

Paragon Asra



PA Housing

Estate Services – Specification

Agreement For: Estate Services

Agreement Reference:

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General Specification

1 Context

1.1 Overview

PA Housing (and its associated subsidiaries) is inviting tenders to undertake the provision of Estate Services to a number of its properties and sites.

The term Estate Services covers the provision of the following services:-

Cleaning

- The cleaning of the internal communal areas of housing blocks and making sure they are free of litter
- Ensuring that the external communal areas are kept clean, litter & detritus free
- The collection of leaves and litter at all times
- The collection of bulk refuse & fly tipping
- Specialist cleaning to some other individual schemes including those housing elderly residents and those in need of extra support
- Some ancillary cleaning and other associated duties
- Other site based tasks which may be carried out on a regular basis to certain properties (changing light bulbs etc).

Grounds Maintenance

- Cutting and maintenance of grassed areas
- The collection of litter and leaves from all communal areas
- Weed control (hard and soft landscaped areas)
- Shrub, ivy, hedge and rose maintenance
- Management of trees on a day to day basis

There are some other associated duties included within this specification that do not come into any of the above categories but will still form part of this contract. These tasks are outlined in this specification.

This contract, and this specification, relate mainly to the internal elements of the blocks managed by PA Housing and the communal areas around the estates, including bin stores, garage and parking areas, drying and recreational areas.

The successful contractors for these contracts will be expected to ensure that an excellent overall service is provided and that the residents of PA Housing receive a seamless, high quality cleaning service and grounds maintenance service.

PA Housing are adopting the principles of the HouseMark Photo Book for the delivery and management of this contract. PA Housing will be introducing a robust and flexible monitoring regime that includes Authorised Officers and Resident Representatives. This regime will use the HouseMark Photo Book (copy attached with tender documents) as its basis and regular Estate Services inspections will produce a quality rating/score. PA Housing will be looking to The Contractor to make a major contribution to ensuring that any

monitoring regime works for the benefit of all parties, residents, PA Housing and The Contractor.

The HouseMark Photo Book sets out four standards:

- A - Very good
- B - Satisfactory
- C - Poor
- D - Totally unacceptable and a service failure

PA Housing will expect an “A” standard for all elements (cleaning, litter control and grounds maintenance) included in the HouseMark Photo Book, after work is done to an element.

As a minimum standard PA Housing will expect all services outlined in the specification and listed in the HouseMark Photo Book, to be delivered to a “B” standard AT ALL TIMES.

If any inspection or monitoring process or report received highlights a C or D performance in any element of the inspection the default mechanism outlined in the Conditions of Contract document will be implemented.

1.2 Specification

This document is the Specification. It introduces the service required and describes in detail the standard that The Contractor must attain and the tasks that The Contractor will perform. It also contains some overarching requirements that PA Housing has in respect to how the contract shall be provided and managed and what the expectations are from the successful tenderer.

2 Contract Objectives

2.1. To provide excellent, value for money, estate services.

2.2. To work with staff from PA Housing and residents to undertake seamless service delivery of a high standard covering cleaning, and grounds maintenance services.

2.3. To support PA Housing, customers in the achievement of new initiatives, implementation of new policies and other new work arrangements.

2.4. To support PA Housing in meeting and delivering its environmental and ecological enhancement targets and aims, and to help promote biodiversity in the local area.

CLEANING SPECIFICATION

3 Cleaning

The tasks to be priced are set out in detail below and should be viewed in conjunction with the descriptions in the PSPD (Property Schedule and Pricing Document).

For the most part the specification is not prescriptive about the volume of work that will be delivered. There are however requirements for some activities (often inspection visits, sometimes specific other tasks) to be delivered weekly, monthly, quarterly and annually.

It should be noted that it may be necessary for The Contractor to be called out by PA Housing during normal working hours in order to undertake duties necessary to maintain properties to a "B" standard. This may be due to an event in a block or scheme which has left unacceptable amounts of rubbish or litter or fluid spillage, the clearance of which cannot be delayed until the next scheduled cleaning visit.

PA Housing have identified separately those tasks that cover the inside of blocks and those which relate to outside of the blocks and around estates. The additional cleaning tasks that are required at independent living schemes are also clearly identified.

There are also some areas and blocks where no other cleaning services are required but where The Contractor will be required to keep the external areas free of litter, detritus and rubbish. These areas are identified on the PSPD.

There are some tasks which cross more than one section (i.e. both internal and external elements) and these will appear, for emphasis, in all of the relevant sections of the specification.

During the tender process PA Housing will make arrangements to give tenderers access to all of the properties/schemes etc. listed on the PSPD.

Tenderers are recommended to visit all properties on the PSPD in order to ensure accurate prices are tendered.

Once the contract has been let, during the mobilisation period PA Housing will make arrangements for every block, scheme and estate area to be walked with a Contracts Officer and a representative of The Contractor so as to ensure any individual nuances and problem areas are identified so that an effective cleaning regime can be agreed.

It shall be noted that PA Housing will not entertain any applications for extra payments from The Contractor which result from a lack of knowledge of the properties that could have been avoided by a pre-tender visit.

This specification is placing the responsibility on The Contractor to achieve the 'A' standard after every piece of work is undertaken and to maintain a "B" standard at all times. The Contractor will visit each site to the appropriate frequency, in order to maintain the "B" standard at all times (and the A standard once work is undertaken).

PA Housing is expecting The Contractor to understand and co-operate fully with this flexible working arrangement and is anticipating that economies will be delivered as a result when compared to a frequency based specification which requires work to be carried out irrespective of whether it is needed or not.

Maximum efficiency will be achieved by arriving at a schedule of visits, the frequency of which maintains each asset at 'A' after a visit and no lower than 'B' before the next visit. Given that this is an output based specification we have not, in general, included prescriptive periods, these will be for The Contractor to decide.

3.1 INTERNAL CLEANING TASKS

It is anticipated by PA Housing that in order to maintain all properties, schemes, blocks and estates listed in the PSPD to a "B" standard at all times that as a minimum the following tasks need to be carried out on each visit.

It is the responsibility of The Contractor to ensure that sufficient resources are allocated and sufficient visits made to every property in order to maintain a "B" standard, as reflected in the HouseMark Photo Book, at all times.

3.1.1 Cleaning of Entrance Halls, Landings, Corridors, Lobbies & Staircases, walkways and balconies

3.1.1.1 The Contractor shall organise his workforce and equipment to provide a cleaning service for entrance halls, landings, corridors, lobbies and staircases. If there is no electricity available The Contractor must provide alternatives such as a generator or battery operated equipment.

3.1.1.2 The internal elements of all blocks included in the Property Schedules shall be left clean, tidy, dust and cob-web free and left smelling pleasant and fresh. External areas shall be maintained clear of litter and rubbish. The Contractor shall ensure that a supply of fresh water is available to staff at all times and that the water used in cleaning is refreshed regularly.

3.1.1.3 When work is required all floors are to be properly swept or vacuumed. Stair nosings are to be wiped clean. Non-carpeted floors are to be swept, scrubbed free from scuffmarks & staining and mopped clean. The Contractor is to ensure that all surfaces are left dry and nonslip after every visit. All removable communal mats are to be lifted, cleaned outside and replaced after the floor or mat-well has been cleaned (as above).

No residents mats are to be moved during the cleaning operation.

3.1.1.4 Walls are to be clean and free from dirt and scuff marks on every visit and both walls and ceilings are to be free of cobwebs.

If the fabric of any walls or floors is in need of attention and is preventing The Contractor from doing an adequate cleaning job, then The Contractor is to inform the Authorised Officer immediately.

3.1.1.5 It is acknowledged by PA Housing that some walls, floors and staircase treads and risers will not meet the "B" standard at the beginning of the contract. If it is apparent during the mobilisation period walkabout that any walls, floors and staircases are in this condition, an action plan will be discussed to bring them up to an appropriate standard and no penalties will be imposed until this is achieved.

- 3.1.1.6 When work is required all handrails (metal or wood), banisters, internal and external communal door handles and knobs, finger and kick-plates, letter boxes, light switches, window sills, ledges and light fittings are to be cleaned and disinfected. All other wood, glass and metal work including balustrades, skirtings, communal doors, door furniture, frames and any glazing forming part of each door and adjacent glazed partitions are to be washed. Following washing, The Contractor shall wipe all areas dry with a lint free absorbent cloth.
- 3.1.1.7 If any block has polished or vinyl floors these floors (where appropriate) are to be swept and mopped whenever required to maintain the standard and polished and buffed at a minimum quarterly.
- 3.1.1.8 PA Housing has some blocks where the entrances and corridors are carpeted and these may be identified on the PSPD. Where this is the case The Contractor will be required to vacuum these carpets whenever required to maintain the standard.
- 3.1.1.9 PA Housing also has some interconnecting walkways and balconies that shall be swept and mopped whenever required to maintain the standard. These properties may be identified on the PSPD. The Contractor shall make sure that all gullies, drains and downpipes are clear of litter and detritus at all times.
- 3.1.1.10 The cleaning of internal elements of blocks shall also include the washing and wiping of any communal facades, door entry systems and surrounding back plates, flat numbering boards and any other internal notice boards or signage and fire panels.
- 3.1.1.11 Any extractor fans that are located in communal areas shall be left free from dust and dirt on every visit. The expectation is that they will be vacuumed out.
- 3.1.1.12 Human waste such as urine and excrement should be removed immediately and the area cleaned.

3.1.2 Cleaning of internal glass and communal windows

- 3.1.2.1 All accessible internal and communal glass partitions and glass panels are to be maintained in a clean condition and when washed and wiped clean they must be left free of streaks and smears.
- 3.1.2.2 All internal and external ***communal*** windows, on all levels, are to be cleaned as frequently as is required to maintain the specification at all times ***Prospective Tenderers should ensure that they know exactly how many windows are to be cleaned at each property before submitting their tender.***
- 3.1.2.3 Any instances of bird fouling, paint spillage or other smearing shall constitute a C Standard and therefore require removal as per the standard.
- 3.1.2.4 Correct and appropriate glass and window cleaning tools and materials shall be used at all times and never left unattended.
- 3.1.2.5 Clean water must be used at all times when windows and glass panels are being cleaned.
- 3.1.2.6 Health and safety issues must be considered for each block and the communal window being cleaned. The appropriate poles and if necessary, scaffolding, abseiling or other equipment, shall be used at all times. It is the responsibility of The Contractor to ensure that this happens.
- 3.1.2.7 Residents will be able to avail themselves of the services of The Contractor if they want their own windows cleaned, in a private arrangement.

3.1.3 Cleaning of Lifts

- 3.1.3.1 If the block contains a lift or lifts (see PSPD) the lifts shall be left clean, tidy, smelling pleasantly and fit for use by customers on every visit as per the standard.

3.1.4 Cleaning of Cupboards - Intake Cupboards, Dry Risers, Meter Cupboards etc.

- 3.1.4.1 All cupboards within blocks that are either not secured with a lock, or to which access can be obtained, shall be maintained, clean and free of litter.

3.1.5 Communal Lighting

- 3.1.5.1 All interior and exterior communal lights will be checked for effective operation on every visit.
- 3.1.5.2 All light fittings and covers are to be removed and cleaned at a frequency that will ensure the standard is maintained at all times.
- 3.1.5.3 The Contractor will be responsible for ensuring light fittings do not retain on the outside or contain on their inside dust, dirt or cobwebs and will renew all failed bulbs, tubes and starters and reset time controls where necessary within 24 hours. The Contractor will report missing or damaged covers and internal workings to the Authorised officer.
- 3.1.5.4 If a bulb is replaced frequently and the light remains not working The Contractor shall report the fault to the Contracts Officer so that a repair can be instigated.
- 3.1.5.5 Where a lighting unit is not working due to a fault or failure of a consumable spare part The Contractor will be responsible for replacing the defective part.
- 3.1.5.6 The replacement of covers for lights will not form part of this contract but The Contractor's staff should inform the Contracts Officer immediately of any broken covers so that replacement can be arranged.
- 3.1.5.7 The Contractor will invoice PA Housing monthly for bulbs, tubes and starters that have been replaced during that month and will be reimbursed the cost of those units plus 5%.
- 3.1.5.8 The number of light bulbs that are replaced will be reviewed on a monthly and annual basis and The Contractor is to keep a note of how many of each type of bulb, and their specific location, that are changed. This list is to be submitted with the monthly invoice with receipts for items purchased (for warranty purposes).
- The warranty period for low energy lightbulbs and LEDs the expected life span will be up to four years.
- 3.1.5.9 Defective parts must be notified within one working day of discovery to the Authorised officer.
- 3.1.5.10 The Contractor will change any timed lighting systems when the clocks go forward and go back, within a week of the change occurring.

3.1.6 Litter Removal from internal areas, including fly tipping

- 3.1.6.1 All internal areas shall be free of litter, including any junk mail that may be at any location in the premises, after every visit as per the standard.
- 3.1.6.2 All sweepings and junk mail are to be collected, removed from the site, as part of the same operation as cleaning, and together with the contents of all litter and waste containers treated as Waste Material Arisings.
- 3.1.6.3 Any fly tipping that occurs within, or outside, properties managed by PA Housing and included on the PSPD, shall be removed by The Contractor within 2 working days of the item being reported to the Authorised officer.
- 3.1.6.4 Fly tipping will be defined as any household waste or rubbish that can be picked up by one person and disposed of on-site (i.e. in paladin or rubbish bins). This will include black refuse bags, carrier bags, small items of furniture, small electrical goods (i.e. hi-fi, toasters etc), one or two tyres and anything of a similar size.
- 3.1.6.5 If there is **any** evidence of fly tipping a timed & dated digital photo is to be taken of the offending item/s and the photo is to be submitted to the Contracts Officer within 2 working days. The Contractor's operatives are to investigate if there is any immediate evidence as to who has done the fly tipping. If there is obvious evidence of the perpetrator The Contractor is to notify the Contracts Officer immediately. The Contractor is to co-operate and liaise with the Contracts Officer in any further and more detailed investigations into fly tipping particularly where it is persistent in a particular location.

3.1.7 The Removal of Bulk Refuse From Internal Areas.

- 3.1.7.1 PA Housing is committed to keeping all of the internal areas of blocks and schemes that they manage clean and tidy and free from all bulk debris and rubbish including white goods, mattresses and other household items. The Contractor will be responsible for the reporting of all items of bulk refuse to the Authorised Officer on same day as they are observed and include photographs.
- 3.1.7.2 **For SOME properties within Lot 4 (London North) and Lot 6 (London South) all bulk refuse found in the internal areas of blocks is to be collected and disposed of as part of the main contract and the cost is to be included in the annual fixed fee. These properties are clearly indicated on the PSPD.**
- 3.1.7.3 The Contractor shall provide a monthly report to the Authorised Officer to include details of the dates, bulk items descriptions and approximate weight. This is also required for Lot 4 and Lot 6 where the collection of bulk refuse is included in the annual fixed fee.

For all other Lots a fixed fee will be paid for each issue of Bulk Refuse that is identified in the internal areas of blocks, as per the pricing for this contract. Tenderers will be expected to quote a cost for each removal of bulk refuse. Once it is reported to them the Authorised Officer will make a decision as to whether to

agree to the Contractor removing the item of Bulk Refuse or will make alternative arrangements for its removal.

3.1.7.4 The definition and collection of Fly Tipping is included in section 3.1.6.4. of this Specification, and in the definitions.

3.1.7.5 Anything which cannot be lifted by one person or disposed of onsite, will be considered to be Bulk Refuse. This will include, but is not limited to, white goods (fridges, freezers, cookers), 3 piece suites, larger numbers (>2) of tyres, etc. or anything of a similar size.

3.1.7.6 If the items are not Fly Tipping and are therefore considered to be bulk refuse the Contractor's operative will contact the Authorised Officer immediately and send digital photos of the item(s) with a date and time record.

3.1.7.7 If there is **any** evidence of Fly Tipping or Bulk Refuse the Contractor is to report it to The Authorised Officer and investigate as to who is responsible for it, including obtaining, if possible, names and addresses. The Contractor is to co-operate and liaise with the appropriate Authorised Officer in this action.

3.1.8 Internal bin stores, rubbish chutes and hopper heads

3.1.8.1 All internal and external bin stores and bin chambers are to be maintained to the standard at all times. They shall be left clean, tidy, smelling pleasantly and fit for use by customers at all times and after every visit they shall reflect the "A" standard as indicated in the Photo Book. Any residue rubbish and waste in bin rooms or stores shall be re-bagged so that it can be either placed in the paladin bins or removed by the refuse contractor.

3.1.8.2 If any bin store appear not to have been swept for some time or if there is evidence of litter that appears to have been there some time and could constitute a hazard to health or safety, this will be considered a "C" standard and will attract a **rectification notice**.

3.1.8.3 If a blocked chute is reported to PA Housing during normal office hours, 9am to 5pm Monday to Friday, The Contractor will be expected to provide resources to unblock the chute within the contract price, within 24 hours of the blockage being reported to The Contractor and regardless as to whether The Contractor is scheduled onsite during that day.

3.1.8.4 All refuse chute hopper heads are to de-greased, cleaned and disinfected on each visit.

3.1.8.5 It may be necessary for The Contractor to programme his visits to certain blocks/sites so as to liaise with the refuse contractor in pulling out bins or to rotate bins that need to be changed. If this is the case this will be discussed with The Contractor during the site walkabouts during the mobilisation period.

3.1.9 Graffiti Removal from internal areas

3.1.9.1 The Contractor will be responsible for the removal of all graffiti reported at both internal areas of blocks, regardless of the size (sqmtr.) of the incident.

- 3.1.9.2 There are specific target times for the removal of graffiti on PA Housing estates and blocks as follows:-
- Offensive graffiti (racist, homophobic etc) shall be removed by The Contractor within 24 hours of being reported.
 - Non – Offensive graffiti shall be removed by The Contractor within 72 hours (3 working days) of being reported.
- 3.1.9.3 The Contractor will be required to take before/after, time/dated digital photographs of all graffiti removed as part of the contract management and monitoring process and in support of his monthly payment.
- 3.1.9.4 The Contractor will be required to ensure that when graffiti has been cleared the affected area is painted and restored to its original condition. Where this is not possible The Contractor must liaise with the Contracts Officer to agree what remedial work will be undertaken. The duties of The Contractor will not typically extend beyond re-painting the affected area.

3.1.10 The Removal of Sharps, Needles and Broken Glass from Internal Areas

- 3.1.10.1 It is a condition of the contract that all of the internal areas of estates and blocks managed by PA Housing are kept clear of sharps, needles, broken glass and other materials which could be considered harmful and unsafe. The Contractor shall be responsible for the removal from all sites immediately and safe disposal of such matter and should include the cost of carrying out this service to all of the blocks, schemes.

3.1.11 Laundry rooms

- 3.1.11.1 All laundry rooms shall be maintained to a “B” standard and kept clean, tidy, mopped, swept, dust and cob-web free, left smelling pleasant and fresh at all times. This general description is intended to include the following items/areas:-
- floors
 - handles, fittings, toilet seats and covers, surfaces and pipes
 - all sinks, taps and draining boards, basins and fittings
 - surfaces of all machines in laundry room are to be cleaned and any filters to washing machines or driers emptied
 - any condensing water in laundry equipment to be emptied at every visit..
 - all tiled surfaces
 - all waste bins will be emptied and the dirty bin liner replaced (two spare liners to be provided)
- 3.1.11.2 Particular attention should be paid to ensuring that the soap or detergent container for washing machines etc. is cleaned out and working properly on every visit.
- 3.1.11.3 Any rooms used for storage of mobility scooters, wheelchairs or similar are to be swept and mopped and disinfected.
- 3.1.11.4 Any other storage rooms used within the scheme are to be swept, mopped and kept in a clean safe condition.

3.1.11.5 Given the nature of these type of units The Contractor will display in prominent positions appropriate signs warning site users of the hazards associated with the operations being performed in addition to any other Health & Safety measures The Contractor or PA Housing deems necessary.

3.1.12. Annual Deep Cleaning

3.1.12.1. During the contract year the Contractor will have to carry out a programmed additional “deep clean” of the communal lobbies, corridors, foyers, lift cars, stairs, bin storage areas, entrances and other specified areas to all of the schemes/blocks contained in the PSPD. For the avoidance of doubt this refers to there being one deep clean per building per year.

3.1.12.2. This “deep clean” should include:

- An intensive clean of all floor areas
- The washing of all internal walls
- An intensive clean of all lift surfaces, panes, panels and doors (including the gullies on which the doors run),
- The cleaning of high level areas
- An intensive clean of bannisters and accumulations around bannisters
- The deep cleaning of all paladin bin stores
- Deep cleaning of communal bin stores and recycling locations on estates.
- Deep cleaning of walls and floors in all bin chambers and bin storage areas
- Deep cleaning of hopper hoods for communal chutes
- Deep cleaning of refuse chutes
- Deep cleaning of internal communal windows

3.1.12.3. The Contractor will sweep and mop all floors immediately before a deep clean is undertaken. The Contractor will determine the floor surface type before commencement of deep clean operations and will ensure that the deep clean is not detrimental to nor cause any deleterious effect to existing floor surfaces.

3.1.12.4. Deep cleaning of floors will be carried out using a suitable machine and cleaning agents appropriate to the floor surface. On completion the floor area should be free of dust, dirt, grime and litter and the floor should have an evenly clean appearance.

3.1.12.5. The Contractor will agree with the Contracts Officer the nature and extent of deep clean operations for each floor type, including the removal and reinstatement of any polished finishes.

3.1.12.6. Where a water supply is not available the contractor should have the facility to carry clean water at all times for this task.

3.1.12.7. Carpets will be thoroughly vacuumed before any deep cleaning operations start. If necessary remove any stains by treating the affected area with a proprietary stain removal chemical appropriate to the type of stain, having first tested the product on an inconspicuous area of the carpet to determine that no damage or harm occurs. Blot with absorbent paper or cloth and if necessary flush out with a proprietary carpet cleaning chemical, using an approved proprietary carpet pre cleaning spray. Clean using suitable spray extraction apparatus charged with a proprietary spray extraction product. Ventilate the area to facilitate drying. Shampoo and/or steam clean the carpet having first determined carpet material construction and use a proprietary cleaning system by agreement with the Authorised officer. Before the carpet is dry, comb or brush the carpet to reset the pile.

- 3.1.12.8. Deep cleaning of internal windows and frames will reinforce the standard of the routine glass/window cleaning. Particular attention will be paid to perimeter and corners of the glass; all dirt, putty, graffiti and bird droppings shall be removed from frames, ledges and glazing.
- 3.1.12.9. Deep cleaning of hopper hoods, bin stores and refuse areas will be carried out as follows. All litter and rubbish is to be collected and placed in bins. Use an approved disinfectant cleaner solution and scrub or pressure hose all wall surfaces to remove dirt and stains. Use an appropriate rotary machine and disinfectant cleaner solution to scrub floor area to remove all dirt and stain build up from floor surfaces, edges and corners. Use an approved disinfectant cleaner solution to wash and wipe dry bin room doors. Ensure any gullies and drains are clear and disinfected.
- 3.1.12.10. The timetable/programme for the annual deep clean will be in set in discussion with the Contracts Officer during the first 4 months of the contract. Local discussion will be held with housing staff and customers. Final sign-off of the programme will be by the Authorised officer. Discussion of the programme for the following year will open in month 9 of each contract year with the programme signed off by end of month 11.

3.1.13. Security

- 3.1.13.1. The contractor will be responsible on all visits, for ensuring that the following are secure, vandal free and locked where appropriate.
- Roof access and canopies (this is absolutely essential in order to prevent pirate radio, vandals, copper thieves etc. from gaining access)
 - Intake cupboards
 - Meter cupboards
 - Tank rooms and lift motor rooms
 - Any estate parking and security gates
 - Communal door entry doors and rear doors to blocks
- 3.1.13.2. If The Contractor's operative discovers any breaches in security they will immediately upon discovering the issue give full details to the Contracts Officer so as to enable an effective repair to be ordered. The Contractor will also remove any props to fire doors and ensure the doors are shut.

3.2. CLEANING EXTERNAL AREAS

The following tasks may be carried out on the estates and around the blocks, areas and schemes managed by PA Housing Group as listed in the PSPD.

3.2.1. Graffiti Removal

- 3.2.1.1. The Contractor will be responsible for the removal of all graffiti reported at both internal areas of blocks and external areas around estates.
- 3.2.1.2. There are specific target times for the removal of graffiti on PA Housing estates and in or near blocks, as follows:-
 - Offensive graffiti (racist, homophobic etc) shall be removed by The Contractor within 24 hours of being reported.
 - Non offensive graffiti shall be removed by The Contractor within 72 hours (3 working days) of being reported.
- 3.2.1.3. The Contractor will be required to take before and after time/dated digital photographs of all graffiti removed as part of the contract management and monitoring process and in support of his monthly payment.
- 3.2.1.4. The Contractor will be required wherever possible to ensure that where graffiti has been cleared the affected area is painted and restored to its original condition. Where this is not possible The Contractor must liaise with the Client Officer to agree what remedial work will be undertaken. The duties of The Contractor will not typically extent beyond re-painting the affected area.

3.2.2. The Collection of Sharps, Needles and Broken Glass

- 3.2.2.1. It is an essential condition of the contract that all of the areas/estates/schemes managed by PA Housing are kept clear of sharps, needles, broken glass and other materials which could be considered harmful and unsafe. The Contractor shall be responsible for the removal from all sites of such matter and should include the cost of carrying out this service to all of the blocks, schemes.

3.2.3. Collection and disposal of animal fouling

- 3.2.3.1. Whilst PA Housing will expect The Contractor to be aware of, collect and dispose of any instances of animal fouling there are some estates where the problem is more serious. This will be noted in the scheme specification. The Contractor will be expected to allocate sufficient resources to collect all instances of animal fouling found on each visit. The collection of animal fouling by The Contractor is to be carried out on all hard and soft landscaped areas, including flower beds and hedge borders etc.
- 3.2.3.2. All collections of animal waste are to be disposed of in an appropriate manner and should not be deposited in paladin or other estate bins.

3.2.4. Cleaning of Signage

- 3.2.4.1. The contractor will be required to ensure that all estate signage including estate maps, notice boards and block signage is kept clean, graffiti and vandalism free at all times.
- 3.2.4.2. Any instances of vandalism should be reported to the Contracts Officer immediately but if a minor repair is possible by The Contractor this should be done immediately.

3.2.5. Play Area Cleaning

- 3.2.5.1. PA Housing has a number of play and recreational areas and the locations that have these areas are clearly indicated on the PSPD. PA Housing has alternative arrangements for the inspection and repair of these areas but The Contractor will be responsible for ensuring that they are free from litter, leaves, obstructions, detritus, animal and human fouling etc.
 - 3.2.5.2. Regardless as to what frequency of visits The Contractor decides is necessary to maintain a "B" standard at all times, where a play area, playground or sports area, is indicated to exist on the PSPD The Contractor shall undertake at least a weekly/fortnightly inspection visit to these sites as per the scheme specification.
 - 3.2.5.3. At the time of each visit The Contractor's staff shall inspect all items of equipment and report immediately to the Contracts Officer any equipment which is damaged or likely to be harmful to a user. A record of these inspections is to be kept. The Contractor shall release all twisted swing chains freeing them for proper use.
 - 3.2.5.4. The Contractor shall report to the Authorised Officers any damaged or dangerous equipment within 4 hours..
 - 3.2.5.5. The Contractor should also pay particular attention to any vandalism which might result in injury to any person using the equipment, including any malicious acts such as the placement of razor blades or broken glass on the surfaces of the play equipment or partial cutting of chains or guard supports. PA Housing does not expect these inspections to be exhaustive but The Contractors staff have a responsibility to protect the users of these play areas and recreation areas.
 - 3.2.5.6. Any waste bins located within play or sitting areas are to be emptied on each visit.
 - 3.2.5.7. At the time of the inspection, if work is required to achieve the standard the Contractor shall sweep the surface of the play area to remove any litter, glass or other debris.
 - 3.2.5.8. If the Contractor identifies a piece of equipment or surface area which is likely to cause injury to users or is damaged to the extent where further use might cause more extensive damage to the equipment or surface area, the Contractor shall immediately immobilise the equipment/mark of the surface area by whatever safe means necessary and inform the Authorised Officers of his actions immediately and send digital photos of the item/s with a date and time record and the location.
 - 3.2.5.9. The Contractor shall, as necessary, top up and level sand and bark playground surfaces using materials provided by The Contractor and specified by the Authorised officer.
- 3.2.6.**

3.2.6.1. Cleaning and maintenance of external areas

- 3.2.6.2. The Contractor shall organise his workforce and equipment to provide a cleaning service for all external areas around blocks managed by PA Housing. These areas shall be kept clean, litter and debris free, tidy, dirt free and left looking swept tidy and maintained to the standard at all times and to the highest standard after every occasion when work is carried out.

The term 'external areas' shall include all roads and paths (and any unadopted areas that form part of the estate), pathways, hard landscaping areas, gravelled areas, garage and parking areas, block entranceways, steps, bin sheds, drying areas, communal sitting areas and play grounds and any other area in the vicinity of a block or scheme managed by PA Housing.

- 3.2.6.3. The exact definition of The Contractor's responsibility for cleaning and other duties will be outlined to them and discussed during the walkabout with the Authorised Officers as part of the mobilisation period.
- 3.2.6.4. All litter and refuse around the site or within the refuse / recycling bin area is to be collected and treated as Waste Material Arising and disposed of in an appropriate manner.
- 3.2.6.5. Any litter bins on site are to be emptied on every visit and the bins are to be left clean and re-lined with new bags.
- 3.2.6.6. Some sites have dog bins for the use of residents. Where they exist these bins are to be emptied and the waste disposed of in an appropriate way off site and are to be relined when there is a liner in place. Dog waste bins are to be emptied within 24 hours once it is known they are full or with a maximum frequency of weekly.
- 3.2.6.7. All external bin areas, including those that store paladin bins are to be maintained in a tidy and disinfected condition. Any residue rubbish and waste in bin rooms or stores shall be re-bagged so that it can be removed by the refuse contractor. The Contractor shall be expected to pull bins out of these areas so as to enable this task to be carried out.
- 3.2.6.8. Where possible The Contractor will be expected to co-ordinate visits to undertake these cleaning tasks with the refuse collection service to those properties on the PSPD where paladin and other bins have to be pulled out prior to being emptied and then returned. The methodology for this will be discussed at contract commencement with the appropriate officers.
- 3.2.6.9. All gullies, drains and grates at surface level will be kept clear of leaves and other debris and all collected material will be treated as Waste Material Arising.
- 3.2.6.10. All lights in external communal areas will be checked for effective operation on every weekly inspection visit. The Contractor will be responsible for ensuring light fittings are not covered in nor contain dirt, insects or cob webs and will renew all failed, bulbs, tubes and starters and reset time control where necessary. Where a lighting unit is not working The Contractor will be responsible for advising the Authorised officer.
- 3.2.6.11. The Contractor shall be responsible for the removal of all fly posting on any wall, fence, refuse bin or other surface. The Contractor shall report to the Authorised Officers any fly posting which cannot be removed using cleaning agents by the end of the day concerned.

3.2.7. The collection of litter from all external areas

- 3.2.7.1. The Contractor will be responsible for the collection of litter from all hard areas around blocks, schemes and sites including entrance steps and access areas, paths, play and sitting areas, garages and parking areas, and from all grassed and soft landscaped areas including grassed areas, under hedges and under bushes. This shall include any instances of fly tipping that might occur in these areas. It will be the responsibility of The Contractor to ensure that all areas near and surrounding estates and schemes managed by PA Housing are free of litter, rubbish and detritus to a high standard at all times.

- 3.2.7.2. The elimination of litter is a part of the service that is highly visible to residents and affects their view of the performance of their landlord. The collection of litter is therefore of the highest priority and one that The Contractor will be expected to devote sufficient resources to in order to ensure that a “B” standard is maintained at all times. This is a section of the Contract Specification which will be subject to close monitoring by staff and residents.
- 3.2.7.3. Pathways, entranceways, steps, hard surface areas, un-adopted roadways, car parks and play areas are to be left completely clear of litter, debris and detritus.
- 3.2.7.4. The collection of litter from grassed areas and under bushes and shrubs shall take place throughout the whole year and not only during the period when grass cutting takes place. The contractor shall be responsible for ensuring that all litter, regardless of where it is located, is picked up and disposed of as waste arising.
- 3.2.7.5. Any fly tipping that occurs within, or outside, properties managed by PA Housing and included on the PSPD, shall be removed by The Contractor within 2 working days of the item being reported to the Authorised officer.
- 3.2.7.6. Fly tipping will be defined as any household waste or rubbish that can be picked up by one person and disposed of on-site (i.e. in paladin or rubbish bins). This will include black refuse bags, carrier bags, small items of furniture, small electrical goods (i.e. hi- fi, toasters etc), one or two tyres and anything of a similar size.
- 3.2.7.7. If there is **any** evidence of fly tipping a timed & dated digital photo is to be taken of the offending item/s and the photo is to be submitted to the Contracts Officers within 2 working days. The Contractor’s operatives are to investigate if there is any immediate evidence as to who has done the fly tipping. If there is obvious evidence of the perpetrator The Contractor is to notify the Contracts Officer immediately. The Contractor is to co-operate and liaise with the Contracts Officer in any further and more detailed investigations into fly tipping particularly where it is persistent in a particular location.
- 3.2.7.8. Unless PA Housing agrees to the contrary, access difficulties, adverse weather conditions and/or pet fouling will not be an acceptable reason for non-performance of this task.

3.2.8. The Removal of Bulk Refuse From External Areas.

- 3.2.8.1. PA Housing is committed to keeping all of the external areas around the blocks, schemes and estates that they manage clean and tidy and free from all bulk debris and rubbish including white goods, mattresses and other household items. The Contractor will be responsible for the reporting of all items of bulk refuse to The Authorised Officer as soon as they are observed.
- 3.2.8.2. **For some properties within Lot 4 (London North) and Lot 6 (London South) all bulk refuse found in the external areas around blocks, schemes and estates is to be collected and disposed of as part of the main contract and the cost is to be included in the annual fixed fee. These properties are clearly indicated on the PSPD.**

The Contractor shall provide a monthly report to the Authorised Officer to include details of the dates, bulk items descriptions and approximate weight. This is required for all lots including Lot 4 and Lot 6 where the cost of collecting and

disposing of bulk refuse is included in the annual fixed fee.

- 3.2.8.3. For all other Lots a fixed fee will be paid for each issue of Bulk Refuse that is identified in the external areas of blocks, schemes and estates as per the pricing for this contract. Tenderers will be expected to quote a cost for each removal of bulk refuse. Once it is reported to them the Authorised Officer will make a decision as to whether to agree to the Contractor removing the item of Bulk Refuse or will make alternative arrangements for its removal.
- 3.2.8.4. The definition and collection of Fly Tipping is included in section 3.2.7.6. of this Specification, and in the definitions.
- 3.2.8.5. Anything which cannot be lifted by one person or disposed of onsite, will be considered to be Bulk Refuse. This will include, but is not limited to, white goods (fridges, freezers, cookers), 3 piece suites, larger numbers (>2) of tyres, etc. or anything of a similar size.
- 3.2.8.6. If the items are not Fly Tipping and are therefore considered to be bulk refuse the Contractor's operative will contact the Authorised Officer immediately and send digital photos of the item(s) with a date and time record.
- 3.2.8.7. If there is **any** evidence of Fly Tipping or Bulk Refuse the Contractor is to report it to The Authorised Officer and investigate as to who is responsible for it, including obtaining, if possible, names and addresses. The Contractor is to co-operate and liaise with the appropriate Authorised Officer in this action.

3.2.9. Other duties

- 3.2.9.1. As stated elsewhere in this specification The Contractor's staff are often the most frequent representative of PA Housing to many blocks, estates and schemes. As such they are the eyes and ears of PA Housing and should report to the Contracts Officers any communal repairs that they observe whilst carrying out their duties.
- 3.2.9.2. The contractor's staff should also report anything that may constitute a Health & Safety hazard to residents, immediately it is observed and to follow this up with a written report of the hazard or repair.

3.2.10. SCHEMES WHERE CLEANING IS REQUIRED FOR EXTERNAL AREAS ONLY:

Cleaning and maintenance of external areas

- 3.2.10.1. PA Housing has a number of properties and sites that they manage but where no internal cleaning duties are required and these properties are clearly indicated on the PSPD. For these properties The Contractor shall organise his workforce and equipment to provide a cleaning service for all external areas around these blocks.. These areas shall be kept clean, litter and debris free, tidy, dirt free and left looking swept tidy and maintained to the standard at all times and to the highest standard after every occasion when work is carried out.
- 3.2.10.2. The term 'external areas' shall include all roads and paths (and any unadopted areas that form part of the estate), pathways, hard landscaping areas, gravelled areas, garage and parking areas, block entranceways, steps, bin sheds, drying areas, communal sitting areas and play grounds and any other area in the vicinity of a block or scheme managed by PA Housing.
- 3.2.10.3. The exact definition of The Contractor's responsibility for cleaning and other duties will be outlined to them and discussed during the walkabout with the Contracts Officer as part of the mobilisation period.
- 3.2.10.4. The Contractor will be responsible for ensuring that all of the areas mentioned in section 3.2.7.2. are weed, moss and algae free at all times, regardless of the time of year.
- 3.2.10.5. All litter and refuse around the site or within the refuse / recycling bin area is to be collected and treated as Waste Material Arising and disposed of in an appropriate manner.
- 3.2.10.6. Any litter bins on site are to be emptied on every visit and the bins are to be left clean and re-lined with new bags.
- 3.2.10.7. Some sites have dog bins for the use of residents. Where they exist these bins are to be emptied and the waste disposed of in an appropriate way off site and are to be relined when there is a liner in place. Dog waste bins are to be emptied within 24 hours once it is known they are full or with a maximum frequency of weekly.
- 3.2.10.8. All external bin areas, including those that store paladin bins are to be maintained in a tidy and disinfected condition. Any residue rubbish and waste in bin rooms or stores shall be re-bagged so that it can be removed by the refuse contractor. The Contractor shall be expected to pull bins out of these areas so as to enable this task to be carried out.
- 3.2.10.9. Where possible The Contractor will be expected to co-ordinate visits to undertake these cleaning tasks with the refuse collection service to those properties on the PSPD where paladin and other bins have to be pulled out prior to being emptied and then returned. The methodology for this will be discussed at contract commencement with the appropriate officers.

- 3.2.10.10. All gullies, drains and grates at surface level will be kept clear of leaves and other debris and all collected material will be treated as Waste Material Arising. All lights in external communal areas will be checked for effective operation on every weekly inspection visit. The Contractor will be responsible for ensuring light fittings are not covered in nor contain dirt, insects or cob webs and will renew all failed, bulbs, tubes and starters and reset time control where necessary. Where a lighting unit is not working The Contractor will be responsible for advising the Authorised officer.
- 3.2.10.11. The Contractor shall be responsible for the removal of all fly posting on any wall, fence, refuse bin or other surface. The Contractor shall report to the Contracts Officer any fly posting which cannot be removed using cleaning agents by the end of the day concerned.

The collection of litter from all external areas

- 3.2.10.12. The Contractor will be responsible for the collection of litter from all hard areas around blocks, schemes and sites including entrance steps and access areas, paths, play and sitting areas, garages and parking areas, and from all grassed and soft landscaped areas including grassed areas, under hedges and under bushes. This shall include any instances of fly tipping that might occur in these areas. It will be the responsibility of The Contractor to ensure that all areas near and surrounding estates and schemes managed by PA Housing are free of litter, rubbish and detritus to a high standard at all times.
- 3.2.10.13. The elimination of litter is a part of the service that is highly visible to residents and affects their view of the performance of their landlord. The collection of litter is therefore of the highest priority and one that The Contractor will be expected to devote sufficient resources to in order to ensure that a "B" standard is maintained at all times. This is a section of the Contract Specification which will be subject to close monitoring by staff and residents.
- 3.2.10.14. Pathways, entranceways, steps, hard surface areas, un-adopted roadways, car parks and play areas are to be left completely clear of litter, debris and detritus.
- 3.2.10.15. The collection of litter from grassed areas and under bushes and shrubs shall take place throughout the whole year and not only during the period when grass cutting takes place. The contractor shall be responsible for ensuring that all litter, regardless of where it is located, is picked up and disposed of as waste arising.
- 3.2.10.16. Unless PA Housing agrees to the contrary, access difficulties, adverse weather conditions and/or pet fouling will not be an acceptable reason for non-performance of this task.

ADDITIONAL DUTIES FOR INDEPENDENT LIVING SCHEMES

4. Additional duties for Independent Living Schemes

- 4.1.1. This part of the specification outlines the additional specific cleaning requirements required in all Independent Living Schemes as indicated in the PSPD.
- 4.1.2. These are all schemes that accommodate residents who are aged over 55 and these demand a different specification of cleaning. There are some other duties listed in this section that have different frequencies and these have been clearly identified.
- 4.1.3. The Contractor will carry out all of the duties and tasks outlined in sections 5.1. and 5.2 above to Independent Living schemes and in addition will carry out all of the duties outlined below.
- 4.1.4. The Contractor shall organise the workforce and equipment to provide a thorough, safe and efficient cleaning service for all common rooms in Independent Living schemes.
- 4.1.5. In all such schemes the times of operation will be agreed in liaison with the scheme manager and the Authorised officer.
- 4.1.6. The replenishing of disposables such as toilet rolls, towels and soap as outlined below, is the responsibility of The Contractor. The brand and type of each item of disposable will be agreed during the mobilisation period with The Authorised officer.
- 4.1.7. PA Housing will expect at all schemes to be maintained to a high Standard at all times. The Client acknowledges that at a number of schemes different frequencies and work programmes will need to be undertaken in order to maintain the required standard at all times.

4.2. Communal lounges and common rooms

- 4.2.1. All communal lounges and common rooms shall be maintained to a “B” standard and kept clean, tidy, dust and cob-web free, left smelling pleasant and fresh at all times. This general description is intended to include the following:
 - Floors
 - handrails (metal, plastic or wood)
 - banisters
 - internal and external communal door handles and knobs
 - finger and kick-plates
 - letter boxes
 - light switches
 - window sills and ledges
 - pipe work and
 - light fittings
 - internal glazed areas including internal doors, adjacent glazed panels and stairwell glass
 - any pictures and photos etc that are on walls in common rooms are to be dusted on every visit.
 - chairs, tables, book cases and other furniture are to be wiped down and left clean.

- all waste paper bins are to be emptied and any liners are to be replaced (2 spare liners to be supplied)
- regardless of the provision in section 3.3.6. any glass surfaces, partition panes or other non window glass shall be cleaned and shined on every visit.
- The Contractor is not to touch any items and belongings that are obviously the property of residents. Such items will be identified by the Contracts Officer or scheme manager as part of the site walkabout carried out during the mobilisation period prior to the commencement of the contract.

4.3. Cleaning of Communal Kitchens

4.3.1. All kitchen areas shall be maintained to a “B” standard and kept clean, tidy, mopped, swept, dust and cob-web free, left smelling pleasant and fresh at all times. This general description is intended to include the following items/areas:-

- floors
- handrails
- sinks, taps, fittings, surfaces and pipes
- all paper towel holders will be replenished when necessary.
- all surfaces, worktops, cupboard doors, hobs, ovens, fridges, microwaves, freezers, dishwashers, washing machines and driers
- all tiled surfaces
- all door tracks
- all interior paintwork, doors and radiators
- venetian blinds
- the inside of all ovens are to be cleaned once a month

4.4. Lavatories, showers and bathrooms

4.4.1. All lavatories, showers and bathroom areas shall be maintained to a “B” standard and kept clean, tidy, mopped, swept, dust and cob-web free, left smelling pleasant and fresh at all times. This general description is intended to include the following items/areas:-

- floors
- lavatory-pans, urinals, handles, fittings, toilet seats and covers
- all surfaces and pipes
- toilet roll and paper towel holders will be replenished and spares left
- soap dispensers will be topped up as necessary.
- basins, baths and showers and associated taps, shower seats and fittings
- shower heads will be treated with limescale solvent
- shower trays
- all tiled surfaces in showers
- all interior paintwork, doors and radiators
- venetian blinds

4.4.2. All waste bins will be emptied and the dirty bin liner replaced (two spare liners to be provided)

4.5. Guest bed rooms

4.5.1. The cleaning of the guest bedroom will only to be carried when organised by local arrangements involving the Contracts Officer or scheme manager, if there is one on site. This will normally be when the room has been used since the last visit by The Contractor or if it has not been used for some time. The exact arrangements for each scheme will be discussed during the mobilisation period. The Contractor will price this task individually.

Key box code or other security information may be required to gain access.

- beds to be tidied
- Rooms to be vacuumed, wiped, dusted and polished as necessary including all ledges, window sills, radiators and skirting boards.
- All floors are to be washed mopped and
- all waste bins will be emptied and the dirty bin liner replaced (two spare liners to be provided)
- where there is a bathroom this will be cleaned in line with the specification above.
- All disposables such as paper towels and toilet paper etc. are to be replenished on every visit.

4.5.2. The Contractor will be required to record by whatever means each scheme uses every time the guest room is cleaned. PA Housing will also keep detailed records of the usage of each guest room for Health & Safety reasons.

4.6. Laundry rooms

4.6.1. All laundry rooms shall be maintained to a “B” standard and kept clean, tidy, mopped, swept, dust and cob-web free, left smelling pleasant and fresh at all times. This general description is intended to include the following items/areas:-

- floors
- handles, fittings, toilet seats and covers, surfaces and pipes
- all sinks, taps and draining boards, basins and fittings
- surfaces of all machines in laundry room are to be cleaned and any filters to washing machines or driers emptied
- any condensing water in laundry equipment to be emptied at every visit..
- all tiled surfaces
- all waste bins will be emptied and the dirty bin liner replaced (two spare liners to be provided)

4.6.2. Particular attention should be paid to ensuring that the soap or detergent container for washing machines etc. is cleaned out and working properly on every visit.

4.6.3. Any rooms used for storage of mobility scooters, wheelchairs or similar are to be swept and mopped and disinfected.

4.6.4. Any other storage rooms used within the scheme are to be swept, mopped and kept in a clean safe condition.

4.6.5. Given the nature of these type of units The Contractor will display in prominent positions appropriate signs warning site users of the hazards associated with the

operations being performed in addition to any other Health & Safety measures
The Contractor or PA Housing deems necessary.

4.7. Window cleaning

- 4.7.1. All windows in all communal areas, both internal and external, are to be cleaned on a quarterly basis. The PSPD includes an estimate of the number of internal and external communal windows at the properties. **This is an estimate and tenders should ensure that they know exactly how many windows are to be cleaned at each property.**
- 4.7.2. In some independent schemes residents also have the external windows in their flats cleaned as part of existing long standing arrangements. In these schemes, which will be clearly indicated in the PSPD, resident's windows will be cleaned on a quarterly basis as part of this contract.
- 4.7.3. All internal and external communal windows are to be washed and wiped clean and left free of streaks and smears. Any instances of bird fouling, paint spillage or other smearing shall be removed during every clean.
- 4.7.4. Correct and appropriate window cleaning materials and tools shall be used at all times. Fresh, clean water must be used at all times when windows are being cleaned.
- 4.7.5. Health and safety issues must be considered for each block and communal window being cleaned. The appropriate poles or other equipment shall be used at all times. It is the responsibility of The Contractor to ensure that this happens.

4.8. Other tasks

The following tasks are to be carried out when required in all independent living schemes:

- 4.8.1. Any strip-lighting and covered internal and external lights shall be maintained clear of bugs, dirt and detritus
- 4.8.2. All fridges, freezers and microwaves are to be cleaned inside at least once a month. Notices will be placed on fridges and freezers at least 5 days before the cleaning takes place, indicating that any contents left in there will be removed and disposed of. The Contractor will remove any contents left in fridges and freezers when cleaning takes place, treat them as waste arisings and dispose of them in an appropriate manner.
- 4.8.3. Any washing machines and dish washers in the laundry, kitchen or other rooms shall be descaled monthly
- 4.8.4. All white goods and cookers (washing machines, dishwashers, cookers, fridges and freezers) shall be pulled out and the areas behind then cleaned and disinfected monthly
- 4.8.5. All seat covers in communal lounge or common rooms are to be deep cleaned and disinfected quarterly

ADDITIONAL DUTIES FOR EXTRA CARE SCHEMES

5.0. Additional duties for Extra Care Schemes

This part of the specification outlines the additional specific cleaning requirements required in the Extra Care Schemes that PA Housing manages, as indicated in the PSPDt.

These schemes are similar to independent living schemes but they also provide extra care and facilities, some of which are used by non-residents. The users of these extra care schemes are aged over 55 and as with sheltered schemes they demand a more extensive specification of cleaning which will be carried out on a much more frequent basis, often daily. There are some other duties listed in this section that have different frequencies and these have been clearly identified.

The Contractor will carry out all of the duties and tasks outlined in sections above to Extra Care schemes and in addition will carry out all of the duties outlined below.

The Contractor shall organise the workforce and equipment to provide a thorough, safe and efficient cleaning service for all areas in Extra Care schemes.

In all such schemes the times of operation will be agreed in liaison with the scheme manager and the authorised officer. At this time the Contractor will also be informed of any “unusual” or high need areas where extra care and attention will need to be provided.

The replenishing of disposables such as toilet rolls, towels and soap as outlined above, is the responsibility of The Contractor. The brand and type of each item of disposable will be agreed during the mobilisation period with either the scheme manager or the authorised officer.

5.1. Communal lounges and common rooms

5.1.1. Extra Care schemes will have additional lounges and sitting areas to those used by the residents of sheltered schemes. Where they exist they shall be cleaned as follows **on a daily basis.** Note that the requirement is to leave each asset in the expected condition, delivering only the work required to reach that condition.

5.1.2. All lounges and common rooms shall be kept clean, tidy, dust and cob-web free, left smelling pleasant and fresh. All floors properly swept or vacuumed, mopped clean and disinfected depending on the floor type

5.2. Cleaning of Kitchens and Cafeteria areas in Extra Care schemes

5.2.1. Extra Care schemes will have kitchens and sometimes cafeteria areas additional to those used by the residents of sheltered schemes. **These are clearly indicated on the PSPD and where they exist they shall be cleaned as follows on a daily basis. Note that the requirement is to leave each asset in the expected condition, delivering only the work required to reach that condition.**

5.2.2. All areas shall be kept clean, tidy, dust and cob-web free, left smelling pleasant and fresh. All floors properly swept or vacuumed, mopped clean and disinfected.

5.2.3. To be deep cleaned on a 6 monthly basis to include but not restricted to:

- Behind cookers, fridges, freezers.
- Fan cleaning x2.
- Wipe down of all walls, tiles, roller shutters to clean excess grease.
- Clean inside of fridge freezers and cookers.
- All kitchen units to be wiped down for excess grease / dust.

5.3. Lavatories, showers and bathrooms

5.3.1. Extra Care schemes will have additional toilets and washrooms to those used by the residents of sheltered schemes, and sometimes these are used by members of the public.

5.3.2. All areas shall be kept clean, tidy, dust and cob-web free, left smelling pleasant and fresh. All floors properly swept or vacuumed, mopped clean and disinfected **on a daily basis.**

5.4. Hairdressing Salons

5.4.1. To be cleaned weekly, and include but not be restricted to floor mopping, washing and wiping of basins, surfaces, shelves and wall tiles.

GROUNDS MAINTENANCE

6. GROUNDS MAINTENANCE SERVICES

The following tasks will be carried out to properties, schemes, blocks and areas managed by PA Housing and listed in the Grounds Maintenance PSPD. Not all blocks will require all of these services so this specification must be read in tandem with the Grounds Maintenance Property Schedule to determine which services are required at each scheme, blocks and areas.

The Contractor may be called upon to undertake Grounds Maintenance services at PA Housing development sites, which have come to the end of their first year of occupation. An agreement will be reached between The Contractor and the Contract Manager as to the scope and frequency of any grounds maintenance and the appropriate cost will also be agreed.

Some of the duties outlined in the grounds maintenance specification will relate to plants and areas inside blocks and schemes. The Contractor will be expected to carry out the duties outlined regardless of where the plants etc. are located.

6.1. Introduction

- 6.1.1. The Contractor shall organise his workforce and plant to provide a service which keeps all trees, grassed areas and other horticultural features such as hedges, shrubs, roses, weed control, flower beds and planters maintained to the highest possible horticultural standard.
- 6.1.2. As with other parts of this Contract, PA Housing is embracing the HouseMark Photo Book as the standard which should be aspired to and to which the contract will be monitored. The Contractor will be expected to maintain all grassed and soft landscaped areas to the standard at all times. The Contractor will be given the freedom to decide how many visits are required to achieve those standards but the frequencies will be agreed with PA Housing prior to the Contract starting and during the mobilisation period.
- 6.1.3. Over the course and term of the Contract there are likely to be changes to the specification and the areas to which Ground Maintenance Services are to be provided. Some of these may involve significant change and PA Housing are looking for the Contractor to work with them and be flexible and adaptable at all times as PA Housing will be keen to avoid any sort of adversarial situations.
- 6.1.4. PA Housing are also likely to take on responsibility for additional schemes and properties as part of their development programme and the provision of GM services to these properties will be discussed with The Contractor as they happen.
- 6.1.5. PA Housing have a policy of allowing residents to take control of their local environment where services delivered to them. This may take a number of different forms but one could be a group of leaseholders (or tenants) deciding to take on the Grounds Maintenance around their block or scheme. The Contractor will be expected to work with PA Housing and such a group of residents to facilitate this and appropriate adjustments, based on the Property & Pricing Schedule Document, will be made to the annual fee.
- 6.1.6. The following tasks will be carried out to properties, schemes, blocks and areas managed by PA Housing and listed in the Property and Pricing Schedule. Not all blocks will require all of these services so this specification must be read in tandem with the PSPD to determine which Services are required at each scheme, blocks and areas.
- 6.1.7. PA Housing will make every effort during the tender process to ensure that the Contractor knows exactly what sites/areas are to have Grounds Maintenance Services delivered to them, and what services are applicable to which sites. PA Housing wishes to make it

clear however that in addition they are expecting Contractors to visit all sites listed in the Property and Pricing Schedule Document 4 during the tender process and that they will not be accepting any requests for additional payments after the start of the Contract.

6.1.8. PA Housing expects The Contractor's staff that manage and undertake Grounds Maintenance Services will be suitably qualified to undertake those tasks. The suitability of qualifications, particularly those delivering front line Ground Maintenance Services and supervising staff, will be an important part of the assessment of the method statements submitted for this Grounds Maintenance Contract.

To assist in this evaluation PA Housing will expect tenderers to outline in their method statement what training regime they have in place to ensure all their operatives have a reasonable level of horticultural knowledge and to indicate to what level they consider this knowledge should be.

6.1.9. Where necessary the Contractor shall ensure that a supply of fresh water is available to operatives on site, for watering of plants and shrubs.

6.1.10. For the avoidance of doubt, all arisings from the performance of Ground Maintenance Services shall be taken only to a recognised and Licensed and Approved Tip and the Contractor shall include in his rates and charges for all fees and costs in connection herewith. The Contractor shall take all reasonable precautions to prevent any arisings from the Contract being dumped on any area other than licensed tipping areas.

6.1.11. PA Housing has a number of Independent Living Schemes which require specialist and individual grounds maintenance services. At these schemes the Contractor will be expected to liaise closely with the Contracts Officer and resident representatives, particularly during the mobilisation period, to ensure that they have a good understanding of the requirements of each individual Scheme.

6.1.12. The residents of some schemes like to maintain sections of the garden themselves. The Contractor should familiarise themselves with resident maintained areas so as not to damage or remove plants where not necessary.

6.1.13. In the event of bad weather, PA Housing will supply bins for the salt and grit to be used to make safer areas around schemes and estates. The Contractor will be required to ensure these bins are kept topped up with adequate levels of salt and grit and, if requested by the Authorised Officer or Contract Administrator, to help spread it so as to create as safe an environment for residents as possible.

PA Housing acknowledges that the Contractor's resources will not permit every block, scheme or estate to be cleared, but will request help with certain high risk schemes or estates and the Contractor will be expected to co-operate wherever and whenever possible. An appropriate fee will be agreed on a site by site basis.

6.2. **The Collection of Sharps, Needles and Broken Glass**

6.2.1. It is an essential condition of the Contract that all of the areas/estates/schemes managed by PA Housing are kept clear of sharps, needles, broken glass and other materials which could be considered harmful and unsafe.

6.2.2. This task will sometimes be carried out by cleaning staff but there may be instances where these items are on grassed areas, soft landscaping or other horticultural sites where they are discovered by the Ground Maintenance Operatives. In those circumstances the Contractor will be responsible for the removal from all sites and safe disposal of such matter and should include the cost of carrying out this service to all of the areas listed on the PSPD in the annual fee.

6.3. **Grass Cutting, Maintenance, Edging and Trimming**

6.3.1. Tenderers should note that PA Housing expects all tenderers to visit every site that is included in the PSPD so as to ensure that an accurate price is included for each site. This is absolutely essential as PA Housing will not consider any requests for additions to the prices quoted once the Contract starts.

6.3.2. PA Housing will also expect, at the commencement of the contract, that the Contract Manager or Supervisor will visit every site and area managed, accompanied by a member of staff from PA Housing. This will ensure no areas of grass or shrub maintenance are overlooked. PA Housing will facilitate this during the mobilisation period. This is considered an essential part of this contract and tenderers should make sure that this is priced for in their submissions.

6.3.3. Wherever possible, mulching mowers should be used by The Contractor for cutting the grassed areas that they manage. This will be a key consideration in the evaluation of the Tenderer's method statements.

6.3.4. All grassed areas around Independent Living Schemes are to be box cut to a 'A' Standard and at a frequency that maintains the grass to at least the "B" standard as per the HouseMark photo book at all times, and with all arisings being removed from site after every visit.

6.3.5. All grassed areas shall be left at an "A" standard as per the Photo Book after every cut. All grassed areas, other than those covered by section 4.3.4. above, are to use "cut and drop", with arising being left on site, but The Contractor must use mulching mowers to undertake this task.

Cut frequencies will be determined by the frequency required to maintain at least a 'B' Standard at all times. Grass cutting will be undertaken using properly adjusted mulching mowers of appropriate size and type, according to the site conditions, to produce the cut required by this task. The stock PA Housing manages covers a wide and varied geographical area. It has estates and properties with grassed areas that are flat, sloped and of very different sizes, each requiring individual approaches to cutting and with different, sometimes specialist equipment. Grass is to be mowed with appropriate plant and machinery that is recognised by the horticultural trade as being suitable to produce a high standard of finish.

6.3.6. The Contractor will be expected to include in their tendered prices the cost of purchasing any specialist equipment that is necessary and which they don't already have. The Contractor should also outline the type of machinery that it would expect to be necessary to undertake the varied cutting regimes in their method statement.

6.3.7. PA Housing expects that the Contractor shall pay particular attention to the quality of the grass and the level of weeds etc as part of ensuring that a high standard is maintained at all times. The following must be observed:

- publish an approved programme designed to ensure that all areas are maintained to the Standard at all times.
- collect and remove all litter, glass, tins, bulkier items and stones etc situated on grassed areas which might cause damage to plant and machinery **prior to the grass cutting operation.**
- flower spikes of grasses which may occur during periods of extended drought will be removed
- ensure that bulbs are not mown over
- ensure that no damage is caused to trees, shrubs, property or furniture. Any damaged caused shall be repaired at The Contractor's own expense and to the satisfaction of the Authorised officer
- not use any growth retardant chemicals in maintaining grassed areas at the locations being cut
- remove all grass cuttings from site
- ensure weak or bare grassed areas is prepared and re-seeded as appropriate
- where, in the opinion of the Contractor weather conditions are such as to inhibit the growth of grass to negligible amounts between programmed cuts, the Contractor shall advise the Contracts Officer and shall not make the cut(s) concerned
- all borders of lawns, grassed areas, paths, mowing strips and tree bases will be edged and trimmed at the cutting of grassed areas so as to ensure communal areas are visibly tidy and well maintained after the Contractor's visit.
- at least once a year, normally during the winter months, the Contractor shall ensure that all grassed areas are returned to their original line.

6.4. **Leaf Control and Animal Fouling**

6.4.1. An excessive build-up of leaves during the heavy periods of leaf fall (September to December) can be a serious safety hazard. The Contractor shall be responsible for ensuring that in respect of leaf clearance the standard is maintained at all times regardless of what other Ground Maintenance work is being undertaken.

6.4.2. During the months between September and December, The Contractor will be responsible for the removal of all leaf fallings whether they be on hard landscaped areas such as pathways, garages, car parking areas, bin sheds, drying and other hard standing areas or on soft landscaped areas such as all grassed areas and under hedges and bushes etc. A discussion will take place with the Contracts Officer in September and a programme for leaf clearance from all areas will be agreed.

6.4.3. The standards expected in respect of the collection of leaves are clearly outlined in the HouseMark Photo Book. For clarification these are:-

Standard A – The area shall be completely free of litter and leaves at all times.

Standard B – During certain times of the year an amount of leaves will be seen as acceptable if they appear not to have been there very long (i.e. a small build up in October could be acceptable but in May it wouldn't).

Standard C – The area has a high build-up of old leaves that have obviously been there for some time.

Standard D – The cleanliness of the area is unacceptable, there are excessive amounts of litter and old dead leaves.

6.4.4. PA Housing will expect The Contractor to be aware of, collect and dispose of any instances of animal fouling there are some estates where the problem is more serious. The Contractor will be expected to allocate sufficient resources to collect all instances of animal fouling found on each visit. The collection of animal fouling by The Contractor is to be carried out on all hard and soft landscaped areas, including flower beds and hedge borders etc.

6.4.5. All collections of animal waste are to be disposed of in an appropriate manner and should not be deposited in paladin or other estate bins.

6.5. **Weed Control of Grassed Areas**

6.5.1. PA Housing will expect all grassed areas to have at least one weed and feed treatment at the appropriate time of the year and where significant quantities of weeds exist in grassed areas, this may increase to two treatments a year on particular sites.

The programme of weed and feed treatment will be agreed with the Contracts Officer each year, at least 3 weeks prior to commencement.

6.6.

Weed, algae and moss control of all soft and hard landscaped areas

6.6.1.

The Contractor will be responsible for ensuring that all hard and soft landscaped areas, including those mentioned in section 3.2.6.2., are weed, moss and algae free at all times, regardless of the time of year. The annual price for each property in the PSPD is to include for treatment of and removal from site of weeds, moss, algae and the like.

6.6.2.

Herbicide shall be applied as necessary to keep all hard surfaces as indicated in section 3.2.6.2. free of weed, moss or algae at all times. The Contractor shall give the Contracts Officer a programme for weed spraying at least 2 weeks before the work is due to commence and PA Housing will expect the programmed spraying of weeds and the removal of algae and moss to take place as a minimum three times a year, normally in March/April, July and September/October. Additional applications and treatments may be necessary in order to maintain a "B" standard at all times and these will be provided at no additional cost to PA Housing.

6.6.3.

6.6.4. It is expected that the control of moss, algae and weeds shall be a process that is carried out throughout the year and not at isolated times.

6.6.5. The Contractor shall be responsible for the removal of all dead weeds and ancillary growth after spraying and control has taken place. This would normally be no more than 2 weeks after spraying operations.

PA Housing will expect the Contractor any growth of Ivy that is apparent when carrying out other duties in relation to this contract, to be removed immediately. Wherever possible roots of the ivy plants are to be dug out to prevent future growth.

- 6.6.6. The spread of Japanese Knotweed is becoming a major problem on a number of sites managed by PA Housing. The Contractor will ensure through its own quality control and training regimes that every one of its operatives can recognise JKW wherever and whenever it may appear. If any Operative of the Contractor sights any outbreak of Japanese Knotweed then the Contracts Officer at PA Housing should be notified immediately.

The Contractor must emphasise to their employees that any outbreak of JKW is not to be tampered with or removed, but must be reported to the Contracts Officer immediately.

- 6.6.7. PA Housing will expect the contractor to remove any growth of brambles that is apparent when carrying out other duties in relation to this contract. All cuttings of bramble are to be removed from site immediately. Wherever possible roots of the brambles are to be dug out to prevent future growth.

6.7. **Maintenance of Planted Areas**

- 6.7.1. The Contractor shall thoroughly fork all communal planted areas and during the same operation remove all weeds which are to be treated as waste material arisings.
- 6.7.2. Where planted areas are covered by bark the Contractor shall keep those 'barked' areas topped up as necessary during the maintenance regime.

6.8. **Hedge, Shrub and Rose Maintenance**

- 6.8.1. The Contractor shall trim and prune all shrubs in accordance with good garden husbandry and to a good horticultural standard. Shrub beds contain a variety of shrubs and each shrub shall be pruned at the appropriate time for that shrub and in accordance with the following requirements:
- Shrubs suitable for late winter pruning such as Buddleia and Cornus shall be pruned in March.
 - Spring flowering shrubs such as Forsythia or Ribes shall be pruned during June.
 - Shrubs suitable for pruning during the summer such as Prunus Laurocerasus shall be pruned during July.
 - Summer flowering shrubs such as Deutzia shall be pruned during September.
- (n.b. - this list may not be exhaustive but is indicative of the general practices asra expects).
- 6.8.2. The Contractor shall manage and maintain shrubs by carrying out weeding and pruning to seasonable and safety requirements taking into account respect for the landscape, and the heritage and wildlife sensitivity of the area concerned, including its ecological biodiversity.
- 6.8.3. All weak, dead, deceased and spent flower heads and damaged growth shall be pruned. The Contractor shall carry out pruning to maintain the desired shape, size and site lines. Visible dieback shall not be acceptable. Any dead or irrecoverable plants shall be removed and occurrences notified to the Authorised officer.

- 6.8.4. Pruning shall be required to shrubs to maintain a high standard of presentation, display, site lines and plant vigour. All pruning shall be undertaken using recognized horticultural practices and to a good horticultural standard.
- 6.8.5. Hedges shall be maintained using recognised horticultural practices and to a good horticultural standard. The following tasks shall be undertaken in respect of the maintenance of hedges:
- Hedges shall never become an obstruction to signage, pedestrians, fences or vehicles.
 - Hedges shall be replaced when necessary as instructed by the Contracts Officer in his/her absolute discretion by plants obtained from a nursery approved by the Authorised officer.
 - Carry out hedge pruning operations in order to maintain hedges with a neat, tidy and pleasing appearance with the contents of section 5.4.1. (bearing good horticultural practices in mind).
 - Maintain the heights of hedges at the height of the previous pruning/trimming unless otherwise instructed by the Authorised officer.
 - Establish and maintain a strong framework of the hedge with the appropriate shape and width in relation to the height of hedge.
 - Ensure that the width and height of the hedge does not present a hazard or obstruction to roadways, pathways, car parks, signage, street lighting.
 - Prune out any uncharacteristic growth in such a way as to maintain a high standard of finish and appearance and in such a way as to minimise risk of storm wind damage and the risk of fire. To carry out pruning using equipment that is appropriate to the hedge/plant/shrub being pruned.
 - Remove self seeded saplings completely.
 - Remove all debris and equipment from the site at the end of each work day.
 - Rake clean all areas at the end of each day with a rake.
 - The Contractor shall cultivate the base of hedges to remove all weeds and leave the soil with a fine tilth.
- 6.8.6. All cuttings are to be collected, removed from the site, as part of the same operation as cutting, and treated as Waste Material Arisings.
- 6.8.7. The Contractor shall ensure that all roses, rose/flower beds and borders are kept free of all weeds, pests, diseases and are maintained using recognised horticultural practices and to a good horticultural standard.
- 6.8.8. Rose/flower beds and borders shall be pruned in such a way as to not become an obstruction to pedestrians, fences or vehicles.
- 6.8.9. When pruning rose bushes and rose beds the Contractor shall:
- Prune out any dead, dying, diseased, weak or crossing shoots and also removed any footmarks or indentations to leave the soil with a fine tilth.
 - In March or sooner after as frost may allow, prune newly planted rose bushes to within 150mm (six inches) of the union, cutting to an outward pointing bud.
 - Shorten large flowering (Hybrid Tea) roses which are over one year old in March (or as soon afterwards as frosts permit) to three or five eyes up from the base.
 - Cuts should be made to an outward pointing bud to encourage a shapely habit.
 - The Contractor shall if possible, remove at least one old shoot.

- Prune back flowering (Floribunda) roses which are over one year old in March (or as soon afterwards as frosts permit) to five eyes up from the base to an outward pointing bud.
- Prune back Floribunda and Hybrid Tea roses in December to remove one-third of the previous season's growth.
- Throughout the Summer, rose bushes shall have any suckers and dead heads removed. Suckers shall be cut from the rose bush as far as reasonably practicable at the junction of the sucker and the root of the rose bush. Dead heads shall be removed and stems pruned by approximately 75mm to an outward facing bud.
- Rose buds or rose flowers shall not be removed from rose bushes during these operations. In the event that a rose has a dead head and that there is a rose bud or flower on the same stem, then the dead head shall be removed carefully without damaging the rose bud or flower at the junction of the stem of the dead head and the stem of the rose bud or flower.
- When pruning has been completed, The Contractor shall remove all footmarks and indentations to the surface of the soil.
- Paths and roads shall be kept clear of excess or overhanging growth at all times.

6.8.10. The Contractor shall be responsible for the supply, cartage and spreading of mulch. The following tasks will be undertaken:

- Composted bark mulch shall be laid to areas such as rose/flower beds to a depth of 100mm or as directed.
- Old bark and mulch shall be removed and disposed of prior to any new issue being laid.
- Mulch shall be spread evenly and care taken to ensure that none of the plants are damaged or buried during the mulching process.
- Mulch shall only be spread after the soil surface is leveled off to remove humps and hollows. Weeds shall be removed prior to mulching. The Contractor shall be responsible for controlling re-growth of weeds resulting from inadequate preparation.
- Bark mulch must be clean, free of sawdust and dirt with individual pieces no longer than 100mm. The Contractor shall ensure that other materials including soil are not mixed with the mulch during work.

6.8.11. Edges shall be checked and rebuilt or repaired as necessary if damaged during mulching. Where necessary, the soil level shall be reduced. Edges shall hold mulch without spillage. The Contractor shall trim and prune all hedges, shrubs and roses in accordance with good garden husbandry and to a good horticultural standard. Shrub beds contain a variety of shrubs and each shrub shall be pruned at the appropriate time for that shrub and in accordance with good horticultural practices. For example: The Contractor shall manage and maintain shrubs by carrying out weeding and pruning to seasonable and safety requirements taking into account respect for the landscape, and the heritage and wildlife sensitivity of the area concerned, including its ecological biodiversity. Examples of the activities required are:

- Shrubs suitable for late winter pruning such as Buddleia and Cornus shall be pruned in March.
- Spring flowering shrubs such as Forsythia or Ribes shall be pruned during June.
- Shrubs suitable for pruning during the summer such as Prunus Laurocerasus shall be pruned during July.

- Summer flowering shrubs such as Deutzia shall be pruned during September.

(n.b. - this list may not be exhaustive but is indicative of the general practices PA Housing expects).

6.8.12. The Contractor shall be responsible for the supply, cartage and spreading of mulch so as to maintain a safe and tidy environment.

6.8.13. The may requests works that supercede the above.

6.9. Tree Maintenance (day to day routine maintenance)

6.9.1. The Contractor shall organise his workforce to provide reports of any damaged or diseased trees or potentially hazardous tree conditions and any required remedial action.

6.9.2. In addition the following routine maintenance tasks will be undertaken throughout the life of these contracts.

6.9.2.1. All tree bases/lower trunks up to a height of 2.5m should have growth and suckers removed when they reach a length of 200mm or cause conflict with footpaths or site lines. All trimmings or debris removed. Tree base and surrounding area left neat and tidy with all debris removed. The Contractor may, subject to the approval of the Contracts Officer and at the Contractor's expense, cut back/prune low level branches to facilitate grass cutting operations if so deemed necessary.

6.9.2.2. All basal and lower trunk growth and suckers will be removed from trees back to the point of origin.

6.9.2.3. The Contractor will be expected to remove any such self-set trees that were in place at the commencement of the contract, by the end of the 4th month of this contract. Any new self set trees shall be removed and disposed of as part of normal maintenance as part of this Contract.

6.10. Parking enforcement and Abandoned Vehicles.

6.10.1. Most housing estates have limited space for cars and many estates have parking restrictions. PA Housing provides some facilities (e.g. parking spaces, garages etc.), where residents can park their cars.

6.10.2. The Contractor's staff are the "eyes of PA Housing" on the sites to which they provide services, often visiting more frequently than other PA Housing staff, and part of their role is to assist in ensuring that residents abide by the rules as stated above and encourage them to address any issues or concerns through the Authorised officer.

6.10.3. The Contractor shall always advise residents that PA Housing operates a parking enforcement regime on some estates. If residents park on those of PA Housing estates that have such a scheme without renting a facility and displaying a permit, they may be issued with a penalty ticket. They will then have to pay a fine to have their vehicle removed. Daily storage fees are also payable if a car is removed and not collected immediately.

6.10.4. When The Contractor becomes aware of an abandoned vehicle it should be reported to the Contracts Officer giving as much of the following information as possible:-

- Vehicle make and model
- Registration details
- Location (road, estate, block, nearest flat number)
- Condition of Vehicle
- Digital photo (time stamped)

6.10.5. PA Housing Contracts Officer will decide whether to have a notice served on the vehicle giving the owner fourteen days to remove it. The Contractor will be issued with PA Housing stickers to place on abandoned vehicles. The Contractor will not be required to go to sites simply to attend to untaxed vehicles.

6.11. **Residents gardens**

6.11.1. At the same time as they are carrying out Grounds Maintenance Services to communal areas, residents may approach The Contractor to provide assistance to maintain resident's own gardens should they want to and The Contractor should react accordingly.