and builders work.Include for all works to expose existing pipework, for all making good and sleeving and clipping of pipes. | Item |
| 6.6 | Replace Gas Cooker Connection Hose: Replace existing | Item |

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|  | gas cooker hose. |  |
| 6.7 | Remove and Re-Supply and install Radiator: Temporarily isolate services as required and carefully remove existing radiator and set aside for re-use. Re-supply and install radiator to its original location and test/bleed to provide the correct heat output. | Item |
| 6.8 | Supply and install New Radiator: Temporarily isolate services as required and carefully remove existing radiator and cart away from site. Supply and install new radiator by Quinn or equal and approved, size up to 2m2. Allow for pipework alterations to reposition the radiator up to 1 linear meter from its original position. Allow to supply radiator up to a maximum size of 600x1000mm DP+. Bleed on completion and test the system to provide the correct operating efficiency. | Item |
| 6.9 | Testing and Certification: Test all services upon completion and issue gas safety certificate to the CA/Client. | Item |
| **7.0** | **Electrical Services** |  |
| 7.1 | Replace Light Fitting: Remove existing light fitting to kitchen and supply and install new LED strip lightLight specification – Skypack Quick Release LED Batten 5ft singleMake good and extend all finishes upon completion. Light to comply with IEE Regulations on Zoning. | Item |
| 7.2 | Supply and install Replacement Consumer Unit: Disconnect and strip out existing consumer unit. Supply and install new Wylex 10 way metal high integrity dual RCD consumer unit to BS 7671 IET Amendment 3, BS 61439-3 and compliant with 18th Edition 2nd Amendment Regulations or equal and approved, to accommodate the following circuits where applicableConsumer unit to be relocated if in a wall or base unit or in an inaccessible locationExisting power circuits (32 amp) Existing lighting circuits (6 amp) New cooker circuit (45 amp) New kitchen circuits (32 amp)3 Spare (blanks) Burglar alarm (30 amp)Smoke BS EN 14604/heat detectors BS EN 54-5Allow for connection of intruder alarm system, and door bells where fitted and test on completion.Allow for RCBO protection to be provided in accordance with IEE Regulations 18th Edition.Allow for all necessary BWIC and making good in connection with the works. | Item |

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|  | Allow for testing on completion and provide NICEIC supply and installation certificate to the Client/CA. Allow costs for registering the new supply and installation with the NICEIC and submission of the Building Regulations Compliance Certificate in accordance with the Electrical Variation Notes. |  |
| 7.3 | Supply and Relocate Any 2 way Light Switch To Within1.5m Of Existing Location: Relocate any switch, including cut out old box, chases, cable, forming recess, supplying and supply and fixing new box and Volex switch plate, make all connections, making good finishes and test on circuit on completion. | Item |
| 7.4 | Supply and install Additional Power Socket. Supply and install and wire new Volex double switched socket, include for wall chases, supply and fixing new flush boxes, make all connections, making good finishes and test on completion. | Item |
| 7.5 | Supply and install Switch and Low Level Power Socket. Supply and install and wire Volex single socket and neon indicator spur with identification for 1 No. appliance (dishwasher/ dryer/freezer etc). | Item |
| 7.6 | Mains Bonding. Supply and install mains bonding to incoming gas and water services to comply with IEE wiring regulations. | Item |
| 7.7 | Supply and install New Power Ring Main and Cooker Circuit to Kitchen. Isolate electrical services and strip out all existing power services within kitchen back to consumer unit as required and reconnect as necessary to maintain ring to remainder of property. Remove fittings, back boxes etc., and clear from site. Retain and adapt existing power circuits to remainder of property.Supply and install and wire to centre position new 45 amp double pole cooker control unit by Volex or equal and approved c/w single switched socket and 6mm2 cable and cooker outlet/ connection plate located 600mm above floor level.Supply and install new power ring main to kitchen and supply and fix and wire back to consumer unit including new recessed sockets and fuses/switches and isolators from the Volex range, or equal and approved, as follows:3No. double sockets over worktop level (1070mm above floor level/one tile above worktop height). Sockets to be evenly spaced and generally not less than 300mm from end of worktop. One of the 3No. sockets to be installed with 2No. USB to be included ports.1 No. double socket at low level1 No. single socket and spur with neon indicator for | Item |

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|  | washing machine1 No. single socket and spur for fridge freezer1 no single spur for fan, non switched, located high level 1 no. single spur for boilerThe Supplier will be responsible for the positioning of all electrical outlets in accordance with the residents requirements, best practice and current regulations.All new cables are to be recessed beneath plaster finishes c/w metal cappings. Allow for making good to plaster finish. Allow for all general attendance, builder’s work and making good in connection with the works, including making good to ceilings |  |
| 7.8 | Ensure all work including bonding is in full accordance with BS 7671: current I.E.E. Regulations and provide NICEIC Supply and installation Certificate upon completion to the Client/CA. Allow costs for registering the new supply and installation with the NICEIC and submission of the Building Regulations Compliance Certificate in accordance with the Electrical Variation Notes. | Item |
| 7.9 | Supply and install Heat Detector: Supply and install mains operated Aico heat and carbon monoxide detector (Ei3028) BS EN 54-5. Allow for all necessary cabling and connections and making good required as a consequence of the works.  | Item |
| 7.10 | Remove and Resupply and fix Existing Cooker Hood: Isolate and carefully remove/set aside for re-use the cooker hood.Resupply and fix cooker hood into position detailed on the individual property drawing. The Supplier shall note any existing damage/defects prior to removal and obtain a signature from the Resident confirming condition. | Item |
| 7.11 | Supply and install Extract Fan to kitchen. Isolate at mains, disconnect existing fan and remove including all fan switches/controllers as applicable. Adapt power ring main to kitchen as required and supply and install Vent Axia “Lo-Carbon Revive 5” Extract Fan complete with ducting, ducting kit accessories and membrane type back draft shutter, to existing location.Allow for general attendance, builders work including core drill and making good and extension of disturbed finishes in connection with the work. Old fan holes to be made goodwhen not used as per existing surfaces. | Item |

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| 7.12 | Supply and install Surface Mounted Cooker Control Unit: Renew surface mounted control unit to cooker, make all connections and test on completion. | Item |
| 7.13 | Supply and install Flush Mounted Cooker Control Unit: Renew flush mounted control unit to cooker. Allow for any additional chasing out, making good, back box, making all connections, and testing on completion. | Item |
| 7.14 | Replace Existing Low Level Connector Unit: Replace low level connector unit at existing position. Allow for any additional chasing out making good, back box, making all connections, and testing on completion. | Item |
| 7.15 | Supply and install New Low Level Connector Unit: Provide new low level connector unit within 2m of the existing cooker control unit. Allow for any additional chasing out making good, back box, making all connections, and testing on completion. | Item |
| 7.16 | Supply and install Additional 2 Way Light Switch: Supplier to supply and install and wire additional light switch by Volex or equal and approved to create a 2 way lighting circuit.This item will generally be required where there are 2No points of entry to the kitchen. Supplier is to be responsible for locating the new switch in line with the resident’s requirements, best practice and current regulations (preferably on the kitchen side of the wall and next to the leading edge side of the door frame).Allow for all necessary cabling and connections and making good required as a consequence of the works. All cables to be recessed, no surface mounted trunking will be permitted. | Item |
| 7.17 | Testing and Certification: Test all electrical work and earth bonding to NICEIC standard on completion including all wiring, fittings and making good etc and issue electronic certificate to CA on completion. | Item |
| **8.0** | **General Works** |  |
| 8.1 | Repair Concrete Floor. Take up existing concrete slab and excavate to average 300m depth, lay hardcore bed, sand blinding, 1200 gauge Visqueen DPM, and lay minimum 100mm thick concrete slab to existing levels. | m2 |
| 8.2 | Supply and Lay Self Levelling Screed. Supply and lay latex screed to level up existing concrete floor to maximum of 6mm thick. | m2 |

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| 8.3 | Core Drill and Supply and install Tumble Dryer Vent. Carefully core drill to form opening in external wall to tumble dryer position and make good brickwork/render finish externally and plaster to internal face. Supply and supply and install through-wall tumble dryer ventilation kit in accordance with tumble dryer manufacturer’s recommendations.Allow for all necessary access equipment required to complete the supply and installation. | Item |
| 8.4 | DPC; INJECT 102mm Brickwork - Drill and inject brick wall 102mm thick in accordance with manufacturers instructions and provide guarantee | Lm |
| 8.5 | Preparation and Reinstatement - Prepare all areas to receive injected DPC system including removal of plaster, skirtings etc. Return to reinstate affected areas by renewal of plasterwork, skirtings etc. | Item |
| 8.6 | Air Brick - Take out any existing redundant air brick and clear away. Brick up opening thus formed within 225mm solid brick wall using facing brickwork to match joining will cut toothed and bonded to adjoining sound construction. External face of brickwork to point with internal being patch plastered to finish | Item |
| 8.7 | Pantry Wall - Take down masonry pantry wall; complete with door and frame; not exceeding 2m girth x 2.40m high; making good finishes disturbed; dispose of material off site | Item |
| 8.8 | Doorway –Remove and dispose of door and frame, Infill single leaf doorway; 100 x 50 sw timbers plugged & screwed; faced both sides with 12.5mm plasterboard; plaster skim finish, feathered joints; insulate new stud work with dense insulation quilts (45kg/m3) | Item |
| 8.9 | Supply and install 100amp isolator | Item |
| 8.10 | Extra over 2m for new gas pipe | Lm |
| 8.11 | Paint door both sides | Item |
| 8.12 | Supply and fit plastic window cill to kitchen | Lm |
| 8.13 | Structural engineer sign off where any pantry or internal walls have been removed | Item |
| 8.14 | Carry out asbestos scrape to accommodate light fitting, heat detector, smoke alarm, fan or item fixed to textured ceiling or wall | nr |
| 8.15 | Supply and fit new ply flush internal door including hinges, latch and calder latch handles. Where kitchen door is non compliant, the door is to be upgraded to a FD30 internal fire door. | Item |

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| 8.16 | Supply and fit timber studwork ready to receive plasterboard | m² |
| 8.17 | Supply and install, 1 no. optical smoke alarm to hallway and 1 no. optical alarm to landing and 1no Radio link alarm controller located within vicinity of consumer unit. 1no Heat alarm in kitchen. (Aico EI127 Surface mount kits, Ei3016 Optical with rechargeable lithium cells Ei450 Radio link alarm controller Ei3014 Heat with rechargable lithium cells) Link with radio link between alarms using Ei3000MRF plug in modules | Item |
| 8.18 | Extra over cost to supply 1 no. optical smoke alarm (Aico Ei3016 Optical with rechargeable lithium cells) | Item |
| 8.19 | Extra over cost to supply 1 no. heat alarm (Aico Ei3014 Heat with rechargeable lithium cells) | Item |
| 8.20 | Extra over cost to supply 1 no. Co detector (Ei3018) where property includes open flued appliance) | Item |
| 8.21 | Extra over cost to supply 1 no. alarm for the hearing impaired (Ei170RF) | Item |
| 8.22 | Extra over cost to supply 1 no Radio Link Alarm Controller (Ei450) | Item |
| 8.23 | Supply and install cooker stability chain and hook | Item |
| **9.0** | **Description of Works – Bathroom Supply and Installation** |  |
| 9.1 | STRIPPING OUT WORKS |  |
| 9.2 | Strip Out Pipe Boxing: Strip out timber boxing to SVP waste pipes etc., including all framework and clear from site. Make good and extend disturbed finishes. | LM |
| 9.3 | Hack Off Wall Tiling: Carefully hack off existing wall tiles complete within bathroom and clear from site. Make good and extend adjacent surfaces. | m² |
| 9.4 | Remove All Floor Coverings: Remove existing vinyl tiles/sheet flooring from bathroom including all adhesive and clear from site. | Item |
| 9.5 | Remove and Re-install on Completion Residents Own Fittings: Allow for careful removal of residents own fittings, including grab rails, shower screens, toilet roll holders, mirrors, towel rails, shelves etc and set aside for re-use. On completion of the works the Supplier is to re-install. All items should be inspected and photographed prior to removal and any damage notified to the resident. TheSupplier is to obtain a signed disclaimer from the resident in respect of any existing damage. | Item |

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| 9.6 | Strip Out All Sanitary Fittings: Isolate from water and waste services as required and strip out WC’s/cisterns, wash basin and pedestal where applicable and bath, bath panel, frame and shower. Allow to temporarily blank off services and clear debris from site. Make good and extend disturbed finishes.Replacement WC must be connected on same day as stripping out.Ensure that all services are adequately retained to allow installation and connection of new fittings. | Item |
| 9.7 | Supply and fix New Skirting Boards: Supply and fix wrots.w. skirtings on s.w. treated grounds, size and profile to match existing, to base of bathroom walls as necessary to accommodate new bathroom layout. Make good and extend disturbed finishes.  | Item |
| 9.8 | Repair Concrete Floor: Take up existing concrete slab and excavate to average 300mm depth, lay hardcore bed, sand blinding, 1200 gauge Visqueen DPM, and lay minimum 100mm thick concrete slab to existing levels. | M² |
| 9.9 | Supply and Lay Self Levelling Screed: Supply and lay latex screed to level up existing concrete floor to maximum of 6mm thick. | M² |
| **10.0** | **PLASTER WORK** |  |
| 10.1 | Patch Plaster Walls: Hack off defective plaster as necessary and key and prepare wall surfaces including removal of paint where applicable.Dub out solid walls as required and plaster in Thistle Bonding Coat or equal approved with skim finish to finish flush with adjacent surfaces.For stud walls, supply and install s.w. noggins as required and fix 12.5mm foil backed plasterboard, scrim and skim to locations in schedules to finish flush with adjacent surfaces. | M² |
| **11.0** | **NEW SANITARY FITTINGS** |  |
| 11.1 | Supply and Install all New Sanitary Fittings:The Supplier will be responsible for positioning of all sanitary ware.The Supplier will be responsible for undertaking a pre-entry survey in order to determine actual layout and sizing of and ordering all materials.Allow for supply and application of sealant to all fittings Allow for general attendance, builders work and making good as required | Item |
| 11.2 | Supply and Install Twyford Celtic 1700-BS1572WH: 1600- BS1272WH: 1500-BS1472WH range (or equal and approved), porcelain enamelled steel recessed twin grip bath with slip resistant finish and twin tap holes, white bath complete. Allow for chasing into plasterwork at ends for tight fit and creating a fixing frame for the bath panel. Installhard plastic bath panel. Allow for installing bath end panel (as required). Bath legs must be screwed down in to the floor. | Item |

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|  | complete with timber framing as required. Supply and Install Standard Tap (Pegler Leger bath mixer) chrome finish, all fitted in accordance with manufacturer’s instructions. Under no circumstances shall flexible hose connections be used between the tap and copper service pipework. |  |
| 11.3 | Supply and Install Twyford Option range (or equal and approved) Vitreous China, close coupled WC suite with chrome push button cistern with integral overflow - white. Rim, Cistern reversible right or left fitted in accordance with manufacturer's instructions. Supply and fit pan connector for connection to existing SVP. A close coupled WC is the Clients preferred option but before ordering the Supplier should assess the need for a low level WC pan connector due to soil pipe connection distances from the wall. | Item |
| 11.4 | Supply and Install Twyford Option 550 Basin range (or equal and approved) Vitreous China Wash Hand basin (twin tap holes) and pedestal, colour white, including chain and stay; fitted in accordance with manufacturer's instructions.Install standard taps (Pegler Leger basin taps) chrome finish. All fitted in accordance with manufacturer's instructions | Item |
| 11.5 | Supply and Install 1 No. WC Seat and lid. Tavistock Millennium White or similar approved | Item |
| 11.6 | Supply and install 1 No. Hardboard Bath side panel including timber framing as required. Tavistock Milton White or other approved – maximum 1700mm  | Item |
| 11.7 | Supply and install 1 No. Bath end panel including timber framing as required. Tavistock Milton White or other approved – maximum 900mm | Item |
| 11.8 | Hot And Cold Water System:Cut back existing water service pipework to entry point into the room.Connect to existing system and run copper feed pipework to the following fittings as applicable:* Wash basin 15mm diameter
* WC cistern/s 15mm diameter
* Bath 22mm diameter
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Notes:Bath to be positioned to allow for possible fixing of shower over non-slip area of bath.Turning of baths to suit new layout should not be treated as an extra**.**The Supplier shall supply all copper pipework, elbows, tee, | Item |

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|  | fittings etc and clips.Supply and install Pegler isolating/servicing valves adjacent to all hot and cold water feed connections. Install Peglers double check valves to any connections, which do not have the required tap air gap, and to any mixer taps and showers (as applicable).Carry out test and label all working parts and provide service layout drawings of "as fixed" layout. All works to be in accordance with the Water Supply (water fitting) Regulations 1995 and all relevant amendments.Allow for general attendance and builders work, making good and sleeves through to structure. |  |
| 11.9 | Only if there is no water pressure or a low level gravity fed system: Supply and Install Electric Shower:During the pre-entry survey Supplier shall test the water pressure of the cold water supply within the bathroom to assess adequacy in line with the electric shower manufacturer’s requirements. Supply and install TRITON T80Z Fast-Fit 8.5Kw White/Chrome. Provide run and connect from consumer unit 45 amp rated\10mm cable to Volex double pole isolating switch (supply and install) labelled "shower" with a minimum of 3mm contact to both poles located on wall outside of bathroom at light switch level or ceiling within the bathroom c/w pull chord. All wiring to be neatly chased into the walls behind metal cappings and ready to receive for final connection of electric shower unit over bath. All work to be completed to current IEE Regulations. Test Certificate to be provided to the project manager on completion. Upon completion of tiling and sealant works, install shower unit in accordance with manufacturer’s instruction. Provide and run new cold water supply with surface mounted 15mm copper pipe, chrome finish to exposed areas with compression fittings. Provide chrome plated, compression gate valve and non- return valve to shower supply pipework. Fix free issue shower curtain and rail. Allow for amendment or provision of earth bonding and 40amp fuse to circuit board. Test and certify to NICEIC standard and issue certificate to the Project Manager on completion. Allow for all builders works, making good and extend all disturbed finishes including re-plastering of chases. | Item |
| 11.10 | Renew Bathroom Light Fitting: Isolate electrical service, disconnect and strip out existing light fitting. Supply and install new IPX5 white enclosed light fitting (including lamp) and make all connections. Lampholder to comply with current IEE Regulations BS7671 on Zoning.Make good and extend all finishes upon completion. | Item |
| 11.11 | Electrical Testing; Test all electrical work and earth bonding to NICEIC standard on completion including all wiring, | Item |

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|  | fittings and making good etc and issue certificate to project manager on completion. |  |
| 11.12 | Supply and Install New Extractor Fan in Existing Wall Opening. Isolate at mains, disconnect existing fan and remove including all fan switches/controllers as applicable. Adapt power ring main as required. Supply and install Vent Axia Lo-Carbon Revive 5. Supply and wire via Volex switch fused spur, complete with ducting/ducting accessories and membrane type back draft shutter, to the location shown on bathroom plan with Volex white moulded switch fused spur outlet. Wiring chased into plaster behind metal cappings. Allow for general attendance, builders work and making good and extension of disturbed finishes in connection with the work. | Item |
| 11.13 | Supply and Install New Extractor Fan in New Wall Opening: Carefully core drill to form opening in external wall to a suitable position for extract fan. Supply and install Vent Axia Lo-Carbon Revive 5. Install proposed extract manufacturer’s approved wall duct and make good brickwork externally and plaster to internal face. Isolate at mains, disconnect existing fan and remove including all fan switches/controllers as applicable. Adapt power ring main as required. Supply and wire via Volex switch fused spur, complete with ducting/ducting accessories and membrane type back draft shutter, to the location shown on bathroom plan with Volex white moulded switch fused spur outlet. Wiring chased into plaster behind metal cappings. Carefully drill to form opening in external wall to a suitable position for extract fan. Install proposed extract manufacturer’s approved wall duct and make good brickwork externally and plaster to internal face. Allow for general attendance, builders work and making good and extension of disturbed finishes in connection with the work | Item |
| 11.14 | Only if there is no other heating source: Supply and Install Electric Wall Mounted Down Flow Fan Heater: Supply and install electric wall mounted down flow Dimplex fan heater (or equal and approved), with dedicated fused electrical supply, fitted in accordance with manufacturer’s recommendations. Fan to be sized by Supplier. | Item |
| 11.15 | Supply and install Wall Tiling: Supply and install tiling laid, with 150mm x 150mm wall tiles complete with plastic trims to all exposed external angles, colour as residents choice (up to 4No. choices to be provided to residents). Allow for the following as required:3No. tile courses above wash hand basin;Tile window cills and reveals to bathroom (as applicable); Tile to shelf at end of bath (as applicable);Full height and length of bath area is to be tiled.Apply white grout to horizontal and vertical junction of wall tiling/fittings;  | M² |

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|  | Allow for completing tiling up to architrave/cills if less than 50mm from tiling;Resident tiling colour choices;* White
* Shark
* Light Cream
* Black Gloss
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| 11.16 | Supply and install Vinyl Floor Covering To Bathroom: Complete works as per item 3.7 and supply and lay Polyflor - Polysafe Wood FX PUR gauge for both Kitchens and Bathrooms.or equivalent and supply and fix polished aluminium threshold strip at door Level and prepare floors in accordance with the manufacturer’s instructions. To concrete floors provide latex levelling screed. To timber floors supply and lay 4mm thick tempered plywood, wetted and nailed at 150mm centres. Allow for all cutting, trims, underlay, timber boarding and screeds as necessary. Allow for removal of door, adjusting for raised floor level by trimming bottom door edge, fix SAA cover strip to threshold and re-hang door on completion. Allow for running clear silicone sealant to all edges and abutments to fittings.Flooring colour choices;* Black Walnut
* Ash Grey
* Silver Birch
* Autumn Beige
 | M² |
| 11.17 | Supply and Install Wastes To Bath, shower and WHB:Strip back and terminate wastes to wash basin and bath or shower. Supply and install new waste branches from fittings to connection with soil vent pipe as appropriate to the following:Hand basin: 32mm CPVC waste pipe and 75mm deep seal trap- with P, S or bottle trap as applicable, chain and plastic plug included.Bath: Combined 40mm CPVC waste and overflow, 75mm deep seal trap - with P, S or bottle trap as applicable, chain and plastic plug included.Allow for all builders work in connection with the works for forming new openings, bricking up redundant openings and for all making good and extending of finishes.Saddle clips to waste pipes to be provided at 400mm centreShower: 40 mm CPVC waste system to suit specified shower tray. | Item |
| **12.0** | **Adapted Bathrooms** |  |
| 12.1 | Supply and Install Shower Tray. Where timber floor, take up floor boards to designated shower area and trim floor joists to adjust levels as required (the structural integrity of the flooring and joists is to be retained), fix timber edge support battens, and prepare for new level access shower tray (applicable to timber floor only). Supply and Install wet floor former to shower area, approx. 1500 x 820 mm in size, complete with waste trap and adaptor and wet room type BW bi-fold half height carer glazed screen with vertical grab rail and shower curtain, all as per manufacturers’ instructions. | Item |
| 12.2 | Extra Over Works to Item 12.1 for Concrete Floor to Form Adapted Shower Area: Undertake CAT scan of floor in order to identify the location of any encased cables or services, where found report findings back to CA and awaitfurther instruction on how to proceed. Break through | Item |

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|  | concrete screed and reduce levels as necessary ready to receive wet floor former. Break through concrete floor base for new waste trap. |  |
| 12.3 | Remove and Reinstall Radiator: Temporarily isolate services as required and carefully remove existing radiator and set aside for re–use. Extend existing copper pipe work as required allow relocation up to 4 lm from the original position. Reinstall radiator to its original location and test/bleed to provide the correct heat output. | Item |
| 12.4 | Supply and Install Clos-o-Mat. Supply and Install Clos-O- Mat Palma Vita toilet and arrange commissioning allow for electric supply on fused spur. Alter and extend all service pipework and provide waste connector. | Item |
| 12.5 | Supply and Install Grab Rail: Allow for fixing up to 450mm grab rails as specified by the occupational therapist to walls in shower area. Where the rails are to be installed on stud walls ensure the walls are sufficiently strengthened. | Item |
| 12.6 | Replace Shower Mixer Valve: Isolate and strip out existing shower including thermostatic mixing valve, and clear from site. Install Performa H Exposed Sequential Shower c/w shower head/hose and height adjustable riser kit. Make all connections etc. to provide a complete installation (or equal and approved). To be installed in strict accordance with the manufacturers recommendations. All exposed pipework to be chrome finished. | Item |
| 12.7 | Supply and Install Shower Seat: Install a wall mounted shower seat by AKW-Medicare. Ensure fitting to wall is secure and provide pattress within stud partition as required. | Item |
| 12.8 | Supply and Install Curtain and Rail: Install new white PEVA shower curtain, complete with chrome L shaped shower rail and curtain rings, to run full length of bath. | Item |
| 12.9 | Supply and Install Internal Soil Stack: Remove existing internal soil stack and supply and fix new UPVC 100mm pipe, including air admittance valves. Include for all connections, brackets, fixings, bends, branch connectors, access cover, not exceeding 6m length. Allow for all builders works and making good to exterior brickwork (to match existing) as required. | Item |
| 12.10 | Supply and Install External Soil Stack: Remove existing external soil stack and supply and fix new UPVC 100mm pipe, including air admittance valves. Include for all connections, brackets, fixings, bends, branch connectors, access cover, not exceeding 6mlength. Allow for allbuilders works and making good to exterior brickwork (to match existing) as required. | Item |

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| 12.11 | Supply and Install Digital Shower Pump: Supply and Install Digipump to floor gulley including filter in accessible position. Allow for all electrical connections and service pipework. Supplier to ensure shower flow rate does not exceed the capacity of the pump prior to installation. To be installed strictly in accordance with the manufacturer’s instructions. Test and commission on completion |  |
| **13.0** | **Labour Rates** |  |
| 13.1 | Labour Rate - Hourly Rate standard working day – Joiner | Hr |
| 13.2 | Labour Rate - Hourly Rate standard working day – Plumber | Hr |
| 13.3 | Labour Rate - Hourly Rate standard working day – Electrician | Hr |
| 13.4 | Labour Rate - Hourly Rate standard working day - Gas Engineer | Hr |
| 13.5 | Labour Rate - Hourly Rate standard working day – Plasterer | Hr |
| 13.6 | Labour Rate - Hourly Rate out-of-hours – Joiner | Hr |
| 13.7 | Labour Rate - Hourly Rate out-of-hours – Plumber | Hr |
| 13.8 | Labour Rate - Hourly Rate out-of-hours – Electrician | Hr |
| 13.9 | Labour Rate - Hourly Rate out-of-hours - Gas Engineer | Hr |
| 13.10 | Labour Rate - Hourly Rate out-of-hours – Plasterer | Hr |

**14.0 Integration with our Job Management System (Connect)**

Housing Solutions use a job management system called Connect. As part the specification, you will be expected to provide individual property updates through our Connect Sub Contract Portal or interfacing directly with Connect, including updating appointment, uploading photos, documents, certificates, submitting variations etc.

Daily updates on each property opened is expected.

There will be a requirement to have this in place within the first 6 weeks of contract start date

**15.0 Key Performance Indicators (KPI’s)**

The following key performance indicators are to be provided by the contractor in full at least one week before the scheduled contract meetings. KPI’s are to be presented and reviewed at Contract meetings. Each completed kitchen and or bathroom must have a customer satisfaction survey covering the question set below.

Customer Satisfaction Score 90% – See questions below

Completed works programme 95% - Kitchens completed on time (10 working days)

 Bathrooms completed on time (8 working days)

First time handovers 97% - Zero snags/defects

Snagging 99% - Snagging attended to and completed within 48 hours of reported date

Health and Safety 100% - To measure the number of reportable accidents during the construction

Cost 97% - To measure the reliability of projected monthly spend and accuracy of actual monthly spend. Plus or minus 5% variation

Complaints 100% - Complaints handled and completed within target (10 calendar days) – *Please refer to Appendix 1 to view our Complaints Compliments Policy.*

**Customer Satisfaction Questions**

1. How satisfied were you with the service provided by Housing Solutions staff who dealt with you before the work started?
2. Was an appointment made for this work to be carried out?
3. If yes, did the Contractor arrive when you were told they would?
4. Was the Contractor polite and courteous?
5. Were the works completed on time?
6. Did the Contractor tidy up after the work to your satisfaction?
7. How satisfied were you with the finished work?
8. How satisfied were you with the customer service provided by the Contractor during the work?
9. How satisfied were you with the overall service provided by Housing Solutions and the Contractor both before and during the work?

**15.1 Key Performance Indicators (KPI’s) – Managing Performance**

Performance review and action tracker will form the basis of the Improvement Plan, which will be set up and reviewed on an increased frequency basis of weekly/fortnightly, where KPI’s are not met. Actions should be followed up and clearly documented for review.

**16. Insurance Requirements**

As a minimum, contractors are required to have the following insurance coverage in place;

*Employer’s (Compulsory) Liability Insurance = £5m*

*Public Liability Insurance = £10m*

*\*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.*