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| **F1**  Describe how your servicing methodology ensures full compliance with both manufacturer instructions and NCC’s SOPs 11, 12, 13, 14, and 19. In cases where manufacturer guidance conflicts with SOP requirements, how do you identify, assess, and resolve these discrepancies, and how is this communicated to NCC?  25% 2.5 x A4 pages, 12pt Arial |
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| **F2** Explain your approach to delivering planned inspection, testing, and maintenance across a wide range of heating and hot water systems, including gas, oil, biofuel, electric, and renewable technologies. How do you ensure your operatives are appropriately qualified and experienced to service each system type and its associated plant (e.g., flues, dosing units, pressurisation vessels)?  15% 2 x A4 pages, 12pt, Arial |
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| **F3**  What systems and processes do you use to ensure accurate asset identification, certification, and reporting across over 200 properties? How do you ensure that documentation is submitted within the required timeframe and that remedial actions are tracked and closed out effectively?  10% 1.5 x A4 pages, 12pt, Arial |
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