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| **F1**  Consider the following scenario:  You have discovered a previously untreated hot water system with damage and corrosion to internal pipes. You have commissioned tests and have now received the results back which indicate that amongst many issues the inhibitor levels are also low. Please now tell us what you will do next. We are also interested in hearing about your capability to fully interpret and analyse water quality data and how this is linked to the quality of your inhouse specialists.  20%  1.5 A4 Pages, 12 pt Arial |
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| **F2** Please detail your organisational capability to ensure operational readiness to meet the requirements of NCC technical specification including its response times. Include your consideration around the geographical spread of our portfolio. We need to see a supporting narrative for all elements of planned, remedial and reactive work.  10%  1 x A4 pages, 12 Pt Arial |
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| **F3**  Scenario:  During a routine monthly inspection, you have found a TMV Outlet is out of temperature, what do you do to rectify this?  5%  1 x A4 Page, 12pt Arial |
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| **F4** In the NCC Invitation to Tender (ITT) issued we have listed several documents which the provider needs to comply with: these are NCC's SOP, NCC Legionella Bacteria Policy, NCC Legionella Bacteria Procedure and NCC's Written Schemes of Control. Can you please outline your new procedure and process for ensuring compliance and how you will approach this. 15%  2 x A4 Pages, 12 pt Arial |
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