

Schedule 1, Part 2 – Output Specification, Performance Tables

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1 Introduction

This section of the Output Specification contains the Property Management Standards, Service Performance Standards and Common Parts & Common Area acceptance requirements for the PFI element of the Pendleton PFI Project (“the Project”) and was issued to Bidders at the Invitation to Submit Detailed Solutions (“ISDS”) stage of the procurement and Final Bid Instructions

These Property Management Standards and Service Performance Standards are based on Model 10 within the Housing PFI Procurement Pack (November 2004) as produced by the 4Ps and the ODPM (now DCLG), but have been refined in appropriate areas to be specific to Pendleton. The Property Management Standards, Service Performance Standards and Common Parts & Common Area acceptance requirements reflect the Authority’s desire for the PFI to deliver Dwellings, Properties, Common Areas and Services to **excellent standards** and for the Contractor to be in the upper quartile of service providers.

The Property Management Standards define the physical standards to which each Dwelling, Property, and Common Area needs to be maintained and, thereby, define the standard which must be achieved to be accepted as Available for occupation. The Property Management Standards build upon the “Decent Homes Plus Standard”.

The Service Performance Standards relate to the standard of the Services the Contractor will be expected to deliver and are the means by which sub-standard service performance points will be awarded. The Service Performance Standards reflect the Performance Indicators the Authority will be measured against by the Tenant Services Authority and through the Local Area Agreement. The Service Performance Standards have been set based on a 2012 position, and the thresholds have not been projected into the future. The targets are currently set at a static level however it is the Authority’s intension to link some of these thresholds to the previous year’s target and/or actual performance. Bidder’s should identify which KPI’s they would link in this manner.

Against Bidder’s proposed method statements, Bidders are to propose a sub-set of Service Performance Standards which allow specific elements of their service delivery to be measured. The Authority’s current position is that this sub-set will effectively have a ‘reporting only’ status and therefore not affect the Payment Mechanism.

This document should be read in conjunction with the Payment Mechanism and the definitions contained therein.

2 Property Management Standards Table

The columns within the Property Management Standards Table are defined below:

“Ref”	The aspects of a Dwelling, Property, and Common Area being assessed.
“Requirement”	The specific criteria a Dwelling, Property, and Common Area must achieve in order to be Available.
“Indicative failure event”	A non-exclusive list of example events which would render a Dwelling, Property, and Common Area Unavailable.
“Initial Tenanted Standard” and “Initial Leasehold Standard”	<p>Prior to refurbishment and subject to achieving the Initial Rented/Leasehold Standards (the “Availability Standards (Initial)”), each Property will be able to attract the payment of the Initial Annual Rented/Leasehold Dwelling Charge. Where a Dwelling, Property, and Common Area fails the Availability Standards (initial), it could result in operation of the Payment mechanism:</p> <ul style="list-style-type: none"> ▪ To achieve the Availability Standards (Initial), all standards indicated with a yes (Y) need to be satisfied. ▪ Standards not required to satisfy the Initial standards are indicated with a no (N). ▪ Standards not applicable to either the Availability Standards (Initial) or Availability Standards (Full) are indicated as such not applicable (N/A). <p>This will be the applicable CNDT Standard where refurbishment works have not been completed at the CNDT date</p> <p>Once refurbishment has been carried out, to achieve certification at the Availability Standards Rented (Full) or Availability Standards Leasehold (Full), and hence for the Contractor to receive the Full Annual Rented and Leasehold Dwelling Charges, Properties must be capable of compliance with <i>all</i> of the standards. A certificate of compliance will trigger an increase in the level of payment from the Initial Annual Rented/Leasehold Dwelling Charge to the Full Annual Rented/Leasehold Dwelling Charge, and hence the Contractor will then be obliged to</p>

	keep the dwellings compliant with the Availability Standards (Full).
“Full Tenanted Standard” and “Full Leasehold Standard”	<p>Where a Dwelling, Property, and Common Area fails any of the Availability Standards (Full), it could result in operation of the Payment Mechanism:</p> <ul style="list-style-type: none"> ▪ To achieve the Availability Standards (Full), all standards indicated with a yes (Y) need to be satisfied. ▪ Standards not required to satisfy the Availability Standards (Full) are indicated with a no (N). <p>This will be the applicable CNDT Standard where refurbishment works have been completed at the CNDT date</p>
“Rectification Period”	The period of time in calendar days and starting from the commencement of Unavailability in which the Contractor must restore the Dwelling, Property, and Common Area and self-certify Availability in order to avoid Performance Deductions.
Temporary Rectification	<p>Where the Contractor considers that a breach of the Output Specification cannot be restored within the relevant rectification period, temporary rectification may be permissible. Where this is permissible, the temporary rectification period is stated in days. For the avoidance of doubt, if the Contractor chooses not to provide temporary rectification, and the breach of the Output Specification is not remedied within the rectification period, Unavailability shall apply for the whole period of Unavailability.</p> <p>Following temporary rectification the contractor will be required to undertake permanent rectification within the time identified. Permanent rectification shall be measured from the commencement of Unavailability. For the avoidance of doubt if the Contractor fails to provide permanent rectification within the specified timescale Unavailability shall apply for the whole period of Unavailability.</p>

Ref	Requirement	Indicative failure event	Initial Tenanted Standard	Initial Leasehold Standard	Full Tenanted Standard	Full Leasehold Standard	Rectification period (days)	Temporary Rectification
General	Dwellings/Properties satisfy Criteria A of the Decent Homes Standard (June 2006).	Dwellings/Properties which fail to meet this criterion are those containing one or more hazards assessed as serious ('Category 1') under the HHSRS.	Y	Y	Y	Y	1	N/A
	Dwellings/Properties satisfy Criteria B, C and D of the Decent Homes Standard (June 2006).	Dwellings/Properties which fail to meet these criteria are those where one or more of the key building components are old and, because of their condition, need replacing or major repair.	N	N	Y	Y	21	N/A
	Dwellings, Properties, and Common Areas are in compliance with relevant Legislation.	Breach of Legislation.	Y	Y	Y	Y	1	N/A
	Dwellings, Properties, and Common Areas do not constitute a statutory nuisance.	Any Dwelling, Property, Common area is in such a state as to be prejudicial to health or is a common law nuisance or falls within the provisions of the Environmental Protection Act 1990.	Y	Y	Y	Y	1	N/A
Roof	All components of the roof	Failure to have all necessary	Y	Y	Y	Y	3	Temporary

	construction and covering are to be properly secure, providing a roof that is wind and weather tight and free from water penetration and penetrating damp.	components present and fit for purpose resulting in a roof that is no longer weather tight and/or free from water penetration and penetrating damp.						Rectification within 3 Days Permanent Rectification within 21 days
	All components of the roof construction and covering are to be properly secure, providing a roof that is energy efficient and fit for purpose.	Failure to have all necessary components present and fit for purpose resulting in a roof that is no longer energy efficient in line within the intended design.	N	N	Y	Y	10	Temporary Rectification within 10 Days Permanent Rectification within 21 days
	All components of the roof to be free from rot, decay and damage (including, without limitation, fungal, worm, beetle and other attack).	Failure to keep roof components free from rot, decay and damage (including, without limitation, fungal, worm, beetle and other attack).	N	N	Y	Y	10	Temporary Rectification within 10 Days Permanent Rectification within 21 days
		Water ingress and/or damage resulting from failure to have all necessary components present and fit for purpose	Y	Y	Y	Y	3	Temporary Rectification within 10 Days Permanent Rectification within 21 days
External Walls & External Wall Finishes,	The external fabric is secure, providing a building that is wind and weather tight, free from water penetration and penetrating damp.	Failure to have all necessary components present and fit for purpose resulting in a building envelope that is no longer weather	Y	Y	Y	Y	3	Temporary Rectification within 3 Days

Chimneys		tight and/or free from water penetration and penetrating damp.							Permanent Rectification within 21 days
Appearance of External Fabric	The external fabric is secure, providing a building that is energy efficient and fit for purpose.	Failure to have all necessary components present and fit for purpose resulting in a building envelope that is no longer energy efficient in line with the intended design	N	N	Y	Y	10	Temporary Rectification within 10 Days Permanent Rectification within 21 days	
	The appearance of the external fabric is sufficiently well maintained such that it exhibits an acceptable outward appearance.	Degradation and/or damage of the external fabric beyond acceptable wear and tear.	N	N	Y	Y	10	Temporary Rectification within 10 Days Permanent Rectification within 21 days	
Windows & Glazing	All windows keep the window opening secure and weather-tight; and are fit for purpose and functional.	Failure to have all necessary components present and fit for purpose, resulting in windows which are not secure and/or maintained in a wind and weather tight condition.	Y	Y	Y	Y	3	Temporary Rectification within 3 Days Permanent Rectification within 21 days	
	All windows, including associated frames, ironmongery and glazing are less than 20 years old.	Windows, including associated frames, ironmongery and glazing are more than 20 years old.	N	N	Y	Y	21	N/A	

External Doors (including individual Dwelling entrances)	Windows at ground floor levels and those accessible from upper floor deck accesses balconies shall be provided with a means to prevent forced entry.	No means of preventing forced access to windows to ground floors and upper floor deck access balconies.	N	N	Y	Y	3	Temporary Rectification within 3 Days Permanent Rectification within 21 days
	Windows at first floor level and above shall be fitted with a means of restricting opening to prevent accidental falls.	No means of restricting opening to upper floor windows.	N	N	Y	Y	3	N/A
	All new replacement windows shall be fitted with sealed double glazed units as a minimum.	Replacement windows are not fitted with sealed unit double glazing that demonstrates compliance to BS EN 1279 as a minimum.	N	N	Y	Y	3	N/A
	Appropriate safety glazing shall be fitted to screens and glazed doors.	Presence of non safety glazing to screens and doors.	N	N	Y	Y	21	N/A
	All external doors are functional and fit for purpose; and shall be maintained in a serviceable and weather-tight condition allowing safe access.	Failure to have all necessary components present and fit for purpose, resulting in external doors failing to allow safe access.	Y	Y	Y	Y	1 day if only 1 door to exit Property, otherwise 3 days	N/A
	External doors shall be sufficiently strong to withstand unlawful attempts at entry and have adequate means of deterring unauthorised or forced access.	Doors are not provided with adequate locks, hinges or hinge bolts or other means of deterring unauthorised entry	N	N	Y	Y	1	Temporary Rectification within 1 Day Permanent Rectification within 3

		New doors and frames are not designed and installed taking into account the principles of "Secured by Design."	N	N	Y	Y	1	days N/A
	All external doors which serve as fire doors together with the frames and associated fixtures and fittings comply with all relevant regulations.	Inoperative fire door.	Y	Y	Y	Y	1	N/A
	Front accesses to Dwellings shall have means of providing visual identification of callers from the interior of Dwelling.	Doors do not allow the visual identification of callers to the property.	N	N	Y	Y	10	N/A
	Doors or the adjacent structure shall have the means of allowing letters to be delivered to the Property.	No means of delivering letters to the Property.	N	N	Y	Y	1	Temporary Rectification within 1 Day Permanent Rectification within 3 days
Common Parts & Internal Circulation Routes	Common Parts and internal circulation routes shall remain available and in a safe order of use.	Lack of availability of Common Parts and internal circulation routes through lack of repair.	Y	Y	Y	Y	1	Temporary Rectification within 1 Day Permanent Rectification within 10 days

All internal finishes to Common Parts and internal circulation routes must be maintained in a reasonable decorative order.	Wall decorations more than 5 years old.	N	N	Y	Y	21	N/A
Floor coverings in Common Parts and internal circulation routes shall be free from trip hazards and maintained in a safe condition.	Presence of damage, decay or trip hazards.	Y	Y	Y	Y	1	Temporary Rectification within 1 Day Permanent Rectification within 10 days
All communal rooms and Common Parts (including community rooms, laundries, conservatories and gyms) shall remain available and in a safe order of use.	Lack of availability of communal rooms and Common Parts through lack of repair.	Y	Y	Y	Y	3	N/A
Socket outlets in internal Common Parts and internal circulation will be sufficient to allow cleaning appliances to reach all areas of the internal communal areas and internal circulation routes.	Lack of, or insufficient number of socket outlets in internal Common Parts and internal circulation routes to enable use of cleaning appliances to reach all areas.	N	N	Y	Y	10	Temporary Rectification within 10 Days Permanent Rectification within 21 days
Fire fighting equipment, where required under the Fire Risk Assessment shall be inspected periodically and tested to ensure it remains in working order.	Missing or untested fire extinguisher.	Y	Y	Y	Y	10	N/A
Fire exit signs shall be provided within Common Parts and internal circulation routes identifying escape routes.	Lack of suitable emergency exit signage.	Y	Y	Y	Y	1	N/A

	All fixtures and fittings will be securely and safely installed and maintained.	Presence of insecure fixtures which could cause a hazard.	Y	Y	Y	Y	1	Temporary Rectification within 1 Day Permanent Rectification within 10 days
	Appropriate emergency exits provided and maintained free of hindrance in compliance with legislation.	Non-compliance with legislation.	Y	Y	Y	Y	1	N/A
	Where provided, all door entry systems and security systems shall be maintained in proper working order. All Common Part entrances will be fitted with controlled access to enable Residents and legitimate visitors to gain access.	Lack of effective controlled access due to defective door entry or security system equipment.	Y	Y	Y	Y	1	N/A
Lifts	Lifts are safe, fit for purpose, functional, serviceable and operational. For the avoidance of doubt this shall include the provision of a working emergency call intercom/telephone system.	Failure to maintain in compliance with prevailing legislation or undertake regular maintenance.	Y	Y	Y	Y	1	N/A
Electrical Systems	Electrical systems and components are fit for purpose, functional, serviceable and operational.	Failure to maintain in compliance with prevailing legislation or undertake regular maintenance.	Y	Y	Y	Y	1	N/A
Emergency Lighting	Emergency lighting installations are fit for purpose, functional,	Failure to maintain in compliance with prevailing legislation or	Y	Y	Y	Y	1	N/A

	serviceable and operational.	undertake regular maintenance.						
Internal CCTV & Surveillance	Internal CCTV & surveillance systems are fit for purpose, functional, serviceable and operational.	Lack of ability to monitor intended areas in line with design intention due to failure of CCTV and surveillance system.	N	N	Y	Y	1	N/A
Fire Detection, Alarm & Suppression (including Smoke Detection)	Fire detection, alarm and suppression installations are fit for purpose, functional, serviceable and operational.	Failure to maintain in compliance with prevailing legislation or undertake regular maintenance.	Y	Y	Y	Y	1	N/A
Lightning Protection	Lightning protection shall, where provided, be maintained in working order and inspected periodically for state of repair.	Failure to provide lightning conductors in accordance with prevailing legislation.	Y	Y	Y	Y	21	N/A
Internal Doors	Internal doors shall be fit for purpose and shall close within their respective frames with appropriate door ironmongery.	Doors which are not capable of closing within their frames/linings.	N	N/A	Y	N/A	10	N/A
Internal Fabric	The internal finishes being serviceable and providing a sound base for decoration.	Rough finish to walls and ceiling.	N	N/A	Y	N/A	21	N/A
	All fixtures and fittings will be securely and safely installed and maintained.	Presence of insecure fixtures which could cause a hazard.	Y	N/A	Y	N/A	1	Temporary Rectification within 1 day. Permanent Rectification within 3 days.

Kitchen	All internal partitions are to be maintained in a sound and structurally stable condition.	Internal partitions are structurally unsound.	N	N/A	Y	N/A	3	Temporary Rectification within 1 day.
	Functional and modern kitchen, where modern is defined as not more than 20 years old.	Existence of any category 2 hazards in the kitchen under the Housing Health and Safety Rating System (HHSRS).	N	N/A	Y	N/A	1	Permanent Rectification within 10 days. N/A
	Provision of a sink and draining board with a supply of hot and cold water.	Failure to provide kitchen sink.	Y	N/A	Y	N/A	1	N/A
	Provide a volume of enclosed storage space for food and equipment of 1.7m ³ for one bedroom dwellings 2.3m ³ for two or more bedroom dwellings.	Failure to provide units to the storage area specified (except where agreed to the contrary with the Authority).	N	N/A	Y	N/A	10	N/A
	Provide a total work surface length of a minimum of 1900 mm for one bedroom dwellings and minimum of 2100 mm for two or more bedroom Dwellings.	Failure to provide work surface to the length specified (except where agreed to the contrary with the Authority).	N	N/A	Y	N/A	21	N/A
	Provide space and service connections in each dwelling for at least cooker, refrigerator, fridge freezer and washing machine.	Failure to provide space and service connections for cooker, fridge freezer, and washing machine (unless specifically agreed with the Resident to the contrary).	Y	N/A	Y	N/A	3	N/A

Bathroom	Means of mechanical extraction of moisture from kitchens capable of providing at least one air change per hour.	Absence of extractor fans or other means of rapid moisture dispersal to provide one air change per hour in a kitchen.	N	N/A	Y	N/A	10	N/A
	Allowance is to be made for ventilation for appliances where such ventilation is required to allow their normal operation.	Failure to provide adequate ventilation where required for the proper operation of appliances.	N	N/A	Y	N/A	3	N/A
	A floor covering shall be provided to protect the underlying floor structure.	Absence of a suitable waterproof floor covering.	N	N/A	Y	N/A	10	N/A
	Walls above worktops and sinks shall be provided with splash back protection.	Walls above worktops and sinks lacking suitable protection against splashes.	N	N/A	Y	N/A	21	N/A
	Provision of a functional and modern bathroom where modern is defined as not more than 20 years old.	Failure to provide a functional and modern bathroom where modern is defined as not more than 20 years old.	N	N/A	Y	N/A	21	N/A
	Bathrooms for each Dwelling should include as a minimum, a bath and /or shower, wash basin and WC (either within the bathroom or within an adjacent separate WC compartment) in an operating condition.	Non provision, operation or loss of use of the sanitary fittings including leaks, blockages and overflows, WC not flushing.	Y	N/A	Y	N/A	1	N/A
	Where additional separate WCs are provided these shall have a hand rinse basin within the WC compartment.	Lack of hand rinse basins in separate WC compartments.	N	N/A	Y	N/A	10	N/A
	Walls adjacent to baths, showers	Inadequate splash backs to baths,	N	N/A	Y	N/A	3	N/A

Electrics	and basins shall have suitable protection against splashing.		showers and basins.						
	Floors to have suitable slip resistant floor covering able to protect the floor structure and finish from splashing.		Missing, non slip resistant or unsuitable floor coverings to bathrooms.	N	N/A	Y	N/A	3	N/A
	Means of mechanical extraction of moisture from bathrooms capable of providing at least three air changes per hour.		Failure to provide mechanical extraction of air to achieve three air changes per hour in bathrooms.	N	N/A	Y	N/A	10	N/A
	Electrical systems and components are fit for purpose, functional, serviceable and operational.		Failure to install in compliance with prevailing legislation or undertake regular maintenance.	Y	N/A	Y	N/A	1	N/A
	Provision of security lighting to each external individual entrance, controllable by the Resident from within their Dwelling.		Non-provision of security lighting to each individual dwelling entrance.	N	N/A	Y	N/A	3	N/A
	The minimum number of double sockets to be provided in each room:		Insufficient socket outlets or poorly positioned socket outlets and/ or switches.	N	N/A	Y	N/A	10	N/A
	Hallway	1							
	Landing	1							
Living Room	4								
Dining Room	2								
Kitchen	4								
Double Bedrooms	4								

	Single Bedrooms	3							
	All rooms will have sufficient light points to allow the Resident to safely and comfortably carry out the activities of daily life.		Insufficient or poorly located light points.	N	N/A	Y	N/A	3	N/A
	Hard wired, interconnected smoke detection devices and systems are fitted and operational in each Dwelling.		Non provision or non operation of smoke detectors.	N	N/A	Y	N/A	1	N/A
Heating and hot water	Space heating and water heating are to be capable of independent operation and available 24 hours per day.		Space and water heating not capable of independent operation.	Y	N/A	Y	N/A	1	N/A
	Space heating capable of individual room management by the Resident.		Inability of Residents to control system on a room by room and on a whole Property basis.	N	N/A	Y	N/A	3	N/A
	Provide each Resident with up to date information on the operation of newly installed heating systems.		Failure to provide up to date information on the operation of newly installed systems.	N	N/A	Y	N/A	3	N/A
	Provide and maintain a system of metering which allows the measurement of the use of the heating system in each dwelling. Where properties have individual heating systems and receive individual fuel bills this will be deemed to meet this requirement.		Failure to provide individual metering or the failure of the metering system.	Y	N/A	Y	N/A	3	N/A
	Where the external air temperature is -1C or above the heating system		Failure to heat one or more rooms to the required minimum temperature	N	N/A	Y	N/A	3	N/A

will be capable of reaching the following temperatures within 45 minutes of being cold without the use of any secondary source of heat:	within the required time.							
Halls/ Landings	18 °C							
Kitchens	18 °C							
Bedrooms	18 °C							
Dining Rooms	22 °C							
Living Rooms	22 °C							
Corridors and circulation areas	18 °C							
WC's bathrooms	22 °C							
Provide and maintain a space heating system free from leaks.	Leaks on a water pipe, tank, cylinder, boiler, fitting or valve.	Y	N/A	Y	N/A	1		N/A
The Contractor will repair or replace any defective fixed and independent source of heating in the main living area.	Failure to maintain any fixed and independent source of heat in the main living area.	Y	N/A	Y	N/A	3		N/A
Provision for Temporary Rectification to heating failure events must be made by the Contractor to any Dwelling in which the main source of heating is incapable of meeting the standards set out above for 2 Hours or more and there is no operable secondary source of heating at least to one living room (i.e. a room that is not the kitchen, bathroom, bedroom, storage or corridor area).	Failure to provide Temporary Rectification where no other form of heating is available within the dwelling.	Y	N/A	Y	N/A	1		N/A

Every Dwelling to be provided with domestic hot water at all appropriate outlets as follows:	Failure to provide hot and cold water supply.	Y	N/A	Y	N/A	1	N/A
<p>Where provided from a storage system, the delivery of 135 litres at a temperature of 60°C. The water heating system shall provide a maximum recovery from ambient external temperature to 60°C of 45 minutes. Where dwellings are smaller or larger than average, a suitably sized hot water storage tank is to be provided appropriate to the size of the dwelling.</p> <p>Where hot water is provided by a combi system, a minimum delivery of 19 litres per minute at a temperature of at least 50C.</p>	Failure to meet domestic hot water capacities at the temperatures required and for the time allowed.	N	N/A	Y	N/A	1	N/A
Every Dwelling to have a water distribution system which shall have sufficient capacity and throughput to provide hot and cold water simultaneously; be free from leaks; be suitably insulated so as to minimise risk of bursting due to frost; and satisfy any design requirements of any water company or authority.	Failure of the water distribution system to meet any requirements of a water company or water authority.	Y	N/A	Y	N/A	21	N/A

	Domestic hot water systems should enable easy control of water temperature.	Failure of means to control hot water temperature.	Y	N/A	Y	N/A	3	N/A
Incoming Services	The Contractor will be responsible for ensuring that the utilities that are the responsibility of the landlord are provided and operable and shall be responsible for contacting agencies providing utility services to notify of any failures and monitor the utilities response.	Failure to ensure safe access to or absence of continued provision of a service of utility supply to standards required by relevant legislation for Water supplies, Sewerage facilities, Electrical supply or Gas supply.	Y	Y	Y	Y	1	N/A
	Every Dwelling to be provided with a continuous supply of drinking water at outlets.	Loss of continuous supply of drinking water.	Y	Y	Y	Y	1	N/A
	Every Dwelling to be provided with a continuous supply of gas at outlets (except where the gas supply has been removed by the Contractor).	Loss of continuous supply of gas.	Y	Y	Y	Y	1	N/A
	The mains power including all associated back up systems is fit for purpose, functional, serviceable and operational.	Loss of continuous supply of mains power.	Y	Y	Y	Y	1	N/A
	Properties to have an effective system (above and below ground within the curtilage of the Property) for the draining of foul, waste and surface water, so as not to be prejudicial to the health and safety	Failure of draining of foul or waste water which results in inability to use any bath shower washbasin WC or other sanitary facility.	Y	Y	Y	Y	1	N/A
		Blocked waste or soil pipe.	Y	Y	Y	Y	1	N/A
		Failure of below ground drainage to	Y	Y	Y	Y	1	N/A

of any occupants of the Dwelling or to the structural fabric of the Dwelling.	carry away foul or waste water from the premises.							
Gas systems to be maintained checked and certified in accordance with good practice and current Gas Safety (Installation and Use) Regulations. The Contractor to carry out any necessary improvements and repairs to ensure continued safe use.	Non compliance with the Gas Safety (Installation and Use) Regulations.	Y	N/A	Y	N/A	1	N/A	
	Failure to provide landlord and Tenant landlord's certificate within 5 Days of carrying out check.	Y	N/A	Y	N/A	7	N/A	
	Failure to carry out necessary remedial or improvement works identified during check.	Y	N/A	Y	N/A	1	N/A	
	Presence of unsafe gas installations.	Y	N/A	Y	N/A	1	N/A	
The Contractor will provide and maintain television aerial and amplifier systems and telephone systems in multi-Dwelling buildings so as to allow Residents to access telephone providers and television service providers of their choice.	Non provision or non operation of system that allows Residents in flatted blocks to access terrestrial television/ subscribe to other providers.	Y	Y	Y	Y	1	Temporary Rectification within 1 day.	
Provide and maintain an aerial outlet for television in the living room of each Dwelling.	Non provision or non operation of aerial outlet.	Y	Y	Y	Y	3	Permanent Rectification within 10 days. N/A	
A telephone socket point will be provided in the living room of each Dwelling.	Non provision telephone points (except where non operation is due to a failure by the telephone network provider).	Y	Y	Y	Y	3	N/A	

External Environment	All houses and low-rise Property to have an individual boundary treatment, encompassing garden areas, which provides a secure boundary separation.	Failure to provide or maintain a suitable form of boundary treatment in keeping with the rest of the Estate.	N	N/A	Y	N/A	21	N/A
	Where accessible to public areas, front or rear gardens will be provided with a gate which is capable of being fastened.	Loss of the ability to secure the access via the gate.	N	N/A	Y	N/A	21	N/A
	All flatted blocks will be provided with a form of boundary separation, which defines the block's limits.	A form of boundary treatment which is unattractive or out of keeping with the neighbourhood.	N	N	Y	Y	21	N/A
	Each boundary treatment will allow for vehicular access and egress to Residents and visitors where in-curtilage parking exists or is being proposed.	Failure to allow vehicular access within boundary treatments where such vehicular access currently exists or is proposed.	N	N	Y	Y	3	N/A
	Each boundary treatment will allow for pedestrian access and egress.	Failure to allow access and egress where such access currently exists or is proposed.	Y	Y	Y	Y	3	N/A
	Where garages are retained, they are to be maintained to provide security and weather protection.	Failure to have all necessary components present and fit for purpose resulting in a garage that is no longer weather tight and/or free from water penetration and penetrating damp.	N	N/A	Y	N/A	21	N/A
		Doors are not provided with adequate locks or other means of	Y	N/A	Y	N/A	10	N/A

		detering unauthorised entry.						
	All above ground drainage is complete and operational.	Failure to maintain external drainage free of obstructions and functioning.	Y	Y	Y	Y	1	N/A
	All below ground drainage is complete and operational.	Failure to maintain external drainage free of obstructions and functioning.	Y	Y	Y	Y	1	N/A
	All hard landscape external works including roads, car parks, pavements and boundary walls / fences are complete, safe and available for use.	Failure to repair or replace hard landscape areas.	Y	Y	Y	Y	3	N/A
	All external soft landscaping / planting is complete (appropriate to the season) and the area is safe and available for use.	Failure to provide communal soft landscaped areas appropriately grassed and planted.	Y	Y	Y	Y	3	N/A
	Where provided, all vehicular access systems and security systems shall be maintained in proper working order.	Lack of effective controlled access due to defective access or security system equipment.	Y	Y	Y	Y	1	N/A
	External CCTV & surveillance systems are fit for purpose, functional, serviceable and operational.	Lack of ability to monitor intended areas in line with design intention due to failure of CCTV and surveillance system.	N	N	Y	Y	1	Temporary Rectification within 1 day. Permanent Rectification within 3 days.

Waste Management	All Residents have access to recycling facilities within [25] meters of the curtilage of their Properties.	Non operation or non accessibility of means of refuse disposal.	N	N/A	Y	N/A	10	N/A
Energy	Domestic waste and refuse disposal provisions within multi-occupancy Dwellings are functional, serviceable, operational and fit for purpose.	Bin chutes are blocked and non-operational as a result.	Y	Y	Y	Y	1	N/A
	All medium/high rise flatted properties will have a minimum SAP rating of 82B wherever practicable. All low rise flatted properties and houses will have a minimum SAP rating of 72B wherever practicable.	Failure to meet SAP rating of 82B or 72B respectively using NHER or other accredited software.	N	N/A	Y	N/A	21	N/A
	(The Contractor will provide a commentary accompanying the design proposals indicating where these energy efficiency standards are not going to be met for any particular Dwelling and setting out the reasons why.)	Failure to have a valid Energy Performance Certificate.	N	N/A	Y	N/A	21	N/A
Retail Units	Retail Units shall be maintained in accordance with the terms of the lease in order to ensure they remain available and in a safe order of use.	Retail Units unsuitable for intended business activity through lack of Contractor responsible repair.	Y	Y	Y	Y	3	N/A

3 Service Performance Standards Table

The columns within the Service Performance Standards Table are defined below:

“Performance Standard”	The aspect of service delivery being measured.
“Definition”	For each Key Performance Indicator details of the data collection source and methods of calculation.
“Measurement Period”	Refer to Schedule 4, Payment Mechanism.
“Weighting Factor”	Shows the weighting each Key Performance Indicator is given.
“Available Sub Standard Performance Points”	The total Sub Standard Performance Points that can be awarded in respect of each Key Performance Indicator within any given Measurement Period.
“Standard Service Level”	The level at or above which performance has no adverse effect on payment through the operation of the payment mechanism.
“Minimum Tolerable Level”	The level of performance at or below which the total will be awarded.
“Upper Quartile Performance Target”	The Standard Service Level target as calculated through the methodology in Section 5
“Median Performance Target”	The Minimum Tolerable Level target as calculated through the methodology in Section 5

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
GENERAL		9.64%					
1	Compliance with the Regulatory Code	Compliance with all aspect of the Regulatory Code as identified in the Contractor's statement and as part of any formal assessment by the relevant regulatory body. Failure to submit an annual statement of compliance with the Regulatory Code to the Authority and relevant regulatory body prior to the given deadline will be deemed as a failure and full Sub-Standard Performance Points will be awarded for this KPI.	Annual	2.41%	188	Pass	Fail
2	Quality Management System	Compliance with, and maintaining accreditation to ISO 9001 or equivalent, following an independent external audit by an accredited assessor of the Contractor. If an external audit has not been carried out within the previous 2 years 50% of the possible Sub-Standard Performance Points will be awarded for this KPI.	Annual	2.41%	188	Pass	Fail
3	Conduct and compliance	The Contractor being awarded a fine from the Housing Ombudsman, Information Commissioner, Health & Safety Executive, the Equalities and Human Rights Commission (EHRC) or other similar body. The inclusion of 'other similar body' will be subject to agreement between the Authority and	Quarterly	2.41%	188	Pass	Fail

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		Contractor and agreed on an annual basis					
4	Statutory reporting	<p>Failure to provide statutory reporting information to the Authority or Government in accordance Section 6.7 of the Output Specification.</p> <p>Any given deadline lapsed will result in the full Sub-Standard Performance Points available for this KPI being awarded for the measurement period.</p>	Quarterly	0.81%	63	Pass	Fail
5	Monthly Monitoring Meeting	Attendance at the Monthly Monitoring Meeting by at least one member of the Contractor's staff of an appropriate seniority/authority.	Monthly	0.81%	63	Pass	Fail
6	Action plan	Issuing an action plan for service improvement within 20 working days of being requested to do so by the Authority. Where no action plan is needed or requested zero Sub-standard Performance Points will be applied for this KPI.	Monthly	0.81%	63	Pass	Fail

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
IT		0.96%					
7	Authority remote access to systems	<p>The % of time in minutes during the measurement period that the Authority is able to remotely access the Contractors housing management and other IT systems relating to the PFI and where this has been reported to the Contractor in a timely fashion (excluding planned downtime which is notified to the Authority prior to the event)</p> <p>Where the Contractor believes the Authority's or 3rd party systems or connections are at fault, the onus is on the Contractor to demonstrate this.</p>	Monthly	0.96%	75	95%	60%
TENANT SATISFACTION		14.41%					
8	Tenant satisfaction with overall service (NI160)	The % of respondents very or fairly satisfied with the service provided by their social housing provider, , measured and calculated in accordance with STAR survey methodology or equivalent.	Annual	3.10%	242	Upper Quartile Performance Target 90.08 %	Median Performance Target 85.95 %

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
10	Tenant satisfaction that their views are taken into account	The % of respondents very or fairly satisfied that their social housing provider listens to their views and acts upon them, measured and calculated in accordance with STAR survey methodology or equivalent	Annual	3.07%	240	Upper Quartile Performance Target 78.35 %	Median Performance Target 72.80 %
11	Tenant satisfaction with repairs & maintenance services	The % of residents satisfied with the most recent repair (when surveyed in accordance with the organisation's own survey format)	Annual	2.06%	161	Upper Quartile Performance Target 83.30 %	Median Performance Target 79.80 %
12	Customer satisfaction with the way their complaint was handled	The % of complainants satisfied with the way their complaint was handled	Annual	2.06%	161	Upper Quartile Performance Target 80.00 %	Median Performance Target 75.00 %
13	Acknowledgement of complaints	The % of complaints both acknowledged and responded to within the required timescales.	Quarterly	2.06%	161	95%	85%
14	New Tenant satisfaction	The % of new Tenants expressing satisfaction with the overall service. Response rate needs to be at least 50% otherwise MTL automatically hit.	Quarterly	2.06%	161	90%	75%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
VOIDS & LETTINGS		9.60%					
15a	Average re-let time in calendar days (standard re-lets only)	<p>The average re-let time (calendar days), calculated in accordance with the agreed Housemark definition and methodology or equivalent.</p> <p>In the case of there being no prospective members on the waiting list who have been verified as eligible for membership to the scheme the Contractor will be deemed to have met this performance indicator and no Sub-Standard Performance Points will be attributable for this KPI.</p>	Quarterly	5.12%	400 NB. SSPP to be reviewed on completion of the refurbishment programme	Upper Quartile Performance Target 15.97 days	Median Performance Target 23.29 days
15b	Average re-let time of all major works void (including time spent in works)	<p>The average re-let time (calendar days), calculated in accordance with the agreed Housemark definition and methodology or equivalent.</p> <p>In the case of there being no prospective members on the waiting list who have been verified as eligible for membership to the scheme the Contractor will be deemed to have met this performance indicator and no Sub-Standard Performance Points will be attributable for this KPI.</p>	Quarterly	2.56	200 NB. SSPP to be reviewed on completion of the refurbishment programme	Upper Quartile Performance Target 44.73 days	Median Performance Target 61.02 days
16	CBL Meeting	The % of occasions where the Contractor	Quarterly	1.92%	150	100%	75%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		participates with other registered providers as required as part of the Choice Based Lettings process. E.g. if 3 out of 4 possible meetings (virtual or otherwise) are attended the score would be 75%.					
HOUSING MANAGEMENT		6.73%					
17	Anti-social Behaviour	The % of respondents very or fairly satisfied with the outcome of their ASB complaint.	Quarterly (but based on preceding 12 month period)	3.37%	263	Upper Quartile Performance Target 97.50 %	Median Performance Target 89.50 %
18	Tenancy Audit	The % of Dwellings where a Tenancy Audit has been completed as required in the Output Specification. Zero Sub-standard Performance Points will be applied for this KPI, until the end of Contract Year 2.	Annual	3.37%	263	85%	75%
REPAIRS & MAINTENANCE		19.25%					
19	Emergency repairs	The % of emergency repairs as classified in accordance with the relevant section of the output specification that were completed within the applicable timescale.	Monthly	2.41%	188	100%	90%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
20	Urgent repairs	The % of urgent repairs as classified in accordance with the relevant section of the output specification that were completed within the applicable timescale	Monthly	2.41%	188	Upper Quartile Performance Target 99.50% Agreed to freeze 2015-16 target for 2020-21	Median Performance Target 97.8% Agreed to freeze 2015-16 target for 2020-21
21	Non Urgent Responsive and Routine Repairs	The % of non urgent repairs and routine repairs as classified in accordance with the Output Specification that were completed in the applicable timescale	Monthly	2.41%	188	Upper Quartile Performance Target 99.30% Agreed to freeze 2015-16 target for 2020-21	Median Performance Target 93.90% Agreed to freeze 2015-16 target for 2020-21
22	Repairs at first visit	The % of repairs completed at first visit in line with agreed definition and collection methodology.	Monthly	2.41%	188	Upper Quartile Performance Target 95.95 %	Median Performance Target 91.29 %
23	Gas safety certificates	% of Properties with a valid Gas Safety Certificate on the last day within the measurement period.	Monthly	2.41%	188	100%	95%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
24	Other statutory compliance	% of all Dwellings that are statutory compliant. Where any one of the below items have not been	Monthly	2.41%	188	100%	95%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		<p>undertaken, is out of date, or invalid, the related Dwelling will be deemed to be non-compliant. Compliant Dwellings shall have a valid:</p> <ul style="list-style-type: none"> ▪ Electrical Periodic Inspection Report <p>In addition, for Dwellings in multi-occupancy buildings to be compliant the associated Common Parts must also have records of (where applicable):</p> <ul style="list-style-type: none"> ▪ Electrical Periodic Inspection Report ▪ Emergency Lighting Periodic Inspection Certificate ▪ Lightning Protection Test Certificate ▪ Portable Appliance Testing ▪ Microwaves Emission Testing ▪ Lift Thorough Examination Certificate ▪ Lift Servicing and Testing ▪ Eyebolts & Ladder Tie Pull Test ▪ Safety Anchor Wire Systems (Latchways/Fall Arrest) Thorough Examination ▪ Water Risk Assessment ▪ Pressure System Written Schemes of Examination ▪ Fire Risk Assessment ▪ Fire Detection and Alarm System Inspection and Servicing ▪ Fire Fighting Equipment Certificate(s) ▪ Asbestos Register ▪ Any other records required in order to evidence statutory compliance of Dwellings and/or Common Parts. 					

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
25	Tenant compensation	The % of all Tenants who are entitled to compensation under the Right to Repair Scheme or the Contractor's Tenant Decoration Scheme who have been compensated in accordance with the applicable policies. Calculated on the last day within the measurement period by dividing the number of cases where compensation has not been paid by the aggregate of A) the number eligible under the Right to Repair scheme and B) the number eligible under the Tenant Decoration scheme. For the purposes of calculation it shall be assumed that each Dwelling only has one Tenant.	Monthly	2.41%	188	100%	95%
26	Rechargeable repairs	The number of cases where the Contractor has failed to identify Tenant Rechargeable Repairs in accordance with the relevant policy and either recover the sums due or append the relevant Tenant's account.	Quarterly	2.41%	188	10	30
AIDS & ADAPTATIONS		1.92%					
27	Aids & Adaptations	The % of all minor adaptations which were completed within 3 days of the notification of the request from the tenant or tenants representative	Quarterly	0.96%	75	100.0%	80%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
27a	Aids & Adaptations	The % of all major adaptations completed within 142 days from the notification of the request from the tenant or tenants representative (as per the methodology outlined in the Contractors Proposals)	Annual	0.96%	75	100%	80%
EQUALITY AND DIVERSITY		3.26%					
28	Compliance with the Equality Act 2010 Statutory Code of Practice on Services, Public Functions and Associations and subsequent related legislation and guidance as applicable	Compliance with and maintenance of Equality and Diversity Accreditation from a recognised body subject to external assessment by an accredited assessor of the Contractor	Annual	3.26%	255	Pass	Fail
GROUNDS & ESTATES MAINTENANCE		14.40%					
31	Grounds Maintenance and Horticulture (hard landscaping)	The % of actions required by the Contractor's proposals	Monthly	1.60%	125	90%	80%
32	Grounds Maintenance and Horticulture (soft landscaping)	The % of actions required by the Contractor's proposals	Monthly	1.60%	125	90%	80%
33	Pest control	The % of landlord responsible pest control	Quarterly	0.96%	75	90%	80%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		incidents reported to the Contractor where physical action has taken place within the relevant timescales in order to eradicate applicable pests.					
34	Patrols and inspections of Common Parts.	The % of patrols and inspections actually carried out as a % of the total due to be undertaken.	Monthly	0.96%	75	90%	80%
35	Planned Cleaning	The % of actions required by the Contractor's cleaning schedule that have been completed.	Monthly	1.60%	125	90%	80%
36	Environment, Energy and Utility Policy Actions	The Contractor shall implement the actions allocated to it the Energy and Utilities policy	Annual	1.60%	125	Pass	Fail
37	Recycling	The % of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion of the total household waste collected from Dwellings within the PFI as measured by the agreed protocol	Quarterly	1.60%	125	2013/14 – 20% 2014/15 – 20% 2015/16 – 30% 2016/17 - 40% 2017/18 – 40% 2018/19 – 40% 2019/20 and for the remaining contract term -	10%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
						40%	
38	Renewable Energy	The % of energy provided using renewable energy sources.	Annual	2.88%	225	10.0%	7%
39	Street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)	The mean % from parts (a), (b), (c), and (d) for transects surveyed wholly within the PFI project area as undertaken by the Contractor and Residents throughout the previous 12 months in accordance with the definitions in the previous national indicator NI195.	Annual	1.60%	125	2.15%	6.50%
CUSTOMER CARE		14.44%					
40	New Tenant Information	The % of Tenants whose tenancy agreement is dated within the measurement period who are satisfied with the advice and information provided to them.	Quarterly	2.41%	188	95%	80%
41	Reducing avoidable contact	The % of customer contacts that are assessed as	Annual	2.41%	188	40%	80%

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		avoidable from all customer contacts assessed relating to the PFI as measured by the Contractor in line with the agreed definition with the Authority					
42	Help Desk Availability and Responsiveness	The % of calls that were made available to answer by the Help Desk during the measurement period (excluding planned downtime which is notified to the Authority prior to the event)	Monthly	2.41%	188	95%	80%
43	Help Desk Availability and Responsiveness	The % of calls answered within 20 seconds.	Monthly	2.41%	188	90%	80%
44	Help Desk Availability and Responsiveness	The % of time the Contractor's website is available on the Internet (excluding planned downtime which is notified to the Authority prior to the event)	Annual	2.41%	188	100%	85%
45	Help Desk Availability and Responsiveness	The % of enquiries resolved at the first point of contact (Help desk)	Monthly	2.41%	188	90%	80%
REPORTING ONLY - SUBSTANDARD PERFORMANCE POINTS NOT APPLICABLE TO THIS SECTION							
46	Decent Homes (NI158)	The % of non-decent homes within the PFI as	Quarterly	N/A	N/A	0%	N/A

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		calculated in accordance with the definition and methodology required for NI158. This figure shall be reported until such time as all Rented Dwellings have been issued with a Certificate of Availability Rented (Full Standard).					
47a	Average SAP rating of dwellings (BV 63) – Low/Medium/High Rise	All low/medium/high rise flatted properties will have a minimum SAP rating of 82B	Quarterly	N/A	N/A	100%	N/A
47b	Average SAP rating of dwellings (BV 63) –Houses	All houses will have a minimum SAP rating of 72B	Quarterly	N/A	N/A	100%	N/A
48	Repairs Satisfaction	The % of residents satisfied with the most recent repair (when surveyed in accordance with the organisation’s own survey format)	Monthly	N/A	N/A	N/A	N/A
Rent Collection [5.38%]							
49	Rent collected as a percentage of rent owed (excluding arrears b/f)	<p>This indicator is designed to measure the rent collected year-to-date as a percentage of the rent due year-to-date, for all current tenancies.</p> <p>The social landlord should derive its rent collected figure (numerator) from its rent accounting systems. It should be the actual rent and service charge income received in the period, and no adjustments should be made for late HB payments, pre-payments or post-</p>	Annual	5.38%	420	Upper Quartile Performance Target 100.11 %	MTL to be 2.0% below SSL target 2020/21 98.11 %

KPI No.	Performance Standard	Definition	Measurement Period	Weighting Factor	Available Sub Standard Performance Points	Standard Service Level	Minimum Tolerable Level
		<p>payments.</p> <p>The rent due (denominator) should exclude rent lost due to properties being vacant, and should also exclude current tenant arrears brought forward at the beginning of the year. Hence should some arrears from the previous year be recuperated, this PI can often exceed 100%.</p> <p>Items collected by the landlord as an agent such as water rates, those not directly part of the rent such as court costs and repairs recharges, and recovery of overpaid housing benefit through the rent collection system should be excluded wherever possible. However, if you are not able to split out these charges from your rent collected figure because of your IT systems, you may include them in your calculation so long as they are included in both the numerator and the denominator.</p>					

Please Note:

1. All references to NI numbers refer to the definitions contained within the National Indicators for Local Authorities and Local Authority Partnerships: Updated National Indicator Definitions, February 2009, Department for Communities and Local Government.
2. All references to BV numbers refer to the definitions contained within Best Value Performance Indicators Guidance 2007/08, Version 1.2 - December 2007, Audit Commission which updates Best Value Performance Indicators: 2005/06, Version 1.1 – January 2006, Audit Commission

4. Common Parts and Common Areas acceptance requirements

For all Common Parts and Common Areas the contractor must ensure:

The works must have been completed in all material aspects in accordance with all relevant Project Documents, including but not limited to Schedule 1 (Output Specification) and Schedule 2 Contractors Proposals.

None of the Availability Standards set out within Part 2 of Schedule 1, (Output specification) have been breached.

All works must be appropriate to the Site's phasing drawings, all fittings, furniture and equipment are complete, installed and commissioned (as appropriate to the Contractor's Proposals) and as per the final agreed Area Data Sheets.

All appropriate security and surveillance systems, access control, care call and other call alarms (such as disabled alarms) appropriate to the Site's phasing drawings are complete, commissioned, operational and available for use.

The detailed tests on completion appropriate to the Site's phasing drawings have been passed and records are available demonstrating that all mechanical and electrical services installations have been tested and commissioned. (Detailed tests on completion shall be developed by the Independent Certifier in conjunction with the Contractor and the Authority).

All lighting is installed, commissioned and operational appropriate to the Site's phasing drawings.

Ref	Requirement
Common Area open spaces (e.g. play areas) together with buildings or structures not adopted by a relevant Authority (per area identified)	Where appropriate a Building Control Completion Certificate is provided.
	Where appropriate the evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided.
	All hard landscape external works appropriate to the Common Area phasing drawings, including roads, car parks, pavements and boundary walls / fences are complete and available for use.
	All external soft landscaping / planting appropriate to the Common Area drawings is complete (appropriate to the season), save where the deferral of this work due to seasonal planting requirements has been agreed in advance with the Authority in accordance with Schedule 1 (Output Specification) Section 8.5 (Grounds and Estates Maintenance)
	All below ground drainage appropriate to the Common Area and connection to the Site's phasing strategy is complete and operational.
	All above ground drainage appropriate to the Site's phasing drawings is complete and operational.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.
	The FM Contractor (and the Authorities representative where appropriate) have been supplied with keys, appropriate access codes and swipe cards for access to and within the Sites, appropriate to the Site's phasing drawings, including a supporting schedule.
The Contractor has offered all relevant training to the Authority and the FM Contractor. Timescales for such training shall be reasonable and appropriate notice given.	

Ref	Requirement
	<p>Where the Authority and FM Contractor have made themselves available, such training shall be completed.</p> <p>Access and egress routes to the Common area Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.</p> <p>The Contractor has provided safe means of access to the areas of the Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site where appropriate depending on the works phasing.</p>
<p>Corridors (including all landings and stairs to blocks) per floor affected</p>	<p>Building Control Completion Certificate is provided.</p> <p>Evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided</p> <p>Where appropriate structural frame and building fabric works are complete, appropriate to the site's phasing drawings.</p> <p>All the environmental design parameters (as set out in Schedule 1 Section 7.4) and mechanical and electrical services internal to the Property (or Dwelling as appropriate) are complete, commissioned and operational to the defined performance levels, appropriate to the Site's phasing drawings.</p> <p>The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p> <p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.</p> <p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p>

Ref	Requirement
	The areas are defined and appropriate to the Site's phasing drawings.
	All works to windows, internal doors and sockets should be completed in accordance with Schedule 2 'Contractors Proposals'
	All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.
	Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Output Specification and the Contractor's Proposals.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.
	The FM Contractor (and the Authorities representative where appropriate) have been supplied with keys, appropriate access codes and swipe cards for access to and within the Sites, appropriate to the Site's phasing drawings, including a supporting schedule.
	The Contractor has offered all relevant training to the Authority and the FM Contractor. Timescales for such training shall be reasonable and appropriate notice given.
	Where the Authority and FM Contractor have made themselves available, such training shall be completed.
	Access and egress routes to the Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.
	The Contractor has provided safe means of access to the areas of the Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the

Ref	Requirement
	Contractor's Proposals.
	The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site where appropriate depending on the works phasing.
Car parking and open space which directly serve or supply a Property	Where appropriate a Building Control Completion Certificate is provided.
	Where appropriate the evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided.
	All hard landscape external works appropriate to the site's phasing drawings, including roads, car parks, pavements and boundary walls / fences are complete and available for use.
	All external soft landscaping / planting appropriate to the Site's phasing drawings is complete (appropriate to the season) and the Soft landscaping Acceptance Certificate has been issued, save where the deferral of this work due to seasonal planting
	All below ground drainage appropriate to the Site's phasing drawings is complete and operational
	The areas are defined and appropriate to the Site's phasing drawings.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	BREEAM shall be available appropriate to the Site's phasing drawings demonstrating achievement of the relevant rating for that type of Site.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.

Ref	Requirement
	<p>Access and egress routes to the Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.</p> <p>The Contractor has provided safe means of access to the areas of the Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.</p> <p>The Contractor has provided safe and serviceable temporary car and cycle parking for the exclusive use of the Site to the numbers / extent required by the Planning Authority for the operation of the Site.</p> <p>The Contractor has provided detailed "from and to" access drawing(s) to the Site detailing as a minimum the temporary arrangements described above.</p> <p>The arrangements described in this drawing(s) may not materially differ from that contained in the Contractor's Proposals phasing diagrams without prior consent of the Authority (which will not be unreasonably withheld).</p>
<p>Waste management refuse and recycling facilities (Internal and external)</p>	<p>Where appropriate a Building Control Completion Certificate is provided.</p> <p>Where appropriate the evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided.</p> <p>Where appropriate any structural frame and building fabric works are complete, appropriate to the Site's phasing drawings.</p> <p>All hard-landscaped external works appropriate to the Site's phasing drawings, including roads, car parks, pavements and boundary walls / fences are complete and available for use.</p> <p>All below ground drainage appropriate to the Site's phasing drawings is complete and operational.</p> <p>All the environmental design parameters (as set out in Schedule 1 Section 7.4) and mechanical and electrical services internal to the Property (or Dwelling as appropriate) are complete, commissioned and operational to the defined</p>

Ref	Requirement
	performance levels, appropriate to the Site's phasing drawings.
	The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.
	The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.
	The areas are defined and appropriate to the Site's phasing drawings.
	All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.
	Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Output Specification and the Contractor's Proposals.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.
	The Works and the relevant overall facilities have been cleaned to allow occupation. For Dwellings, this standard of clean shall as a minimum meet the Void Standard, and Properties shall as a minimum meet the operational cleaning standards identified in section 8 of the Output Specification (Schedule 1).
	The FM Contractor has been supplied with keys, appropriate access codes and swipe cards for access to and within the Property and Sites, appropriate to the Site's phasing drawings, including a supporting schedule.
	Tenant Information Packs have been completed and distributed to Tenants

Ref	Requirement
	<p>The Contractor has offered all relevant training to the Authority and the FM Contractor. Timescales for such training shall be reasonable and appropriate notice given.</p> <p>Where the Authority and FM Contractor have made themselves available, such training shall be completed.</p> <p>Access and egress routes to the Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.</p> <p>The Contractor has provided safe means of access to the areas of the Property and Sites in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.</p> <p>The Contractor has provided detailed "from and to" access drawing(s) to the Property and Site detailing as a minimum the temporary arrangements described above.</p> <p>The arrangements described in this drawing(s) may not materially differ from that contained in the Contractor's Proposals phasing diagrams without prior consent of the Authority (which will not be unreasonably withheld).</p>
<p>Call entry system, including main entrance</p>	<p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p> <p>Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.</p> <p>The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.</p> <p>The Dwelling, Property and the relevant overall Common Parts have been cleaned to allow occupation. For Dwellings, this standard of clean shall as a minimum meet the Void Standard, and Properties shall as a minimum meet the</p>

Ref	Requirement
	<p>operational cleaning standards identified in section 8 of the Output Specification (Schedule 1).</p> <p>The Contractor has provided safe means of access to the areas of the Property and Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.</p> <p>The Contractor has provided detailed "from and to" access drawing(s) to the Site detailing as a minimum the temporary arrangements described above.</p> <p>The arrangements described in this drawing(s) may not materially differ from that contained in the Contractor's Proposals phasing diagrams without prior consent of the Authority (which will not be unreasonably withheld).</p>
<p>Electrical safety systems (eg fire alarms, smoke detection systems, external and security lighting)</p>	<p>The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p> <p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.</p> <p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p>
<p>Pedestrian and Vehicular Access Gates</p>	<p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p> <p>Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.</p> <p>The area handed over to the Authority is free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning other than those agreed with the</p>

Ref	Requirement
	<p>Authority to remain for spares or as required to carry out snagging matters.</p> <p>The Dwelling, Property and the relevant overall Common Parts have been cleaned to allow occupation. For Dwellings, this standard of clean shall as a minimum meet the Void Standard, and Properties shall as a minimum meet the operational cleaning standards identified in section 8.8 of the Output Specification (Schedule 1).</p> <p>The Contractor has provided safe means of access to the areas of the Property and Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.</p>
Communication systems	<p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p>
Communal External Door, Fire and Emergency Exits	<p>The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings</p> <p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.</p> <p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p> <p>The areas are defined and appropriate to the Site's phasing drawings.</p> <p>All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.</p> <p>Signage, including room numbering as appropriate, has been provided and installed.</p> <p>Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Authority's Requirements and the Contractor's Proposals.</p> <p>Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety</p>

Ref	Requirement
	<p>Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.</p> <p>The area handed over to the Authority is free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning other than those agreed with the Authority to remain for spares or as required to carry out snagging matters.</p> <p>The Dwelling, Property and the relevant overall Common Parts have been cleaned to allow occupation. For Dwellings, this standard of clean shall as a minimum meet the Void Standard, and Properties shall as a minimum meet the operational cleaning standards identified in section 8.8 of the Output Specification (Schedule 1).</p> <p>The Contractor has provided safe means of access to the areas of the Property and Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.</p>
<p>External Works (Overcladding, boundary treatments as applicable)</p>	<p>Where appropriate a Building Control Completion Certificate is provided.</p> <p>Where appropriate the evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided.</p> <p>Structural frame and building fabric are complete, appropriate to the Site's phasing drawings</p> <p>All below ground drainage appropriate to the Site's phasing drawings is complete and operational.</p> <p>The areas are defined and appropriate to the Site's phasing drawings.</p> <p>All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings</p> <p>Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Authority's Requirements and the Contractor's Proposals.</p>

Ref	Requirement
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	BREEAM and CSH certification shall be available appropriate to the Site's phasing drawings demonstrating achievement of the relevant rating for that type of Site.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The area handed over to the Authority is free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning other than those agreed with the Authority to remain for spares or as required to carry out snagging matters.
	The Dwelling, Property and the relevant overall Common Parts have been cleaned to allow occupation. For Dwellings, this standard of clean shall as a minimum meet the Void Standard, and Properties shall as a minimum meet the operational cleaning standards identified in section 8 of the Output Specification (Schedule 1).
	Access and egress routes to the Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.
	The Contractor has provided safe means of access to the areas of the Property and Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.
	The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.
	The Contractor has provided detailed "from and to" access drawing(s) to the Site detailing as a minimum the temporary arrangements described above.
	The arrangements described in this drawing(s) may not materially differ from that contained in the Contractor's Proposals phasing diagrams without prior consent of the Authority (which will not be unreasonably withheld).

Ref	Requirement
Retail Units	Where appropriate a Building Control Completion Certificate is provided.
	Where appropriate the evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided.
	Structural frame and building fabric are complete, appropriate to the Site's phasing drawings.
	All the environmental design parameters (as set out in Schedule 1 Section 7.4) and mechanical and electrical services internal to the Property (or Dwelling as appropriate) are complete, commissioned and operational to the defined performance levels, appropriate to the Site's phasing drawings.
	The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.
	The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.
	The areas are defined and appropriate to the Site's phasing drawings.
	All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.
	Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Authority's Requirements and the Contractor's Proposals.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	The Contractor has completed its obligations in relation to the Decant Protocol (Appendix 1C to the Project Agreement), appropriate to the Site's phasing drawings.
Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing	

Ref	Requirement
Owner Occupied Dwellings where works are proposed	drawings, have been supplied to the Independent Certifier.
	The area handed over to the Authority is free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning other than those agreed with the Authority to remain for spares or as required to carry out snagging matters.
	The Site and the relevant overall Common Parts have been cleaned to allow occupation.
	The FM Contractor has been supplied with keys, appropriate access codes and swipe cards for access to and within the Sites, appropriate to the Site's phasing drawings, including a supporting schedule.
	The Contractor has offered all relevant training to the Authority and the FM Contractor. Timescales for such training shall be reasonable and appropriate notice given.
	Where the Authority and FM Contractor have made themselves available, such training shall be completed.
	Access and egress routes to the Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.
	The Contractor has provided safe means of access to the areas of the Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.
	The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.
	The Contractor has provided detailed "from and to" access drawing(s) to the Site detailing as a minimum the temporary arrangements described above.
	The arrangements described in this drawing(s) may not materially differ from that contained in the Contractor's Proposals phasing diagrams without prior consent of the Authority (which will not be unreasonably withheld).
	Where appropriate a Building Control Completion Certificate is provided.
	Where appropriate the evidence of discharge of all planning conditions relevant to the Contractor's obligations is

Ref	Requirement
	provided.
	Structural frame and building fabric are complete, appropriate to the site's phasing drawings.
	All the environmental design parameters (as set out in Schedule 1 Output Specification Section 7.4 and mechanical and electrical services internal to the Property (or Dwelling as appropriate) are complete, commissioned and operational to the defined performance levels, appropriate to the Site's phasing drawings.
	The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.
	The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.
	All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.
	The areas are defined and appropriate to the Site's phasing drawings.
	All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.
	Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Authority's Requirements and the Contractor's Proposals.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The area handed over to the Authority is free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning other than those agreed with the

Ref	Requirement
	<p>Authority to remain for spares or as required to carry out snagging matters.</p> <p>Access and egress routes to the Property and Site are complete, safe and available for use appropriate to the Site's phasing drawings.</p> <p>The Contractor has provided safe means of access to the areas of the Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site.</p> <p>The Contractor has provided detailed "from and to" access drawing(s) to the Site detailing as a minimum the temporary arrangements described above.</p> <p>The arrangements described in this drawing(s) may not materially differ from that contained in the Contractor's Proposals phasing diagrams without prior consent of the Authority (which will not be unreasonably withheld).</p>
<p>Common Parts - community rooms, laundry rooms communal kitchens, communal bathrooms and conservatory areas</p>	<p>Where appropriate a Building Control Completion Certificate is provided.</p> <p>Where appropriate evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided</p> <p>Where appropriate structural frame and building fabric works are complete, appropriate to the site's phasing drawings.</p> <p>All the environmental design parameters (as set out in Schedule 1 Section 7.4) and mechanical and electrical services internal to the Property (or Dwelling as appropriate) are complete, commissioned and operational to the defined performance levels, appropriate to the Site's phasing drawings.</p> <p>The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p> <p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as</p>

Ref	Requirement
	per the Site's phasing drawings is commissioned and operational.
	All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.
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	The areas are defined and appropriate to the Site's phasing drawings.
	All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.
	Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Output Specification and the Contractor's Proposals.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.
	The FM Contractor (and the Authorities representative where appropriate) have been supplied with keys, appropriate access codes and swipe cards for access to and within the Property and Sites, appropriate to the Site's phasing drawings, including a supporting schedule.
	The Contractor has offered all relevant training to the Authority and the FM Contractor. Timescales for such training shall be reasonable and appropriate notice given.
	Where the Authority and FM Contractor have made themselves available, such training shall be completed.
	Access and egress routes to the community room(s) are complete, safe and available for use appropriate to the Site's

Ref	Requirement
	<p>phasing drawings.</p> <p>The Contractor has provided safe means of access to the areas of the Property and Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.</p> <p>The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site where appropriate depending on the works phasing.</p>
Intruder Alarm	<p>The systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p>
	<p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.</p>
External Lighting	<p>The systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p>
	<p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.</p>
Lightning Protection	<p>The systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p>
Electrical security systems	<p>The fire detection, alarm and suppression systems appropriate to the Property (or Dwelling as appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.</p> <p>The mains power including all associated back up systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.</p> <p>All IT and communication systems appropriate to the Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.</p>
CCTV	<p>The CCTV systems and main control centre appropriate to the Common Area and/or Property (or Dwelling as</p>

Ref	Requirement
Lifts	appropriate) are complete, commissioned and operational, appropriate to the Site's phasing drawings.
	The mains power including all associated back up systems appropriate to the Common Area and/or Property (or Dwelling as appropriate) as per the Site's phasing drawings is commissioned and operational.
	All IT and communication systems appropriate to the Common Area and/or Property (or Dwelling as appropriate) as per the Site's phasing drawings are complete, commissioned and operational.
	The areas/properties are defined and appropriate to the Site's phasing drawings.
	The access and maintenance areas are defined and appropriate to the Site's phasing drawings.
	Where appropriate a Building Control Completion Certificate is provided.
	Where appropriate evidence of discharge of all planning conditions relevant to the Contractor's obligations is provided
	Where appropriate structural frame and building fabric works are complete, appropriate to the site's phasing drawings.
	The fire detection, alarm and suppression systems appropriate to the Works are complete, commissioned and operational, appropriate to the Site's phasing drawings.
	The mains power including all associated back up systems appropriate to the Works as per the Site's phasing drawings is commissioned and operational.
	All IT and communication systems appropriate to the Works as per the Site's phasing drawings are complete, commissioned and operational.
All lifts are installed, commissioned, operational and available for use by the Authority, appropriate to the Site's phasing drawings.	
The areas are defined and appropriate to the Site's phasing drawings.	

Ref	Requirement
	All finishes, walls and floor coverings and ceilings have been completed, appropriate to the Site's phasing drawings.
	Acoustic testing, appropriate to the Site's phasing drawings, has been completed to prove compliance with the Output Specification and the Contractor's Proposals.
	Appropriate to the Site's phasing drawings, all fittings, furniture and equipment are complete, installed and commissioned (as appropriate to the Contractor's Proposals) and as per the final agreed Area Data Sheets.
	Draft copies of the As-Built Specification Documents and Operation and Maintenance Manuals and Health and Safety Files for the Scheme, appropriate to the Site's phasing drawings (containing, as a minimum, all the testing and commissioning information so far as it is reasonably practicable to provide at such a stage) have been completed and issued by the Contractor.
	Copies of all available consents relevant to the design and construction, and appropriate to the Site's phasing drawings, have been supplied to the Independent Certifier.
	The completed works are free of all the Contractor's temporary or unused materials, plant and equipment used in connection with the Works and / or pre completion commissioning.
	The FM Contractor (and the Authorities representative where appropriate) have been supplied with keys, appropriate access codes and swipe cards for access to and within the Sites, appropriate to the Site's phasing drawings, including a supporting schedule.
	The Contractor has offered all relevant training to the Authority and the FM Contractor. Timescales for such training shall be reasonable and appropriate notice given.
	Where the Authority and FM Contractor have made themselves available, such training shall be completed.
	Access and egress routes to the Lifts are complete, safe and available for use appropriate to the Site's phasing drawings.
	The Contractor has provided safe means of access to the areas of the Site in use by the Authority and Tenants, this access being separate to that used by the Contractor, all as detailed on the phasing drawings contained within the Contractor's Proposals.

Ref	Requirement
	The Contractor has taken all reasonable measures to complete and secure the remaining site boundary to prevent unauthorised access to the remaining construction site where appropriate depending on the works phasing.

5. Calculating Upper Quartile Standard Service Levels and Minimum Tolerable Levels

This section describes the methodology for establishing a KPI Benchmarking Club to enable the calculation of the Upper Quartile Performance Targets and Minimum Tolerable Level Targets within the Service Performance Standards Table. The Service Performance Standards relate to the standard of services the Contractor will be expected to deliver and are the means by which sub standard service points are awarded through the Payment Mechanism.

Key Performance Indicators

The upper quartile target for each of the following Key Performance Indicators is used to calculate the Standard Service Level, which represents the required level of performance at, or above which, there will be no deductions applied through the Payment Mechanisms. The process applies to 10 of the 47 Key Performance Indicators:

TENANT SATISFACTION

KPI 8 Tenant satisfaction with overall service

KPI 10 Tenant satisfaction that their views are taken into account

KPI 11 Tenant satisfaction with repairs & maintenance services

KPI 12 Customer satisfaction with the way their complaint was handled

VOIDS & LETTINGS

KPI 15 Re-let of managed social housing dwellings

HOUSING MANAGEMENT

KPI 17 Resident satisfaction with outcome of their ASB complaint

REPAIRS AND MAINTENANCE

KPI 20 Urgent repairs

KPI 21 Non-urgent and Routine responsive repairs

KPI 22 Repairs on the first visit

RENT COLLECTION

KPI 49 Rent collected as a percentage of rent owed (excluding arrears b/f)

The Benchmarking Club

The Upper Quartile Performance Targets are calculated by gathering performance data from organisations built up from an appropriate Benchmarking Club. For clarity, validity of the data used and ease of monitoring, the contractor will use data published through the HouseMark to develop the Benchmarking Club, in addition to the National Register of Social Housing (NROSH) data, or equivalent. NROSH is a system for collecting social housing data on individual properties directly from local authorities (LAs) and housing associations (HAs). HouseMark is jointly owned by the Chartered Institute of Housing (CIH) and the National Housing Federation (NHF), and is dedicated to improving housing standards and is widely recognised and used across housing organisations.. The source data held by HouseMark and NROSH are deemed to be timely with its uploading of information, reliable and robustly validated.

The members of the Benchmarking club should be developed and agreed annually following the uploading of 2nd quartile data to HouseMark in September. The Benchmarking Club should contain an agreed number of organisations as guided by the criteria below. The sample data should include the most recent comprehensive data available for the club members.

Use of alternative Benchmarking clubs may be considered in certain instances, for example where an appropriate sample group is not available through HouseMark and information is held by other appropriate organisations. Any deviation from HouseMark and NROSH should be kept to a minimum, should include only published data and only be carried out with prior agreement from the Local Authority.

The Contractor will be responsible for proposing the members of the Benchmarking club annually for agreement by the Local Authority. The Benchmarking Club will be composed from a pool of both general needs Arms Length Management Organisations (ALMOs) and Registered Social Landlords (RSLs). Organisations included in the Benchmarking club should, where possible be comparable to the Contractor and share similar characteristics to the stock in the PFI area, and/or Salford. The Benchmarking Club will exclude organisations that predominantly work in rural locations.

Selecting members of the Benchmark Club may be achieved by using HouseMark's Benchmarking facility using the CORE BENCHMARKING facility and selecting the following criteria::

- Open sharers
- Organisational type (ALMOs, HA (LSVT), HA (TRAD), METS)
- Stock size (Min 1000)
- Region (NW)
- Status DEFRA code
 - Urban
 - Major urban
 - Other urban
 - Mets/Unitaries
 - Districts

- Benchmarking
- [-] Benchmark
 - Setup Benchmark
 - Saved Benchmarks
 - Self Assessment
- [+] Core Benchmark Reports

2. Select your criteria for comparison

Year
From To

Club
 Open Sharers
 ALMO Met Club ALMO National Club

Location
 All of England
 East Midlands North East Scotland Wales
 Eastern North West South East West Midlands
 London Northern Ireland South West Yorkshire and Humberside

Organisation Type
 Housing Association (LSVT) Mets/Unitaries ALMOs
 Housing Association (Traditional) London Boroughs Other
 Districts

Stock Size
Min Max

Group Filtering
 Compare at Organisation level Compare at Group level

Area Cost Adjustment
 Include ACA Exclude ACA

Country Output

I am Benchmarking with the following 56 organisations

- Barrow-in-Furness BC
- Blackpool Coastal Housing
- Calico Homes
- City South Manchester Housing Trust
- City West Housing Trust
- Cobalt Housing
- Community Gateway Association
- Cosmopolitan Housing Association
- Derwent and Solway Housing Association
- Eastlands Homes
- Eden Housing Association
- Equity Housing Group
- Frontis Homes
- Great Places Housing Group
- Green Vale Homes
- Guinness Northern Counties
- Halton Housing Trust
- Headrow Housing Group
- Helena Partnerships
- Housing Pendle
- Irwell Valley Housing Association
- Johnnie Johnson Housing Trust
- Knowsley Housing Trust
- Liverpool Housing Trust
- Liverpool Mutual Homes
- Manchester and District Housing Association
- Mossbank Homes
- Mossclare Housing
- Muir Group Housing Association
- New Charter Homes
- New Fylde Housing
- New Progress Housing Association
- Northwards Housing
- One Vision Housing
- Parkway Green Housing Trust

Ctrl to select multiple

For the purposes of the benchmarking process, the most recently available data should always be used. However where there is more than one set of source data for the same published time period and where there is a difference between the figures in the published data, data from HouseMark will take precedence.

Access to HouseMark

Both the Local Authority and the Contractor are required to be members of HouseMark and any other relevant benchmarking organisations as agreed. The level of membership must be adequate to calculate the upper quartile performance targets, and allow either party to interrogate the calculations, ensuring that the data used is relevant, robust and representative.

Annual Residents Survey and Annual Service Plan

The Contractor will provide detail of the proposed Benchmarking club, Standard Service Levels and Minimum Tolerable Levels to the Council for approval by 1st October each year. This will allow the calculation of Standard Service Levels and Minimum Tolerable Levels for the twelve months from 1st April of the following year, to be included in the Annual Service Plan.

The Council will review the Contractor's proposals and where there is any disagreement the Authority will provide reasons in writing to the Contractor and set up a meeting to reach agreement on the membership of the Benchmarking club, Standard Service Levels and Minimum Tolerable Levels.

If agreement is not reached by 31st December each year then this will trigger the Dispute Resolution Process.

Previous years Standard Service Levels and Minimum Tolerable Levels will apply until the outcome of the Dispute Resolution Process is known.

Calculating Upper Quartile and Median Performance Targets

Performance data from the Benchmarking Group shall be used to calculate the upper quartile performance target. The methodology for calculating the upper quartile performance target is outlined below:

- The **median** of a data set can be found by arranging all the observations from lowest value to highest value and picking the middle one. If there is an even number of observations, then there is no single middle value; the median is then defined to be the mean of the two middle values.
- The **upper quartile value** 'cuts off' the top 25% of the data. An organisation's performance in the top 25% of organisations in the dataset will be in the upper quartile.

The following table shows example satisfaction scores for eight organisations and how the median value and quartile information is reached¹.

Organisation	Data Values	Quartiles
A	99	Upper quartile top 25%
B	97	
C	95	2nd quartile
D	87	
E	83	3rd quartile
F	79	
G	77	Lower quartile

← Upper quartile value = 96

← Median value = 85

← Lower quartile value = 78

¹ The above formula is currently used by HouseMark and is also available on Microsoft Office Excel.

H	75	bottom 25%	
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HouseMark ASB benchmarking service: analysis of results
2009/10

Standard Service Levels and Minimum Tolerable Levels

The initial Standard Service Level and Minimum Tolerable Levels are to be agreed prior to Contract Start. The Standard Service Level for each Key Performance Indicator is the higher of the following:

- (i) Upper quartile performance target or;
- (ii) Salix Homes' performance in the Project area at Contract start.

The Minimum Tolerable Level is the Median of the data set.

The subsequent Standard Service Levels and Minimum Tolerable Levels are to be agreed by the 1st April each year and are to be included in the Annual Service Plan. The Standard Service Level for each Key Performance Indicator in each subsequent year is the higher of the following:

- (i) Upper quartile performance target or;
- (ii) Salix Homes' performance².

NB. The MTL for KPI 49 will set at 2.0% below the SSL target.

² The performance relates to the organisation responsible for managing Council owned stock in Salford, currently Salix Homes. This criteria only applies to the organisation responsible for managing the Council stock, e.g. if Salix Homes become part of a larger organisation responsible for other stock then this criteria no longer applies.