

Crosby Housing Association Service Agreement

1 Parties to the Agreement:

Crosby Housing Association (the Association)

The Momentum Group (Service Provider)

2 Service Provided

Communal & Office Cleaning

3. Properties/location

As listed in the Property Schedule – see Appendix 1

4. Service requirement

As detailed in the Communal Cleaning Specification and Office Cleaning Specification (Appendix 2).

5 Preliminaries/General Conditions

- 5.1 It is essential that the Service Provider has visited each site listed on the Property Schedule (Appendix 1) to familiarise themselves with the properties, extent of works and priced the cleaning work based the Generic Property Cleaning Specification (Appendix 2) and Office Cleaning Specification (Appendix3). The tendered price will be included in this agreement. No additional costs will be considered except in the circumstances set out in of this agreement.
- 5.2 The Association reserves the right to review the Property Schedule on an annual basis and will do so in discussion with the Service Provider.
- 5.3 The Service Provider must meet the requirements of and sign up to the Association's Approved Contractor Service Level Agreement (SLA). The SLA details the general terms and conditions between the Association and the Service Provider and these will also apply to this agreement.
- 5.4 The Service Provider must comply with the Health and Safety standards set out in the SLA and with all relevant Health and Safety Acts, COSHH Regulations, and where applicable adhere to standard codes of practice.
- 5.5 The Service Provider shall take full responsibility to ensure that the site (property) is locked and secured when the contractor or appointed sub-

contractors are not on site. (Applies to properties where key access is required).

- 5.6 The Service Provider and the Association will collaborate fully and reasonably under this contract in order to carry out the works in accordance with the agreement documents. The Association employees shall carry out routine inspections in order to monitor standards of the service delivered by the Service Provider.
- 5.7 The Service Provider will supply a schedule monthly and in advance, detailing the intended itinerary and dates for the delivery of the property communal cleaning service. The Service Provider will inform the Association in advance of any change to this monthly itinerary.
- 5.8 Where possible the Association will display a service log sheet in a suitable position in the main hall of the communal area. Service Provider operatives will sign and date the log on the day of cleaning. Failure to update the service log will be interpreted as non-performance and will result in non-payment.
- 5.9 The Service Provider will be expected to work with the Association on engagement and consultation with tenants on the quality of the service provided and will take action to address concerns and improve the service.

6 Time Scale and Schedule

- 6.1 Cleaning shall take place on all properties listed in the Property Schedule (Appendix 1). Frequency of visit will fortnightly be as detailed in as detailed in the Generic Property Cleaning Specification and thrice weekly as detailed in the Office Cleaning Specification (Appendix 2).

7 Scope of Works

- 7.1 **CHA Office** – The Office Cleaning Specification (Appendix 2) is for the office at 10 Church Road.
- 7.2 **Property Communal Areas** - The Association properties are a variety of, houses, flats, bungalows and buildings converted into flats. The Generic Property Cleaning Specification (Appendix 2) is for all communal areas.
- 7.3 There are currently no 'on site' facilities for obtaining or disposal of water. Keys to common areas will be made available as appropriate.
- 7.4 Deviation from the frequency of visits set out in Generic Property Cleaning Specification and the Office Cleaning Specification (Appendix 2) must be agreed with the Association and confirmed in writing.
- 7.5 No access to properties for communal cleaning are to be notified immediately to the Association in writing.

- 7.6 Recalls to site for non- performance will be at no additional charge to the Association.
- 7.7 All defects to fire detection/prevention equipment, windows, doors, locks, glazing and framing to be reported to the Association immediately to the Association.
- 7.8 Extra care should be taken whilst working around the tenants' homes to ensure that no personal property in common areas is disturbed, damaged or removed without prior agreement with the tenant. It is always advisable to ask for advice from the Association

8 SAFETY:

- 8.1 All works by the Service Provider shall comply with the Health and Safety at work Act 1974 also with all relevant statutes and Regulations in force during the contract period and thereafter, including the current working at Height Regulations.
- 8.2 Any plant, tools, materials/equipment provided or used in the delivery of the service must be checked and verified by the Service Provider to be of good quality, safe to use and fit for purpose for which they are intended. All plant, tools etc. must be used in accordance with the manufacturers' instructions.
- 8.3 Any fire hazards (storage of flammable materials in common areas or basements), blockage of fire escape routes etc. must be reported immediately to the Association.
- 8.3 During operations the Service Provider must at all times take due care with respect to the safety of all residents visitors to the site/property and the general public.

9 Sub-contracting

- 9.1 The Service Provider shall not sub-contract the works in whole or part without written consent from the Association.

10 Agreement Period, Price and Payments

- 10.1 This agreement will be for a term of 3 years commencing 1 December 2025, subject to review and satisfactory performance. The Communal/Office cleaning service will be re-tendered after three years.
- 10.2 The agreed price per visit/annual price for communal cleaning for each property is as shown on the Property Schedule (Appendix 1). These prices will be fixed for 3 years and are fully inclusive of any VAT that may be payable. The agreed total annual prices inclusive of VAT is shown at 12.2.

- 10.3 The Service Provider shall submit an invoice with a completed itemised account at regular monthly intervals, confirming the date when cleaning was carried out on the properties listed in Contract Schedule of Properties (Appendix 1) and for Office Cleaning Specification (Appendix 2).
- 10.4 The Association reserves the right to withhold any payment for invoices submitted without an accompanying itemised account or if workmanship or conduct is poor as prescribed in the conditions set out in the Associations Service Level Agreement.
- 10.5 Where change to the Property Schedule is necessary this will be agreed in writing between both parties.

11. **Determination**

- 11.1 Where the Service Provider fails to execute the works in a timely manner, diligently, wholly, or in part, and/or in the event of continued concerns about standards of workmanship or conduct, they may be removed from the Association's Approved Contractor List. In this event this agreement will be terminated.
- 11.2 This agreement may be determined by either party giving three months' notice in writing

12. **Agreement Documents**

- 12.1 The Following documents will form the '**Agreement Documents**'
- 1 The Property Schedule; (Appendix 1)
 - 2 Generic Property & Office Cleaning Specification (Appendix 2)
 - 3 The Crosby Housing Association's Service Level Agreement (signed)
 - 4 This signed Crosby Housing Association Service Agreement consenting to the above
- 12.2 The agreed total annual price for cleaning properties inclusive of VAT is:
Properties £15,067.20. CHA Office £3,369.60
- 12.3 I agree to the above terms and conditions and associated documents;

Signed on behalf of Crosby Housing Association;

..........

Date;...15/10/2025.....

Signed on behalf of the Service Provider (The Momentum Group)

.......... MATTHEW PEARCE

Date;...9/10/2025.....

Communal Areas Cleaning Specification 2025

Address: As per Property Schedule

Areas to be cleaned All Communal Halls, Stairs and Landings.

ITEM	ACTION
All vinyl floor coverings	Damp mop
Marks on walls	Spot clean
Handrails and Bannisters	Damp wipe
Glazing and vision panels	Clean
Fire extinguishers	Damp dust
Light switches and socket outlets, intercom panels	Dust
Door push and kicker plates	Damp wipe
Window cills	Damp dust
Stairs (treads and risers)	Brush and Mop
Front and rear entrance doors	Clean
Woodwork, metal work or glazing on entrances	Clean
Door frames, architraves, skirting, panelling and intercoms.	Damp wipe
External surface of windows on common parts	Clean
Carpeted areas	Vacuumed

Frequency: Fortnightly.

ITEM	ACTION
High-level areas requiring step ladder access	Dusting cobwebs to ceiling height in all areas. Clean high-level glazing, fan-lights, roof-lights, internal cills and or ledges.

Frequency: Twice per year.

CHA Office Cleaning Specification 2025

<u>Location: Main Office (reception, offices, corridors and stair)</u>	
Duties	Frequency
glass on doors to be spot cleaned	Mon/Wed/Fri
door hand plates and kick plates to be spot cleaned	Mon/Wed/Fri
sweep/vacuum all hard floors	Mon/Wed/Fri
mop all hard floors	Mon/Wed/Fri
empty bins and dispose of rubbish	Mon/Wed/Fri
spot clean carpets on stairs	Mon/Wed/Fri
hoover all carpet floors (except stairs)	weekly
glass on all doors to be fully cleaned	weekly
furniture and fittings to be dusted	weekly
door frames to be cleaned	weekly
skirting boards and window ledge to be dusted	weekly
wipe all switches/sockets	weekly
stairs/treads to be cleaned	weekly
handrails/banisters to be dusted	weekly
front door external brass plate to be cleaned	weekly
wall pictures/clocks etc. to be dusted	Monthly
desks to be polished	Monthly
<u>Location: main office - Kitchen area</u>	
damp wipe all kitchen surface	Mon/Wed/Fri
brush and mop all floor surfaces	Mon/Wed/Fri
empty bins and dispose of rubbish	Mon/Wed/Fri
damp wipe microwave	weekly
damp wipe cupboard doors	weekly
<u>Location: toilets</u>	
clean toilets, toilet & toilet fittings inc pans, basins & handles)	Mon/Wed/Fri
clean and polish taps removing residue	Mon/Wed/Fri
check and replace consumables (provided by client)	Mon/Wed/Fri
spot clean mirrors keeping free from marks	Mon/Wed/Fri
clean low level ledges inc. tops ledges, pipes etc.	weekly
clean all tiles in toilets	Monthly

Tenant Feedback

High customer satisfaction with the service is important to us and the service provider should set out how it will collect, record and share customer feedback with CHA.

Some examples of how this is collected in other areas include feedback gathered via QR code surveys, paper forms, or email links provided in advance. However, other methods may be used so long as there is a level of accountability to demonstrate that the provider has not solicited only positive reviews or filtered any of the feedback.

All tenant feedback must be shared with Crosby Housing Association without modification

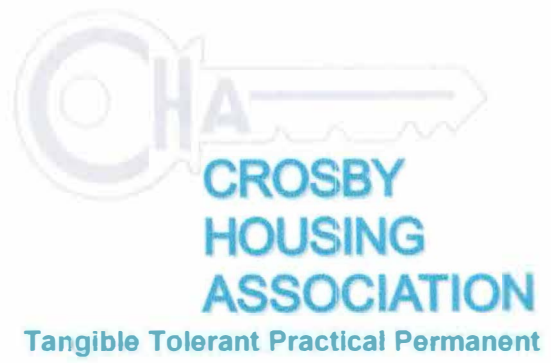
Appendix 1 CHA Communal Cleaning

Number	Property	Post Code	Annual Price exc VAT	Inc VAT	
10	Church Road	L22 5NB	£2,808.00	£3,369.60	
					No of Units
5	Alexandra Road	L22 1RJ	£300.00	£360.00	4
22	Brunswick Mews	L22 5PZ	£300.00	£360.00	6
1	Cambridge Road	L22 1RR	£351.00	£421.20	6
3	Cambridge Road	L22 1RR	£385.00	£462.00	4
7	Cambridge Road	L22 1RR	£385.00	£462.00	4
11	Cambridge Road	L22 1RR	£351.00	£421.20	6
5	Canning Street	L22 8QS	£234.00	£280.80	2
1	Cecil Road	L21 1DB	£234.00	£280.80	2
2	Cecil Road	L21 1DD	£234.00	£280.80	3
23	Cecil Road	L21 1DB	£234.00	£280.80	2
10a	Church Road	L22 5NB	£234.00	£280.80	3
19	Church Road	L22 5NA	£234.00	£280.80	3
21	Church Road	L22 5NA	£970.00	£1,164.00	14
2	Olive Road	L22 5QJ		£0.00	
4 to 6	Olive Road	L22 5QJ		£0.00	
8 to 10	Olive Road	L22 5QJ		£0.00	
11	Courtenay Road	L22 7RH	£300.00	£360.00	4
53	Crosby Road Sth	L21 1EW	£234.00	£280.80	3
55	Crosby Road Sth	L21 1EW	£351.00	£421.20	6
32	Elm Road	L21 1BJ	£300.00	£360.00	4
47A	Handfield Road	L22 0NU	£234.00	£280.80	2
49	Handfield Road	L22 0NU	£234.00	£280.80	3
7	Hicks Road	L21 3TD	£150.00	£180.00	2
25	Hicks Road	L21 3TD	£150.00	£180.00	2
42	Hicks Road	L21 3TD	£150.00	£180.00	2
8	Lorne Road	L22 0NH	£234.00	£280.80	3
9	Lorne Road	L22 0NH	£385.00	£462.00	4
10	Lorne Road	L22 0NH	£351.00	£421.20	8
12	Lorne Road	L22 0NH	£351.00	£421.20	8
43	Mount Pleasant	L22 5PL	£234.00	£280.80	2
45	Mount Pleasant	L22 5PL	£234.00	£280.80	3
57	Mount Pleasant	L22 5PL	£234.00	£280.80	3
59	Mount Pleasant	L22 5PL	£234.00	£280.80	3
2	Poplar Grove	L21 1BR	£351.00	£421.20	6
28	Rawson Road	L21 1BX	£351.00	£421.20	6
53	Scarisbrick New Road	PR8 6PQ	£351.00	£421.20	7
1	Stanley Road	L22 5PX	£150.00	£180.00	2
4	Stanley Road	L22 5PX	£234.00	£280.80	3
6	Stanley Road	L22 5PX	£234.00	£280.80	3
7/9	Stanley Road	L22 5PX	£300.00	£360.00	7
8	Stanley Road	L22 5PX	£234.00	£280.80	3
10	Stanley Road	L22 5PX	£234.00	£280.80	3
12	Stanley Road	L22 5PX	£234.00	£280.80	3

14	Stanley Road	L22 5PX	£234.00	£280.80	3
22	Waterloo Road	L22 1RF	£150.00	£180.00	2
34	Waterloo Road	L22 1RF	£225.00	£270.00	6
40	Waterloo Road	L22 1RF	£234.00	£280.80	3
14	Wellington Street	L22 8QL	£234.00	£280.80	3

Communal	£12,556.00	£15,067.20
Office	£2,808.00	3369.6
Total	£15,364.00	£18,436.80

Monthly Invoice	Communal	£1,255.60
	Office	£280.80



Appendix 3

Crosby Housing Association

Approved Contractor

Service Level Agreement

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Service Level Agreement

This document including appendices sets out the terms and conditions for:

- Contractors included on the Approved Contractor List
- Contractors who have been awarded maintenance and service contracts through the tender process, e.g. major works, cyclical repairs and communal services

It outlines what is required in terms of standards of conduct, performance, organisation and workmanship and sets out the framework of Crosby Housing Association (the Association) ordering, control and payment procedures. When signing this agreement contractors are agreeing to the terms contained therein.

Our Aims, Values and Objectives

The Association is responsible for providing a variety of housing services to its tenants, for operating an efficient repairs service and for maintaining its housing stock and other property in good condition. Our aim is to continually improve our overall performance and effectiveness by aligning delivery of services to the organisation's Values and its business objectives. Our values, Tangible, Tolerant, Practical, Permanent, define what is special about Crosby Housing and the services we provide and articulate our guiding principles. By focusing the organisation on our values, we will achieve our strategic objectives and deliver excellent performance in all we do.

High Quality Services

The provision of an effective and efficient, repairs and maintenance service is one of the Association's most important aims. We need to maintain and improve the quality and value of substantial property assets but, more importantly, we must do so in such a way in which our tenants are involved in shaping the services delivered and inconvenienced as little as possible. Tenants are to receive a responsive and flexible repairs service, and this includes dealing with complaints when the service is not delivered to the required standards.

General requirements

Contractors should make the association aware of any conflict of interest, perceived or otherwise, that may affect their relationship with the Association. Examples may include a company or business in which a member of the board, an employee of the Association or any of their close relatives is the proprietor, shareholder or involved in the management of the business. The Board has full discretion to determine the acceptance or rejection of such a contractor on to the Approved List.

General Standards/Code of Conduct

The general standards expected of contractors on the Approved List is set out in Appendix 1 - **General Standards/Code of Conduct**.

Repair / Maintenance Services

Works generally fall into the following categories:

- Routine responsive repairs
- Major repairs – this includes voids and any unplanned major repairs that are not considered to be routine, for example where the estimated cost requires a written quotation from at least one Approved Contractor.
- Planned maintenance and replacement of components, e.g. kitchens, bathrooms, windows, central heating boilers etc.
- Cyclical maintenance, for example periodic decoration, gas appliance servicing, maintenance of alarm systems, firefighting equipment, electrical maintenance/ PAT testing
- Service contracts, e.g. communal cleaning, window cleaning, garden maintenance.

This list is not exhaustive.

Continuity and dependence

Apart from as specified in the Service contracts listed above, the Association can offer no guarantee or promise of work to approved contractors. The demand for maintenance work is necessarily unpredictable, with sudden surges due to adverse weather for example, and while the Association will seek to set reasonable priorities in the work ordered from contractors in accordance with their capacity, it is expected that contractors will, in turn, give reasonable priority to work for the Association in circumstances of high demand. Similarly, the contractor has a responsibility not to accept work/job orders when it believes it is unable to deliver/complete the work in the specified response timescales.

It is important that the Association is not unduly dependent upon any one contractor for its repairs and maintenance work and, conversely, that no contractor is too dependent upon the Association for its workload. Contractors are encouraged to seek a wide range of clients and Association staff will co-operate in providing references where appropriate.

Estimates, quotations and tenders

M3 NHF RIMVOS Schedule of Rates (SOR)

Most day-to-day repair work is carried out based on RIMVOS 8.SOR, or exceptionally (when agreed) on a jobbing, day-work basis (an agreed hourly rate plus materials). For higher priced or more complex work, contractors may be invited to submit written estimates or quotations against a written specification. Formal competitive tendering under an appropriate contract will be considered for the larger expenditure, for example, replacement of major components (investment works) or in the case of term contracts for services (cleaning, window-cleaning, garden maintenance, gas-appliance servicing etc.). Terms will be set for an agreed level of service/conditions of contract for each contract. Payment cycles, defect liability and performance requirements will be detailed as necessary in accordance with each contract/agreement.

Contractor working hours

For the purpose of this agreement contractors should be available to make appointments within the following times:-

Monday to Friday - 08.00 to 18.00 (09.00 to 18.00 for Service contracts)

Saturday (morning) - 09.00 to 12.00

It is expected that most work will be completed between 9am and 5pm weekdays, but the option to offer appointments slightly earlier/later and on Saturday mornings will support tenants; improve access arrangements and make target completion times more achievable.

With the exception of emergency callouts from the Association's Out Of Hours Service, any work deemed necessary to be carried out outside of these times should be agreed in advance with the Association. The Association will support the contractor to liaise with the tenant and any neighbours if the work is likely to involve noise or other nuisance.

Access arrangements

Communal Services Contracts

The Association will provide (Ruko) keys to access the communal areas of properties to enable the delivery of the service

Repairs and maintenance

It is expected the above range of operating hours will enable access to be arranged at times convenient for the tenant to be present where required.

Repair orders include full tenant contact details. It is the responsibility of the contractor to make and keep appointments for repairs. It should be exceptional that a contractor has to cancel an appointment but, in such cases, contractors must notify the tenant and the Association and re-arrange the appointment in accordance with the No Access procedure as set out below

No Access Procedure – Response Period

If the contractor is unable to gain access to carry out works, the Association must be notified immediately

If the contractor cannot gain access to the property on the initial visit a card must be left requesting the tenant to contact the contractor to arrange an alternative time for the works.

If the tenant does not respond the contractor must wait for 2 working days and must then try and contact the tenant by visit, letter or telephone call.

Following a further unsuccessful visit, the contractor must leave a further

contact card and must wait for the further 2 working days.

The contractor must notify the Association if the tenant has failed to give access or to make contact to re-arrange an appointment by the end of the Response Period.

Following notification from the contractor and subject to the paragraphs above, either:

1. the Association will make the access arrangements directly with the tenant; or
2. will cancel the Order.

As well as following the “no access system”, the contractor must provide evidence of all access problems and abortive calls to the Association.

Removal of debris/waste

The contractor will be responsible for the removal of debris and waste generated by the repair or service. The use of skips will be exceptional and must be approved by the Association when the job order is agreed.

Ordering and authorisation of work

SASSHA 360 (The Association's Housing Management System)

Repairs are logged onto the Association's Housing Management System (SASSHA 360) and given priority response times according to the urgency of the work. In the case of disrepair and/or hazards as required by Awaabs Law and the HHSRS guidance which puts at risk the safety or security of tenants or which places them at real discomfort or inconvenience, the Association has a duty to set appropriate deadlines for making good the problem, notify the tenant of the deadline and respond within it. The Association may become liable to pay compensation if the service fails without good reason. Clearly, we depend upon our contractors to observe the agreed priority targets for job completion and to act promptly to complete repairs, **first time**, within them. Our service can only be as good as the contractors' delivery, and it is important that we work together to make the service as effective and efficient as possible.

Ideally, the Association's Housing Management System should be linked to and integrated with the contractors IT system, as far as reasonably practicable.

SASSHA 360 Contractor Portal

Where IT system integration is not practicable the Association will arrange for the contractor to have access to SASSHA 360 Contractor Portal which will enable:-

- online access to records/details of all repair orders issued to the contractor by the Association,
- recording and approval of Variations (agreed changes) to orders;
- recording order completion dates and first time fix in real time,
- recording of reasons why the job was completed late
- invoicing/Valuations; and.

- the contractor to provide relevant documentation electronically (e.g. certificates, statutory records, Customer satisfaction surveys etc.).
- where appropriate, the contractor can provide photo and video evidence

Initial instruction

For emergency or urgent work, repair instructions will be issued to contractors verbally by telephone with details of address, access arrangements, the nature of the problem and the degree of urgency. For Out of Hours work the contact will be made by Association's Out Of Hours Service Provider (OOHSP). Initial contact will be followed by a confirmation works order issued electronically/by email via SASSHA 360 the same day, unless received after 17:00, in which case the order will be sent the next working day. This will help the contractor to plan the workload, contact tenants if necessary and locate any parts or materials with the minimum of delay.

Official repair order

The formal instruction will be confirmed in the form of an official repair order sent electronically/by e-mail which will indicate:

An order number;
 The date issued;
 The required completion date;
 The property address;
 Any specific known access arrangements and/or the tenant's telephone number for contact;
 Any specific notes about the Property or tenant Account which may be relevant to the order (e.g. individual needs, languages, special requirements)
 Details of the work required;
 Response period

Response Periods for Responsive Maintenance

Priority E Out of Hours/ Emergency (Urgent) To be commenced immediately and no later than 4 hours and completed and made safe within 24 hours

Priority R Routine (Non-Urgent). To be commenced and completed within 21 calendar days

Priority X Association Defined (e.g. Disrepair, Voids, Awaabs Law / HHSRS). To be commenced and completed in the specified period

No work should be undertaken without the authorisation of an official repair order, with the exception of urgent repairs as identified above.

Repairs Service Offer to tenants

The Association has made a commitment to tenants that it will aim for repairs to be completed at first visit. Contractors must support this policy and where it is not possible to achieve this, provide the reasons to the Association. Contractors should also provide suggestions where possible, for improvements that will help us to deliver this commitment.

Completed jobs

The contractor must update the job order record, ideally through system integration or via the Contractor Portal, within 48 hours to confirm the date the job was completed and whether completed at first visit.

Exceptionally, when agreed, the contractor should provide the information to the Association by phone or email. The actual completion date is then entered onto the SASSHA 360 system which automatically calculates whether the work has been done within the specified response time. If the repair was not completed before the required completion date, the contractor must provide a reason why the job was completed out of time and this will be recorded on the SASSHA 360 system.

Each month, a report is produced showing how many jobs have overrun their priority target; reasons for lateness and the contractor involved. This will inform performance discussions at contractor meetings.

Full details of dates should also be included in the invoice, see **Invoices/Valuations** on page 10.

Tenant Satisfaction

High customer satisfaction with the service is important to us and the service provider/contractor should set out and agree how it will collect, record and share customer feedback with the Association.

Some examples of how this is collected in other areas includes feedback gathered via QR code surveys, paper forms, or email links provided in advance. However, other methods may be used so long as there is a level of accountability to demonstrate that the contractor has not solicited only positive reviews or filtered any of feedback.

All tenant feedback must be shared with Crosby Housing Association without modification.

Crosby Housing will routinely conduct their own tenant satisfaction surveys for those in receipt of repairs and/or services. This will inform performance discussions at contractor meetings.

Control and Standards of Work

Control of work by the Association

Association staff may inspect work/service in progress or after completion, at any time and have the authority to reject any work or materials as sub-standard. Any necessary comments will be communicated to the contractor as soon as possible. If necessary, the officer may order work to stop or personnel to leave the site pending discussion with the contractor.

While maintaining overall control of work, Association staff will respect the position of the contractor's workforce and will not generally countermand instructions given by the

contractor to its operatives without consultation. In the event of a dispute concerning the standard of any work, the contractor should follow the Associations Complaints Procedures.

Pre inspection post inspection

Pre inspections - will be undertaken when reported repairs require;

- Technical or diagnostic analysis
- Quantifying repair or replacement e.g. meterage of floor/wall tiling or plastering
- Works estimated to cost over £1,000
- All Void notifications where appropriate
- All insurance claims
- Tenant transfers

Post inspections – A percentage of all invoiced works, to include all repairs where the TSS form indicates the tenant is not satisfied, and all repairs over £1,000 will be post inspected. Pre and post inspections can be done as a desktop exercise using evidence provided by the contractor or by a visit to the site where costs are high or work is extensive.

Review of performance

The Association will have a robust performance management process to be agreed with the contractor.

Ongoing Review

The work and performance of all contractors is continuously reviewed, through inspection of samples of work; by inviting feedback from tenants by way of Tenant Satisfaction Surveys, by monitoring performance against deadlines and appointment-keeping and by comparing standards and value for money achieved. Problems which arise will generally be taken up directly and resolved by agreement between the contractor and the Association.

Formal Review (when required)

For contractors whose performance or conduct under “Ongoing Review” gives the Association cause for concern, a more formal review will be undertaken. The contractor will be invited to a meeting and will be informed of the nature of the cause for concern and be given the opportunity to respond. Depending on the circumstances the contractor may receive a warning about future conduct or performance, and payment may be delayed or withheld for work in question until the matter is resolved satisfactorily. A written account of this meeting will be shared with the contractor and a copy held on file.

In the event of continued concerns about standards of workmanship or conduct contractors may be removed from the Approved list. Where defects remain to be rectified an appropriate sum may be withheld from any unpaid accounts to cover the costs incurred by the Association. Any contractor removed from the list has the right to raise a grievance by following the Associations Complaints Procedures.

Costs and Payment for Work

A. The Association

General

Communal Services Contracts

Contract Sum/Payments including Supplementary Works will be in accordance with the provisions set out in the contract for the service delivered.

Repairs & Maintenance

After agreeing RIMVOS V8 SOR (+/- x % to be agreed) or appropriate hourly all-in rates for labour and, where applicable, special rates for out-of-hours work, CHA will make no adjustment to a submitted invoice without prior discussion with the contractor. The Association will not generally seek to impose limitations on sources of supply but reserves absolutely the right to question the validity of charges and invoices, and to specify particular parts and components where appropriate.

Where variations to the original order are required, the Contractor will discuss with the Association to authorise any further works in line with the Association's variation process.

The Association will seek to process invoices/valuations within 30 days from receipt. In the event of a query payment may be delayed until the query has been resolved. Any such queries will be brought to the attention of the contractor as soon as possible.

Rates agreed with a contractor are expected to be held for a reasonable period, generally a year, but the Association will be prepared to discuss terms and conditions when reasonably requested by a contractor.

Invoices/Valuations

An Invoice/Valuation is an application for payment. It is a condition precedent to payment becoming due for any works that the contractor has provided all the documentation required. The contractor must not include any works within an Invoice/Valuation unless the contractor has provided such documentation in relation to those works.

B. The contractor

General

Invoices/Valuations are to be submitted for batches of completed Orders

Valuations are to be submitted: within 10 (ten) Business Days of the end of each calendar Month in respect of all Orders completed in that Month

No costs will be accepted by the Association other than RIMVOS SORs, reasonable material charges and labour costs charged at the agreed rate, plus VAT at the current

rate where applicable. Any other costs not covered by SORs (e.g. plant hire, scaffold charges, sub-contractors' work) should be included in the contractors initial assessment of costs for the repair must be agreed before the cost is incurred and evidence of the amounts included with the relevant invoice.

Valuations are to be submitted for batches of completed Orders

Invoices are to be submitted: within 10 (ten) Business Days of the end of each calendar Month in respect of all Orders completed in that Month

The Association will seek to process invoices/valuations within 30 days from receipt.

Invoices/Valuations - must be clear and legible and include the following information;

Contractor's name address and telephone number

Invoice number

Date of invoice

Repair job order number

Completion date

Completed on first visit and if not why

Property address

Brief description of the work

Hours worked, hourly rate and total labour charge

Materials used and cost of materials

VAT where applicable

Gross total

Invoices may be returned to the contractor without payment if details are omitted.

Under no circumstances should invoices be submitted for work which has not been carried out. It is expected that work will be invoiced only on satisfactory completion but, exceptionally, stage payments may be made on larger and extended works by prior agreement with the association

Associations Environmental Policy

All contractors must comply with the association's Environmental Policy covering salvage and recycling of major components and waste handling as detailed in Appendix 2.

Communication

The Association has an open communication policy and staff will make themselves available wherever possible to meet contractors to discuss problems on site, in order to resolve problems or other issues around administration as quickly as possible

Signed on behalf of the Association:

Gemma Livesey Scicluna_____ (Name)

Finance Manager_____ (Job Title)

Signed: _____

Date: 15_10_25 _____

Signed on behalf of (Enter name of contractor)

Jusie Hambley_____ (Name)

Facilities Manager_____ (Job Title)

Signed: _____

Date: 09/10/2025 _____

Appendix 1 - General Standards/Code of conduct

This code of conduct is for contractors employed by the Association. The code has been set up in order to protect the interests of the Association, our tenants for whom we provide services; and also to protect contractors who deliver those services on behalf of the Association. While contracted by the Association, you, your employees and any sub-contractors you use are expected to comply with the terms of this code. Any breach of the code will be treated very seriously and may result in you being removed from our approved list.

Legal requirements

All contractors will be expected to have, and to provide evidence of insurance cover to a minimum value of £10,000,000 Employers Liability insurance, and £5,000,000 Public Liability insurance.

Health & Safety

Contractors must always adhere to all statutory health and safety legislation and must provide a signed copy of their Health and Safety policy or their Health and Safety Statement if there are less than 5 employees.

Membership of Safety Schemes in Procurement (SSIP)

SSIP is an umbrella organisation that facilitates mutual recognition between health and safety pre-qualification schemes. Approved contractors must have SSIP membership via one of the forums listed on the Contractor Questionnaire or acquire membership via Safety Management Advisory Service (SMAS) as a minimum, prior to being considered for approval by the Association.

Good Practice Requirements

Contractors and operatives must:

- be prompt when an agreed time has been organised to have Works undertaken;
- be clean, properly dressed, taking off soiled shoes or boots before entering the Customer's home;
- not smoke in any Customer's homes or at all whilst working on the Contract;
- not consume alcohol or be under the influence of alcohol, classified drugs or other drugs or medication which would affect their ability to deliver the Works;
- respect any reasonable cultural or religious requirements the Customer may have;
- discuss the Works with the Customer on arrival, agree how they are to proceed and keep the Customer regularly updated on the progress of the Works, particularly where their completion will require more than one visit;
- not play radios, portable music, headsets/headphones or noise production equipment in any Customer's home;

- always use dust sheets where mess is likely to result from the Works;
- always leave a calling card if the Customer is not in when access is required;
- carry identification at all times;
- always show identification cards before seeking entry for the first time;
- be polite and courteous to Customers and members of the community;
- never use bad language or speak in a way which may cause offence to a Customer or member of the community;
- always clear up promptly any mess left as a result of the Works;
- not use any of the Customer's facilities without their prior permission;
- take all reasonable steps to ensure the security of the Customer's property and possessions; and
- remember at all times that although a Property is owned by the Association, it is someone's home, and must be treated as such.

Equality and diversity

The contractor and its operatives must comply with the Association's Equality and Diversity Policy.

Inducements

Contractors and operatives must not offer or give any:

- inducement or encouragement to any Customer to seek to influence the ordering of Works;
- gift or gratuity (e.g. seasonal 'perks') to any of the Association's staff.

Staff relationships

Under no circumstances must any member of the Contractor's staff be:

- a councillor or board member of the Association (as applicable), or
- an employee of the Association;
- a close relative of or have a close personal relationship with any member of the Association's staff, councillor or member of the Association's board (as applicable).

Note: A "close relative" is a person's spouse, civil partner, parent, grandparent, child, grandchild), brother or sister. Although technically it does not include any relationship that is not by blood, marriage or civil partnership, any person with whom the Association's councillor, board member or member of staff has a close personal relationship should be treated as though they were a close relative.

The Contractor must inform the Association in writing immediately if the Contractor employs or becomes aware that a Subcontractor is employing any person who falls into any of the above categories.

Private Work for Customers

Any private work undertaken for a customer must be on a completely separate basis with no Association involvement, or responsibility for payment.

It is the responsibility of the Customer to obtain permission from the Association to carry out any Works of a structural nature to the Property. The Contractor must ensure that the Association is aware of any intention to carry out such work.

Comfort, safety and security

Particular care must be taken to ensure the comfort, safety and security of Customers and adjoining householders during the Works. All necessary reasonable action must be taken to ensure the wellbeing of the tenant and the safety of the Property adjoining properties.

Explanation

The works, working methods and programme must be explained to and discussed with the Customer before the works commence, so that they can work with contractors to minimise inconvenience to both parties and understand the nature and extent of works.

Children

Particular care must be exercised when the works are carried out in the vicinity of children. Sharp tools and toxic substances must be kept well out of reach.

Vulnerable Customers

Particular care and consideration are required when working in the home of an elderly customer or a customer with a disability, particularly with regard to:

- restricting or impeding movement around the Property;
- Equipment (tools) and Materials left lying on floors; and
- maintaining acceptable levels of warmth and comfort.

Inability to undertake the Works

If for any reason the Contractor is unable to undertake specified Works on any Property, the Association must be informed immediately.

Contractor safety

If the Contractor encounters a particular difficult or a potentially violent situation they must leave the Property immediately and contact the Association as soon as possible.

Services

Due notice must be given to the Customer whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum.

Consents

The Contractor must obtain any statutory consents needed for the Works (e.g. for scaffolding on a pavement) before the Works commence and ensure that any statutory notices (e.g. building regulations) are served as appropriate.

Hours of working

No works may be undertaken outside the Contractor's permitted working hours or on any days other than the Working Days specified in the Contract.

Where the contract details allow for works at unsocial hours, due notice of those works must be given to Customers and their neighbours.

Confidentiality

Contractors must not discuss matters concerning the Association's business or concerning other Customers, other Properties or other contractors with Customers. Any enquiry from a Customer or others concerning the Association's business should be diplomatically redirected to the Association.

The Association will regard it as a serious breach of contract if operatives discuss any confidential matters with Customers or the public.

Access

When arrangements for access cannot be made by telephone, the Contractor must either email, write to or call on the Customer to make access arrangements to carry out the Works. If necessary, a card should be left with a request to contact either the Association or the Contractor directly. The Contractor must use translation facilities where necessary.

The Contractor must inform the Association as soon as possible of any failure of a Customer to allow access at the agreed time. In exceptional circumstances, the Association staff will accompany the Contractor to a Property if this is requested in advance.

Completion

On completing or ceasing work for the Association, the Contractor must return any keys, plans, specifications, other documents or equipment issued by the Association.

Voids

The Contractor must obtain the Association's written permission before removing any property belonging to the previous Customer from a Void Property.

The Provider must take a proper inventory of any property so removed. Clear instructions should be agreed with the Association regarding its disposal.

Complaints

Any complaint from a Customer must be referred immediately to the Association and handled in accordance with the Association's Complaints Procedure.

Subcontractors

The requirements of this Code of Conduct apply equally to Subcontractors.

Appendix 2 - Environmental Policy

(Salvage and recycling of building materials, parts and spares)

General Statement

Crosby Housing Association is committed to minimising the impact of its repairs and maintenance activities on the environment. A key element of our strategy is to work with our contractors to actively promote salvage and recycling of building materials, parts and spares. This also contributes to the Associations Value for Money agenda.

Our approach

Conservation – external features

Our stock comprises a broad mix of properties ranging from large Victorian houses converted to flats and other refurbished older houses, to new build properties built in the 1980's and 1990's. Some of the properties are located in Christ Church conservation area and as a result the cost of sourcing and purchasing materials for external repairs to match the type and size has increased considerably over the years. To address this issue, the Association working with its contractors has developed a programme to reclaim and recycle suitable materials, such as old brick, slate, cast iron and aluminium gutters and spouts.

Replacement of Components

To ensure we meet our ongoing commitment to delivering quality housing standards, the Association will develop a planned programme for replacement of components, e.g. boilers, kitchens, bathrooms, windows etc. Full replacement is, generally, based on expected lifecycles of the component, and where appropriate the Association will maximise the life of a component by replacing a key element or part. Our ability to extend the life of a component is dependent on availability of spare parts, which can be difficult when the original component, e.g. a boiler, is obsolete. Therefore, when components are replaced, we will always salvage suitable spare parts.

Salvage and Recycling

Properties outside the conservation Area

When repairing and maintaining these properties, the Association will replace and salvage materials in the following circumstances:-

- **Old common bricks and stock bricks** -, defective brickwork structures will be removed e.g. chimney stacks will be reduced and capped off and boundary walls will be replaced with fencing systems.
- **Old slates** – slate roofs will be replaced with a suitable tile covering.
- **Old cast and aluminium gutters and spouts** - will be replaced with plastic/ UPVC

All materials salvaged will be stored and used for repair and to maintain the character and look of older stock and to comply with conservation.

All properties

- **Windows** - when windows are replaced suitable old windows will be stored to reclaim glazing, beads, and handle sets for use in repairing similar windows.
- **External doors** - when doors are replaced the locks and handles will be inspected and if in good order, they will be stripped and stored for re-use as appropriate.
- **Kitchen components** – when replacing a kitchen, suitable serviceable component parts, for example doors, draw packs, end panels tile splash backs should be retained for use elsewhere. The life of a kitchen can be extended by several years by utilising suitable parts in this way.
- **Gas Central Heating Boiler/Gas Fire** - when replaced the old boiler or gas fire should be retained and stored to be used for spare parts.
- **Bathroom components** - good quality fittings, including sanitary fittings, wash basin, taps, bath, w/c etc. should be stored and recycled

The materials the Association will seek to recycle will be identified in the first instance on a job-by-job basis. However, contractors will be expected to recognise these over time and adopt a proactive approach. Contractors should contact the Association staff to coordinate collection, storage and recycling of all salvaged materials

Storage Areas

Details of designated areas for storage of salvaged materials is available from the Association.