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| **F1**  Describe your approach to the planned maintenance and inspection of split, multi-split, VRF/VRV, and ducted air conditioning systems, including F-Gas refrigerant systems.  Include in your response, how do you ensure compliance with manufactures maintenance requirements and SOP016 and SOP015, and how do you manage certification and reporting across a geographically and diverse estate of over 200 properties.  15% 2 x A4 pages, 12 pt Arial |
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| **F2** Explain your procedures for inspecting and maintaining Local Exhaust Ventilation (LEV) systems and HVAC air handling units, including filter replacement and grille cleaning. How do you ensure traceability of filter inspections and justify when LEV cleaning is not required, in line with SOP015 and HSE guidance.  10% 1.5 x A4 pages, 12pt Arial |
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| **F3**  What systems do you have in place to ensure that only appropriately qualified and competent engineers carry out servicing on air conditioning systems, including those using refrigerants and chilled water and how do you manage training records and match engineer qualifications to specific asset types and SOP requirements?  In your response, please demonstrate how your engineers are appropriately trained by manufacturers and possess the necessary qualifications and seniority to competently service a wide range of air conditioning systems (e.g., Daikin, Mitsubishi, Samsung), excluding F-Gas-related requirements?  15% 2 x A4 pages, 12 pt Arial |
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| **F4** Given the scale and geographical spread of the NCC estate and the requirement for planned maintenance and remedial works at 3-, 6-, and 12-month intervals, describe how your organisation is structured to deliver this service. How will you allocate resources to ensure timely delivery across over 200 properties, and how will you provide responsive out-of-hours support in line with contract requirements?  10% 1.5 x A4 pages, 12pt Arial |
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