



Southampton City Council

VOIDS AND MAJOR REPAIRS 2025 – 2029

APPENDIX 'A1'

**ARTICLES OF AGREEMENT
&
CONTRACT DETAILS**
for

NHF FORM OF CONTRACT 2011 (Rev 4:2016)

Procurement Services

Last updated: 29.05.2025

ARTICLES OF AGREEMENT

CONTRACT (“this Contract”) dated [

] 2025

PARTIES:

(1) **Southampton City Council** whose registered office is at The Civic Centre, Civic Centre Road, Southampton, Hampshire, SO14 7FL,

(2) [] (Company No: []) whose registered office is at [] (“the **Service Provider**”).

IT IS AGREED THAT:

1. In consideration of SCC’s obligations under this Contract, the Service Provider will undertake the Works set out in the Contract Documents in accordance with this Contract.
2. The following documents (the “**Contract Documents**”) shall be incorporated in and are part of the Contract:

	Invitation to Tender
Appendix ‘A1’	Form of Contract (inc. Articles of Agreement & Contract Details (for both Contract Conditions and Preliminaries))
Appendix ‘A2’	Contract Conditions
Appendix ‘A3’	Preliminaries (including Appendices)
Appendix ‘A4’	Specification of Workmanship and Materials
Appendix ‘A4-1’	SCC Material Specification
Appendix ‘A5’	SCC’s Repair Timescales & Repair Categories
Appendix ‘A6’	SCC’s (Void) Moving in Standard
Appendix ‘A7’	SCC’s Asbestos Management Policy
Appendix ‘B’	NHF Schedule of Rates v 7.0 (Except Scaffolding – Which is Bespoke)
Appendix ‘B2’	Scaffolding Schedule of Rates
Appendix ‘B3’	Schedule of Rates Long
Appendix ‘B4’	Schedule of Rates Mediums
Appendix ‘C2’	Service Management Standards

Appendix "C3"	Contract Management Performance Regime
Appendix 'D1'	SCC's Data Protection Policy
Appendix 'D2'	SCC's Ethical Procurement Policy
Appendix 'D3'	SCC's Contractor's Code of Conduct
Appendix 'D4'	SCC's Safeguarding Vulnerable Adults and Children Policy
Appendix 'D5'	SCC's Standard Tenancy Agreement (March 2018)

NHF FORM OF CONTRACT – ARTICLES OF AGREEMENT

Appendix 'E1'	Invitation to Tender Part A
Appendix 'E2'	Invitation to Tender Part B
Appendix 'F'	Pricing Submission (as submitted as part of the tender bid)

IN WITNESS of the above both Parties have executed this Contract as a deed and it is delivered and takes effect on the date at the start of it.

SIGNATURES

Signed for and on behalf of **Southampton City Council**:-

by ()

Name/Title:

In the presence of (witness): ()

Name/Title:

Signed for and on behalf of [“the **Service Provider**”]:-

by ()

Name/Title:

In the presence of (witness): ()

Name/Title:

CONTRACT DETAILS

NHF FORM OF CONTRACT – CONTRACT DETAILS

Part 1: CONTRACT CONDITIONS

Parties: **Client**

The Client is:-

**Southampton City Council of
The Civic Centre, Civic Centre Road, Southampton, Hampshire, SO14 7FL**

Parties: **Service Provider**

The Service Provider is:-

- **[insert name of Service Provider when Contract awarded]** of
- **[insert address]**

Key Contact: - **[insert name]**
Telephone (direct line):- **[insert telephone no.]**
Telephone (mobile): - **[insert telephone no.]**
E-mail:- **[insert email address]**

Clauses **Definition of “Central Overheads”**

1.1 &

9.3 Additional items that are to be regarded as “Central Overheads”: -

- **None**

Clauses **Client’s Policies**

1.1 &

5.1.1 The “Client’s Policies” that must be followed by the Service Provider when carrying out the Works are:

- **SCC’s Repairs Timescales & Repair Categories (Appendix ‘A5’)**
- **SCC’s (Void) Moving-in Standard (Appendix ‘A6’)**
- **SCC’s Asbestos Management Policy (Appendix ‘A7’)**
- **SCC’s Data Protection Policy (Appendix ‘D1’)**
- **SCC’s Ethical Procurement Policy (Appendix ‘D2’)**
- **SCC’s Contractor’s Code of Conduct (Appendix ‘D3’)**
- **SCC’s Safeguarding Vulnerable Adults & Children Policy (Appendix ‘D4’)**

Clauses **Definition of “Council”**

1.1 &

14.1 The local authority is:-

- **Delete – Not applicable**

Clauses **Defects Liability Period**

1.1 &

5.4 The Defects Liability Period is:-

- **12 (Twelve) Months from each Order Completion Date**

Clauses **Inflation**

NHF FORM OF CONTRACT – CONTRACT DETAILS

1.1 &

9.4 The prices in the Schedule of Rates are to be adjusted by Inflation on each Inflation Adjustment Date in accordance with Appendix C2

- **(See Section 3 of the Service Management Standards (Appendix 'C2') for annual price rate adjustment protocol).**

Clauses **Interim Final Accounts**

1.1 &

9.10 Interim Final Account Date(s) is/are:-

- **Not applicable**

Clauses **Interest Rate**

1.1 &

9.13 The Interest Rate is:-

- **8% (eight per cent) above Bank of England Base Rate or as subsequently amended by statute**

Clauses **Mobilisation Costs**

1.1 &

9.2.4 Mobilisation Costs are paid separately from Orders:-

- **Not applicable**

Clauses **Properties**

1.1 &

4.1 The Properties covered by the Contract are all the Client's properties in:-
All properties within the Southampton City Council Boundaries

Clauses **Schedule of Rates**

1.1 &

9.1.1 The version of the M3NHF pre-priced Schedule of Rates contract is:-

- **Version 7.0 (as included in Appendix 'B') – with the exception of Scaffolding, which is bespoke.**

Clauses **Specialist**

Works 1.1 &

5.3 The following additional work types are designated as Specialist Work:

- **None**

Clauses **Tenancy Agreement**

1.1 &

8.5 Current Tenancy Agreement:-

- **See Appendix 'D5'.**

Clauses **Void Lettable Standard**

1.1 &

8.5 Current Void Lettable ('Moving-In') Standard:-

- **See Appendix 'A6'.**

Clause **Working Days**

NHF FORM OF CONTRACT – CONTRACT DETAILS

1.1

Working Days (for the purpose of calculating Response Periods and Defect Rectification Periods) are the following days (excluding bank and public holidays):

- **Monday to Saturday**

Clauses Workstreams

1.1 &

4.1.1 This Contract covers the following work types:-

- **Void Property Works;**
- **Responsive Maintenance**
- **Major Repairs;**
- **Co-ordination with Asbestos Consultant on Voids;**
- **Co-ordination with Asbestos Remediation Contractor on Voids**
- **General Building Works;**
- **Roofing Repairs;**
- **Scaffolding;**
- **Glazing & Window Repairs;**
- **Drainage Surveys, Clearance & Repairs;**
- **Flooring;**
- **Locksmiths;**
- **Carpentry;**
- **Damp-proofing, Timber Treatment & Associated Repairs;**
- **Electrical Installation & Repairs;**
- **Gas & Heating Installation & Repairs;**
- **Minor Civil Engineering & Groundworks;**
- **Brickwork/Stonework & Associated Repairs;**

Clause Contract Formation

2.1

The Contract may be formed by the issue of a Letter of Acceptance.

- **No. A call-off purchase order shall be raised to provide services in full accordance with the defined suite of contract documents.**

Execution of the Contract Documents is a condition precedent to any payment becoming due under this Contract.

- **No**

Clause Contract Period

2.2

Subject to earlier termination under Clause 13 [Termination and Expiry] of the Contract Conditions the Contract Period is:-

- **3 Years from the Commencement Date (see below) plus 1, plus 1 extension at the sole decision of SCC who will give 3 months written notice prior to the Expiry Date**

The Commencement Date is:-

-

The Expiry Date is:-

-

- **Void Property Works;**
- **Responsive Maintenance**
- **Major Repairs;**
- **Co-ordination with Asbestos Consultant on Voids;**
- **Co-ordination with Asbestos Remediation Contractor on Voids**

NHF FORM OF CONTRACT – CONTRACT DETAILS

- **General Building Works;**
- **Roofing Repairs;**
- **Scaffolding;**
- **Glazing & Window Repairs;**
- **Drainage Surveys, Clearance & Repairs;**
- **Flooring;**
- **Locksmiths;**
- **Carpentry;**
- **Damp-proofing, Timber Treatment & Associated Repairs;**
- **Electrical Installation & Repairs;**
- **Gas & Heating Installation & Repairs;**
- **Minor Civil Engineering & Groundworks;**
- **Brickwork/Stonework & Associated Repairs;**

The Client has an option to extend the Contract:-

- **Yes, subject to the Client's formal approval criteria and protocols**

Clause **Client's Representative**

3.1

The Client's Representative is:-

Contract Manager:- **Terry Larder**
Telephone (direct line):- **02380 833519**
Telephone (mobile):- **-**
E-mail:- **terry.larder@southampton.gov.uk**

Clause **Restrictions on the Client's Representative's functions**

3.3.3

The Client's Representative's ability to exercise all functions and rights of the Client under this Contract is subject to the following restrictions:-

- **None**

Clause **Service Provider's Contract Manager:**

3.5.1

The Service Provider's Contract Manager is:-

Contract Manager:- **Terry Larder**
Telephone (direct line):- **02380 833519**
Telephone (mobile):- **-**
E-mail:- **terry.larder@southampton.gov.uk**

Clause **Core Group**

3.6

A Core Group is required:

- **No**

Where required, the Core Group will consist of the following persons or postholders:-

Client Appointees	Service Provider Appointees
• Not applicable	• Not applicable

NHF FORM OF CONTRACT – CONTRACT DETAILS

Clause Properties and Workstreams

4.1

See previous reference to Clause 1.1 in these Contract Details for the details of the Client's Properties and the Workstreams covered by the Contract.

Clause Self Authorised Variations

4.2.1

Work Type	Amount (including the Service Provider's Tendered Rate Adjustment and excluding VAT).
Responsive Maintenance	£100
Void Property Works	£200

Clause Customer Damage

4.2.3 The Order Price above which the Service Provider must obtain the Client's Representative's permission before undertaking Works caused by Customer Damage:-

- **Nil** (to be referred back to SCC's Contract Manager)

Period for the Client's Representative to confirm Works caused by Customer Damage are to go ahead:-

- **Not applicable**

Clause Appointments and Response Periods

4.3.5

Percentage addition (in addition to the temporary accommodation costs) payable to the Client for administration costs in arranging temporary accommodation where the Service Provider does not complete an Order within its Response Period: -

- **Not applicable**

Clause General Obligations relating to the Works

5.1

See the previous reference to Clause 1.1 in these Contract Details for a list of the Client's Policies that the Service Provider must comply with.

Clause CDM and Regulatory Requirements - Principal Designer

5.2

The Client's Principal Designer is:-

Contract Manager: - **Terry Larder**
Telephone (direct line): - **02380 833519**
Telephone (mobile): - **-**
E-mail: - **terry.larder@southampton.gov.uk**

Clause Specialist Work

5.3

See the previous reference to Clause 1.1 in these Contract Details for details of further work defined as Specialist Work.

Clause Defects Liability Period

NHF FORM OF CONTRACT – CONTRACT DETAILS

5.4

See the previous reference to Clause 1.1 in these Contract Details for the Defects Liability Period.

Clause Best Value

5.5

The Client is a local authority and subject to best value Law: -

- **Yes**

Clause Costs of arranging a Qualifying Repair

5.7.4

Administration costs payable to the Client for arranging for another contractor to undertake the Qualifying Repair: -

- **Not Applicable**

Clause Civil Emergencies

5.9.4

The Client is a local authority subject to statutory duties or an ALMO required to assist the local authority in the discharge of its statutory duties in relation to civil emergencies: -

- **No**

Clause Social Value

5.10.3

- **Delete – Not applicable**

Clause

5.10.4 Reporting requirements: -

- **Delete – Not applicable**

Clause Parent Company Guarantee and Performance Bond

5.15

A parent company guarantee is required: -

- **No**

The form of parent company guarantee is: -

- **Not applicable**

A performance bond is required: -

- **No**

Amount of bond: -

- **Not applicable**

The form of the bond is: -

- **Not applicable**

The costs of the bond are to be: - •

- **Not applicable**

NHF FORM OF CONTRACT – CONTRACT DETAILS

Clauses 6.4 – 6.7

Clause 6.4 TUPE – in

6.4.2

The contracts including an indemnity in favour of the Service Provider which the Client assigns to the Service Provider are: -

- **Not applicable**

Clause 7.5.1 Freedom of Information

7.5.1

The Client is a (designated publicly funded) body subject to the FOIA:-

- **Yes**

Clause 9.1 Schedule of Rates

9.1

See previous reference to Clause 1.1 in these Contract Details for the Schedule of Rates used.

Clause 9.2 Valuations

9.2

A Valuation is:-

- **an electronic application for payment**

Valuations are to be submitted for:-

- **batches of completed Orders, in the form of a table, to include all relevant property and works information as laid out below**

Valuations are to be submitted: -

- **within 10 (ten) Working Days of the end of each calendar Month in respect of all Orders completed in that Month**

The documents (or information) to be submitted with each **electronic Valuation** shall include: - •

the Order Number;

- **UPRN (unique property reference number);**
- **the Property Address;**
- **the Schedule of Rate(s) codes and prices for the Works included in each Order;**
- **a brief description of the Works carried out under each Order;**
- **the precise date on which the Works for each Order were commenced and the Order Completion Date;**
- **daily time sheets for Works undertaken on Daywork;**
- **copies of invoices for all Works undertaken by Subcontractors;**
- **copies of invoices for Materials supplied on Daywork and details of all Rebates;**
- **where the Order includes an Order Variation:**
 - **the original Order Price;**
 - **the revised Order Price;**
 - **an itemised summary of each element of the Order Variation;**
 - **the explanation for each element of the Order Variation;**
 - **the date of the Order Variation;**
 - **whether the Order Variation was a Self Authorised Variation or was authorised by the Client's Representative;**
 - **the name of the Client's Representative or Deputy Client's Representative who authorised the Order Variation (where applicable)**

NHF FORM OF CONTRACT – CONTRACT DETAILS

Clauses Valuations for TUPE Costs and/or Mobilisation Costs

9.2.4 &

9.2.5 Separate valuations for TUPE Costs are to be submitted:-

- **Delete - Does not apply**

9.2.6 Valuations for TUPE costs are to be submitted within 10 (ten) Working Days at the end of each:-

- **Not applicable**

Clause Valuations for Central Overheads and/or Profits

9.3

Separate Valuations are:-

- **Delete - Does not apply**

Clause Inflation

9.4

See previous reference to Clause 1.1 in these Contract Details for the Inflation adjustment provisions

- **Not applicable**

Clause Liquidated and Ascertained Damages

9.5

Circumstances in which payable	Amount
The Service Provider fails to attend a pre-arranged appointment:	£ Nil
Non-completion of any Void Property Works within their Response Periods:	£ Nil

Clause Valuations – Notified Sum

9.7

Period for Client's Representative to notify the amount due in respect of a Valuation:

- **10 (Ten) Working Days** from receipt of the Valuation or from the last day of the period within which the Valuation should have been submitted by the Service Provider

Clause Invoice procedure where a Valuation is an application for payment

9.8

Period for Service Provider to issue an invoice in respect of a Valuation that is an application for payment:-

- **within 10 (Ten) Working Days** of notification of the Notified Sum

A VAT invoice is required:-

- **Yes**

The final date for payment is the following number of days after the date of the invoice (or revised invoice):-

- **30 calendar days**

Clause Invoice procedure where a Valuation is an invoice 9.9

NHF FORM OF CONTRACT – CONTRACT DETAILS

A VAT invoice is required:-

- **Yes**

The period within which a credit note and required invoice is to be issued is:-

- **Within 10 (Ten) Working Days**

The final date for payment is the following number of days after the later of the due date for payment and the date of the revised invoice (or further revised invoice):-

- **30 calendar days**

NHF FORM OF CONTRACT – CONTRACT DETAILS

Clause Interim Final Account

9.10

Interim Final Accounts are required.

- **No**

Clause Final Account

9.11

The documents that the Service Provider must provide with the final Valuation are:-

- **Not applicable**

Clause Client's Status – Construction Industry Scheme

9.12

The Client's status under the Construction Industry Scheme is:-

- **N/A**

Clause Interest Rate

9.13

See previous reference to Clause 1.1 in these Contract Details for the Interest Rate.

Clause Subcontractors

10.3.2

The following Subcontractors are approved by the Client:-

Name of Subcontractor	Works for which approved	Approximate Subcontract Value	Collateral Warranty Required
	<i>[Details to be inserted on award of Contract]</i>		No

Clause Collateral Warranties

10.6

The form of collateral warranty for a Subcontractor that is not responsible for Design is the JCT Subcontractor to Employer Collateral Warranty (2005) Revision 2009 with the following amendments:-

- **N/A**

NHF FORM OF CONTRACT – CONTRACT DETAILS

Clause 11.2 Service Provider Insurances

<ul style="list-style-type: none">• Void Property Works;• Responsive Maintenance• Major Repairs;• Co-ordination with Asbestos Consultant on Voids;• Co-ordination with Asbestos Remediation Contractor on Voids	
<ul style="list-style-type: none">• General Building Works;• Roofing Repairs;• Scaffolding;• Glazing & Window Repairs;• Drainage Surveys, Clearance & Repairs;• Flooring;• Locksmiths;• Carpentry;• Damp-proofing, Timber Treatment & Associated Repairs;• Electrical Installation & Repairs;• Gas & Heating Installation & Repairs;• Minor Civil Engineering & Groundworks;• Brickwork/Stonework & Associated Repairs;	
Employer's Liability	£5,000,000 (five million pounds) for any one occurrence or series of occurrences arising out of any one event to be maintained throughout the Contract Period.
Public Liability	£10,000,000 (ten million pounds) for any one occurrence or series of occurrences arising out of any one event to be maintained throughout the Contract Period.
Professional Indemnity	£2,000,000 (two million pounds) for any one occurrence or series of occurrences arising out of any one event to be maintained throughout the Contract Period.

Clause 12.3.2 Diversion of Orders

Administrative fee payable where an Order is diverted:-	<ul style="list-style-type: none">• Not applicable
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Clauses 13.5.1 & 13.5.2

Break Provision & 13.5.2

NHF FORM OF CONTRACT – CONTRACT DETAILS

Client break	Period of notice:- 3 months
	Point at which notice may expire/Point at which notice may be given:- • at any time following expiry of the first 3 months of the Contract Period

Service Provider break	Period of notice:- 3 months
	Point at which notice may expire/Point at which notice may be given:- • at any time following expiry of the first 3 months of the Contract Period

Clause **Third Party Rights, Groups and ALMOS**

14.1

See previous reference to Clause 1.1 in these Contract Details for the definition of Council where the Client is a LA.

- **N/A**

Clause **Extent of Obligations and Further Assurance 14.4**

The Client is:- • Charitable • a Registered Provider of Social Housing • a Local Authority	No No Yes
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Clause **Notices**

14.7

Service by e-mail is permitted:-	Yes
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Clause **Dispute Escalation Table**

Client	Service Provider	Time to reach agreement
Service Manager	Managing Director/Owner*	5-10 Business Days
Contracts & Commercial Manager	Regional Manager*	2-5 Business Days

NHF FORM OF CONTRACT – CONTRACT DETAILS

Contracts Manager	Local Service Manager*	0-2 Business Days
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Clause 15.2 Nominating body for Adjudicator

The nominating body for the Adjudicator is:-

- **None**

Clause 15.4 Expert Decision

The Expert is to be appointed by:-

- **Not applicable**

Clause 15.5 Arbitration

The forum for the final resolution of Disputes is:

- **Litigation**

Where Arbitration is the forum for dispute resolution the person empowered to appoint the arbitrator is:

- **N/A**

NHF FORM OF CONTRACT – CONTRACT DETAILS

PART 2:PRELIMINARIES

Paragraph **Service Provider's communication systems**
2.1.7

The Service Provider must provide an email address	Yes
The Service Provider must provide a freephone or low cost telephone number	No

Paragraph **Linking the Client's IT System and Service Provider's IT Systems**
2.2.1

Client's IT System:	Agresso Northgate though migrating to:- Business World & Total Mobile
The Service Provider must provide a computer link between the Client's IT System and the Service Provider's IT System:	No
Date by which IT link to be established:	<i>To be agreed; where applicable</i>

Paragraph **Call Handling (including Out of Hours Call Handling)**
2.3

NHF FORM OF CONTRACT – CONTRACT DETAILS

The Service Provider will provide Call Handling:	No
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**Paragraph
2.4**

Co-location of Staff

The Service Provider will co-locate Call-Handling and/or work scheduling and/or supervisory and/or contract management Staff alongside the Client's own staff:	No
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**Paragraph
3.4**

Local office

The Service Provider must maintain a local office in the area:	Yes
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**Paragraph
4.1.3**

Staff Training

Additional areas in which Staff training is required:	None
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**Paragraph
4.2.1 &
4.2.5**

Identification of Staff and Vehicles

The Client's logo is to be shown on the Service Provider's Staff identity cards	Yes
Vehicle branding:	Desirable; but not a requirement
Pre-construction Information	All relevant information to be relayed to the Service Provider with each Order

**Paragraph
5.9**

Scaffolding

Any scaffolding required for works up to 6m in height shall be deemed to be included in the tendered rates.

Any scaffolding required for works over 6m shall be subject to extra-over scaffolding costs subject to prior agreement with the Client. There will be a preference to utilise SCC's scaffolding framework at the tendered rates wherever reasonable to do so.

**Paragraph
5.10.1**

Asbestos Register

The Asbestos Register:	has been prepared
The Asbestos Register is being updated:	Yes

NHF FORM OF CONTRACT – CONTRACT DETAILS

The Asbestos Register is to be provided to Service Provider:

Paragraph 5.10.7 Client's Asbestos Consultant and Asbestos Contractor

Service Provider to co-ordinate requirements for surveys by Client's asbestos consultant:	Yes
Name of Framework Consultants (ranked order):-	N/A
Any suspected asbestos to be surveyed and tested:	Yes
Voids to be surveyed:	Yes
Service Provider to co-ordinate any removal and remediation works to be undertaken by Asbestos Licensed Contractor	Yes
Name of Framework Contractors (ranked order):	N/A

**Paragraph Response
6.3.2 Periods**

RESPONSE PERIODS FOR RESPONSIVE MAINTENANCE	
Emergency (inc. Out of Hours)	N/A
Urgent	To respond/attend within 24 hours of the repair reported. To be completed and/or made safe within 2 Working Days .
10 Day Priority	Response and completion within 10 Working days . (by appointment, unless tenant/customer access is not required)
25 Day Priority	Response and completion within 25 Working days . (by appointment, unless tenant/customer

NHF FORM OF CONTRACT – CONTRACT DETAILS

	access is not required)
Client Representative Defined	To be commenced and completed within an agreed or stated defined period.

RESPONSE PERIODS FOR VOID PROPERTY WORKS (Maintenance Period)	
Standard 'Operational' Void	To be completed within 10 Working Days.
'Major' Void	To be completed within 60 Working Days (or as alternatively agreed and/or stated by the Client's Representative).

RESPONSE PERIODS FOR MAJOR WORKS AND VOID PROPERTY INSPECTIONS	
Major Works	As specified in the Order.
Void Property Inspections	As specified in the Order

Note: Working Days include part days and each part day is treated as a full Working Day. For details of Working Days see the Contract Details for Clause 1.1 [Definition of Working Days] of the Contract Conditions.

Paragraph 6.7 Mutual Exchange Electric and Gas Checks

The Service Provider shall carry out or co-ordinate Mutual Exchange Electric and Gas Checks:	Yes (where required)
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Paragraphs 7.1.1 & 7.1.3 Service Provider's Permitted Working Hours for General Needs Dwellings

- No specific restrictions. Permitted Working Hours to be as agreed with both the Client's Representative and/or the Customer in each case. Work to be undertaken during Normal Working Hours unless by agreement with the Client's Representative.**

NHF FORM OF CONTRACT – CONTRACT DETAILS

Paragraphs

7.1.1 &
7.1.3

Service Provider's Permitted Working Hours for Sheltered Accommodation

- *No specific restrictions. Permitted Working Hours to be as agreed with both the Client's Representative and/or the Customer in each case. Work to be undertaken during Normal Working Hours unless by agreement with the Client's Representative.*

Paragraphs Service Provider's Permitted Working Hours for supported housing and hostels 7.1.1 &
7.1.3

- *No specific restrictions. Permitted Working Hours to be as agreed with both the Client's Representative and/or the Customer in each case. Work to be undertaken during Normal Working Hours unless by agreement with the Client's Representative.*

Paragraph Out of Hours Call Handling
7.2.1

Calls received for Out of Hours Emergency Works will be handled by:-

- *the Client*

Paragraph Out of Hours Emergency Works
7.2.2 &
7.2.5

- *Not applicable*

Paragraph Appointment Arrangements
7.3.2

The arrangements for appointments are:-

All access arrangements / appointments to be made by the Service Provider

Paragraphs Sheltered Accommodation & Supported Housing etc – access arrangements
7.3.3

Access arrangements are to be made via:-

- *the Customer and/or Scheme Manager as appropriate*

This applies to:-

- *all appointments*

Paragraph Appointments offered by Client
7.3.6

The appointments the Service Provider offers to the Client are based on:-

- *appointment slots for individual trades*

NHF FORM OF CONTRACT – CONTRACT DETAILS

Paragraphs

Appointment “Slots”

7.3.6 & 7.3.7

The Service Provider is to offer the following slots both for those initial appointments and for any subsequent follow up appointments that may be necessary.		
1.	Monday to Friday	Morning - 07.30 to 12.30
2.	Monday to Thursday	Afternoon - 12.00 to 16.15
3.	Friday	Afternoon - 12.00 to 15.15
3.	Monday to Friday	School Run - 09.30 to 14.30
4.	Saturday (by prior agreement with the tenant & Client)	Morning - 08.00 to 12.00

Paragraph
7.5.6

Contact on the Appointment Day

The Service Provider to contact by phone or text message on day of appointment

Yes

Paragraphs
7.6.3 &
7.6.4

No Access Procedure

Period of time for the Service Provider to wait for a response from a Customer to a request for access to carry out an Order:

Card property, phone tenant before cancelling & if no response cancel order (except where a special material has been manufactured – letter to tenant to rearrange appointment)

Paragraph
10.1.3

Categorisation of Void Property Works during a Void Property Inspection

Category of Void	Value of Works
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NHF FORM OF CONTRACT – CONTRACT DETAILS

Paragraphs

Standard 'Operational' Void	Up to £2,750
'Major' Void	£2,750.01 to £15,000 (& generally including a new kitchen, bathroom and/or rewire, etc)

Paragraph Capping off

10.3.1

- *Not applicable*

Paragraphs Landlord's Gas Safety 10.3.2 & Check

10.3.3

- *Not applicable*

Electrical Testing

10.3.4 &
10.3.5

- *Not applicable*

Paragraphs Mutual Exchange Electric and Gas Tests 10.4

- *Not applicable*

Paragraph Winter closedown period for Voids

11.3.5

Winter closedown period on Void Property Works:	• <i>Not applicable</i>
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Paragraphs Service Provider's own post 12.1.1 & inspections

12.2.3

Types of Works	Percentage of orders where a post inspection is required	Post inspection is to be joint
Responsive Maintenance	10 % (though may be increased if	No

NHF FORM OF CONTRACT – CONTRACT DETAILS

Paragraphs

	performance is deemed to be an issue)	
Standard 'Operational' Voids	100 %	As required
'Major' Voids	100 %	As required

Paragraph 12.2.1 **Notification of Order Completion Dates for Responsive Maintenance**

Responsive Maintenance Orders	Within 24 (Working) Hours of the Order Completion Date
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Paragraph 12.2.2 **Pre-notification of expected Order Completion Dates for Void Property Works**

Standard 'Operational' Voids	Following initial void inspection as agreed with Client
'Major' Voids	Following initial void inspection as agreed with Client

Paragraph 12.2.5 **Christmas Period**

The Christmas period during which the keys to a Void Property may not be returned is:	• Not applicable
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NHF FORM OF CONTRACT – CONTRACT DETAILS

Paragraph Customer Satisfaction and Order Sign Off 12.3

Service Provider to implement real time computerised customer satisfaction data collection	Yes
Service Provider to provide all electronic customer satisfaction data to Client on next working day	Yes

Paragraph 13.1 Daily Reports

Daily reports required	Yes
Daily reports to cover	• all Responsive Works

Paragraph 13.2 Weekly Reports

Weekly reports required	Yes
Weekly reports to cover post inspections etc	No
Weekly reports to cover all Orders that are not for Emergency Works	N/A
Weekly reports to cover all Orders	Yes
Weekly reports to cover recall requests	Yes