

CONTENTS
Amended November 2009 version1

SECTION A	Instructions to Tenderers	A1-4
SECTION B	Form of Contract	B1-2
SECTION C	General Conditions of Contract	C1-17
SECTION D	Specification	D1-16
SECTION E	Standards	E1-11
	Preambles	
	Detailed Specification	
SECTION F	Locations	F1-7
	Cleaning Services -	
	current expectations on frequency	F8-12
	Gardening Services -	
	current expectations on frequency	F13-14
SECTION G	Pricing Schedule	G1-2
SECTION H	Conflict of Interest	
SECTION I	Certificate relating to Bona Fide Tender	
SECTION J	Form of Tender	

A. INSTRUCTIONS TO TENDERERS

1. The Tender shall be made on the Tender form provided.

No UNAUTHORISED alteration or addition should be made to the Tender Form or to any other of the Tender Documents. IF ANY SUCH ALTERATION OR ADDITION IS MADE OR IF THE TENDER IS NOT PROPERLY COMPLETED, OR IF THESE INSTRUCTIONS ARE NOT FULLY COMPLIED WITH, THE TENDER MAY BE REJECTED.

2. Should any additions to the Tender Documents as issued to Tenderers be deemed to be necessary prior to the date for submission of Tenders, these will be issued to Tenderers in the form of Supplementary Documents, which will form part of the Contract.
3. Tenderers shall treat the contents of the Tender Document as private and confidential.
4. Tenders must be submitted strictly in accordance with the Tender Documents without qualifications. Any points of doubt or difficulty related to the Tender Documents should be cleared in writing with the Contracts Manager as early as possible during the Tender period.
5. Tenders are to be returned under cover in the envelope provided to SBHA , Mulliner House, Flanders Rd, Chiswick, London, by the time and date specified in the covering letter.
6. The Tender shall remain valid and open to acceptance by the Employer after the submission date. This period shall be 90 days from receipt.
7. The Employer does not bind itself to accept the lowest or any tender nor will it be responsible for or pay any expenses or losses which may be incurred by the Tenderer, or any Sub-Contractor in the preparation and submission of their tender.
8. Should any Tenderer be in doubt as to the interpretation of any part of the Contract documents, the Contracts Manager shall endeavour to answer WRITTEN queries prior to the Tenders being submitted. Only written enquiries will be accepted. Tenderers should note that all responses to such queries will be copied to all other Contractors invited to tender although without identifying the Tenderer making the enquiry.
9. The quantities included in the Specification and Property List are for the Tenderers guidance in preparing a Tender for the required service. SBHA does not warrant that the figures given are correct although it has endeavoured to ensure they are. We would advise you that the responsibility for verifying the figures lies with the contractor.
10. Inspections of locations may be made only after contacting the contact officer named in the property list or the Contract Administrator who will make a mutually agreed appointment time.

11. Tenders shall be completed in full and submitted strictly in accordance with the Tender documents i.e. without qualifications. No tender will be accepted unless accompanied by the following documents.
- 11.1 A statement of the names and home addresses of the partners if the Tenderer is a partnership, or a statement of the names and home addresses of the Director and the Secretary if the Tenderer is a Company.
- 11.2 A description of the Tenderers corporate and management structure.
- 11.3 The names of the Tenderers bankers and of two trade referees.
- 11.4 A statement setting out the Tenderers status as a subsidiary company or otherwise within the meaning of Section 736 of the Companies Act 1985 and, if appropriate, the name and registered address of the ultimate holding company.
- 11.5 The completed Tenderers proposals and pricing schedules.
- 11.6 Evidence in writing of the Tenderers Employers Liability, Public Liability, Product liability and Professional Indemnity Insurance, where applicable.
- 11.7 Where the Tenderer is a subsidiary company, it shall supply an undertaking to provide an irrevocable guarantee by the Holding Company in the form of the deed provided.
- 11.8 A statement setting out the Tenderers policy relating to the Health and Safety at Work Act 1974, any revisions thereto and any associated legislation and Codes of Practice appropriate to the provision of the service. This statement shall include: -
 - 11.8.1 A description of the Health and Safety measures to be taken in the course of providing the service for the protection of SBHA employees and tenants, the Tenderer's employees and members of the public.
 - 11.8.2 An explanation of how the Health and Safety measures are to be brought to the attention of the Tenderers employees.
 - 11.8.3 A description of any monitoring procedures that the Tenderer will undertake to ensure that the Health and Safety policy is being carried out, including the frequency of visits to the properties where the service is performed.
 - 11.8.4 A statement of how often the Health and Safety Policy and procedures are reviewed.
 - 11.8.5 A statement of the intended procedure for introducing revisions to the Health and Safety Policy when new types of equipment or materials are introduced or new working practices are implemented.
 - 11.8.6 Details in writing of any convictions under the Health and Safety Act 1974 or any other related legislation in the last 5 years.
- 11.9 A copy of the Tenderer's Quality Assurance certificate if any formally certificated Quality Management system is in operation e.g. BS standards. If no certificated Quality Management system is in place, a statement must be provided stating how

the Tenderer will ensure that they provide services of a consistently high quality to SBHA, its staff and tenants.

- 11.10 The Tenderer shall supply audited accounts for the last two years. In the absence of audited accounts, the Tenderer shall provide a statement of turnover for the period not covered by the accounts.
- 11.11 The Tenderer shall complete a detailed statement of Contractors Proposals, detailing the resources to be used and the method of performing the service (the Method Statement). The Tenderer should note that the information contained in the Contractors Proposals will be used to carry out a detailed evaluation of the Tenderers tender.
- 11.12 The Tenderer shall furnish the names and addresses of any specialist firms and sub-contractors whom they propose to employ, together with a description of the services to be performed by each, and the names and addresses of suppliers of equipment and materials.
- 12 All documents requiring a signature shall be signed as follows: -
 - where the Tenderer is an individual, by the individual
 - where the Tenderer is a partnership, by two duly authorised partners
 - Where the Tenderer is a company within the meaning of the Companies Act, by two Directors or by a Director and the Secretary of the company, such persons being duly authorised for that purpose.
- 13 The Tenderer shall note that the total tendered price should be calculated from the individual costs per properties.
- 14 The Tenderer shall note that there is no provision for the pricing of the Tenderers overheads, establishment charges, profit etc. separately and the costs related to these items shall be included in the Tenderers overall prices. The overall prices should include the cost of all equipment and materials necessary to perform the service as specified
- 15 Information supplied by SBHA is supplied for general guidance. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of any such information and no responsibility is accepted by SBHA for any inaccurate information obtained by Tenderers.
- 16 The Tenderer shall allow inspection, checking and auditing of any of their Quality or Health and Safety systems by any person nominated by SBHA, before the contract is awarded. Tenderers may also be invited to an interview to discuss their tenders before a contract is offered.
- 17 Any form of tender submitted by any Tenderer who:
 - fixes or adjusts the prices by or in accordance with any agreement or arrangement with any other person ; or
 - communicates to any person other than SBHA the amount or approximate amount of the prices except where such disclosure is made in confidence in order

to obtain quotation necessary to the preparation of tender or for purposes of insurance ; or

- offers to pay or give, any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done, or causing or having caused, any act or omission to the Tenderers, or any other parties, tender ; or
- in connection with the award of contract commits an offence under the prevention of Corruption Acts 1889 to 1916

Shall not be considered for acceptance and shall accordingly be rejected by SBHA.

18 SBHA will carry out a detailed tender evaluation after the return of tenders, which will consider:-

- labour, equipment and materials and their deployment
- levels of managerial, administrative and supervisory provision
- expertise and capacity
- price
- health and safety matters
- quality systems
- liaison with SBHA employees and tenants/leaseholders

No importance should be attached to the order in which these criteria are listed.

19 SBHA does not bind itself to accept the lowest or any tender nor will it be responsible for or pay any expenses or losses which may be incurred by the Tenderer, or any Sub-Contractor in the preparation and submission of their tender.

20. SBHA require 4 (four) hard copies and 1 (one) electronic copy to be returned to the address on the return label by the due date.

B. FORM OF CONTRACT

AN AGREEMENT made the first day of October two thousand and BETWEEN SBHA and of / whose registered office is situated at and whose United Kingdom registration number is ('The Contractor') of the other part.

WHEREAS SBHA is desirous of having certain building cleaning services and garden maintenance carried out ('the Service') and has :-

- (i) caused the following documents to be prepared by SBHA:
 - (a) instructions for tendering;
 - (b) form of tender;
 - (c) conditions of contract including special conditions
 - (d) a specification (including incorporated schedules and appendices);and
 - (e) a value assessment statement
- (ii) requested from the Contractor responses to SBHA requirements incorporated in the specification document above-mentioned which has been accepted by SBHA.

All of which are collectively called 'the Contract Documents'.

AND WHEREAS the Contractor has supplied SBHA with a fully priced copy of the pricing schedules incorporated in the said specification.

AND WHEREAS the Contract Documents are for the purpose of safe keeping retained at the offices of the Chief Executive of SBHA.

NOW IT IS HEREBY AGREED as follows :-

1. FOR the consideration mentioned in Clause 2, the Contractor will provide the Service described by or referred to in the Contract Documents in accordance with the terms of the Contract Documents for the contract period.
2. SBHA will make to the Contractor the payments in accordance with and at the times and in the manner specified in the Contract Documents.
3. THE term 'Authorised Officer' in the Contract Documents shall mean the Chief Executive or in the event of his death or ceasing to be the Authorised Officer for this purpose of this Contract, such other person as SBHA shall nominate for that purpose Provided Always that no person consequently appointed to be the Authorised Officer under this Contract shall be entitled to disregard or overrule any certificate, opinion, approval or instruction given or expressed by the Authorised Officer for the time being.

IN WITNESS whereof SBHA and the Contractor have hereunto affixed their representative Common Seals the day and year first before written.

GIVEN UNDER THE COMMON SEAL OF SBHA))

Secretary :

Director :

THE COMMON SEAL OF was hereunto affixed in the presence of :-))

Director :

Secretary :

C. GENERAL CONDITIONS OF CONTRACT

Definitions and Interpretations

In this Contract, unless otherwise specified, the following expressions shall mean:-

- 1.1 "Annual Sum" means the amount payable by SBHA to the Contractor calculated from Contractor's tender, but which may be varied in accordance with the Default Conditions;
- 1.2 "Commencement Date" means the date stated in the Schedule for the contract to start.
- 1.3 "Conditions" means the Conditions of Contract including any Special Conditions and the Schedule.
- 1.4 "Contract" means the Agreement between SBHA and the Contractor including any Articles of Agreement, these Conditions and the other Documents listed within this whole document.
- 1.5 "Contract Documents" means the documents comprising the Contract.
- 1.6 "Contract Standard" means the standard as set out in the Acceptable / Unacceptable Schedule and all other conditions within the contract as specified. The standard is to be to the reasonable satisfaction of the Authorised Officer.
- 1.6.1 "Contract Period" for the provision of Garden Maintenance and Commercial Cleaning of selected properties, means the period of 5 years commencing on 1st October 2010, except that this period may be extended for one further year expiring on 30th September 2015 at the discretion of SBHA.
- 1.7 "Schedule of Rates" where applicable means the Schedule of Rates upon which the Contractor's tender was based and incorporates the principles of measurement as set out.
- 1.8 "Service" means the whole of the work to be executed, including any goods or materials to be supplied by the Contractor in accordance with the Contract and involves any modification as specified within these Conditions.
- 1.9 "Specification" means the description of the Service referred to in any Specification in the Contract and any modification thereof.
- 1.10 "Authorised Officer" means the person defined in Condition 3
- 1.11 "Contractor" means any person, persons or company providing the Service within the Conditions of Contract
- 1.12 "Contract Manager" means the representative of the Contractor appointed as defined in Condition 8.1
- 1.13 References to employees of the Contractor shall include the Contractor's agents and subcontractors unless the conditions of contract state otherwise.

- 1.14 Reference to time shall mean, during the period of summer time, to be British Summer Time and otherwise Greenwich Mean Time.
- 1.15 The Contract shall be governed by and construed in accordance with English Law, and the English Courts shall have jurisdiction over any dispute of difference, which shall arise between SBHA or the Authorised Officer and the Contractor out of or in connection with this contract.
- 1.16 A reference to any Act of Parliament, to any Order, Regulation, Statutory Instrument, or the like shall be deemed to include a reference to any amendment or re-enactment of the same.

2. Commencement and Completion

2.1 Commencement and Completion

The service will commence on 1st October 2010 and, subject to satisfactory performance, shall end on 30th September 2015, with a further year awarded at the discretion of SBHA to 30th September 2016.

2.2 Extension of Contract Period

If it becomes apparent that the Works will not be completed for reasons beyond the control of the Contractor, including compliance with any instruction of the Contracts Manager, then the Contractor shall hereupon in writing so notify the Contracts Manager who shall make, in writing, such extension of time for completion as may be reasonable. Reasons within the control of the Contractor include any default of the Contractor or of others employed or engaged by or under him for or in connection with the Works and of any supplier of goods or materials for the Works.

3. Form of Contract

3.1 Sufficiency of Information

The Contractor shall have satisfied itself, before submitting its tender, as to the accuracy and sufficiency of the rates and prices stated by them in its tender which shall (unless otherwise provided in the Contract) cover all the Contractor's obligations under the Contract. The Contractor shall be deemed to have obtained for itself all necessary information as to risks, contingencies and any other circumstances which might reasonably influence or affect the Contractor's tender.

3.2 Documents Mutually Explained

3.2.1 Unless otherwise expressly stated, the Contract Documents are to be taken as mutually explanatory of one another. Any ambiguities or discrepancies, shall be resolved by the Authorised Officer who shall then issue to the Contractor appropriate instructions in writing and the Contractor shall carry out and be bound by such instructions.

3.2.2 In the event of any inconsistency between the Conditions and any provision in any of the Contract Documents, the Conditions shall prevail.

3.3 Variation of Conditions

3.3.1 Following the formation of a binding agreement, no deletion from, addition to, or variation of the Conditions shall be valid or of any effect unless agreed in writing by both SBHA and the Contractor.

4. **Authorised Officer**

4.1 The Authorised Officer shall be the person appointed by SBHA, or if no appointment is made, shall be the Chief Executive of SBHA or such representative appointed by SBHA from time to time to act on behalf of SBHA for the purpose of the Contract.

4.2 SBHA shall forthwith give notice in writing to the Contractor of the replacement of the Authorised Officer or if any person ceases to be the Authorised Officer.

4.3 From time to time the Authorised Officer may appoint one or more representatives to act for him/her self, generally or for specified purposes or periods. Immediately any such appointment is made, the Authorised Officer shall give written notice to the Contractor.

5. **Variations of Contract**

5.1 The Authorised Officer shall be entitled to issue to the Contractor instructions in writing in relation to all or any of the following:

5.1.1 to omit any part of the Service or to cease to provide any part of the Service during such times and for such periods as the Authorised Officer may determine.

5.1.2 to provide the Service or any part of the service, in such a manner as the Authorised Officer may reasonably require providing that the change is not a modification to the contract.

5.1.3 to provide additional services to the Service including additional or substituted locations as the Authorised Officer may reasonably require, provided that these services shall be the same as or similar to that already provided within the contract.

5.1.4 to vary temporarily or permanently the Service or any part of the service to be provided.

5.1.5 to designate storage space (where possible), washroom and lavatory facilities.

5.2 The valuation of variations shall be calculated by the Authorised Officer in accordance with the following provisions :-

5.2.1 where part of the Service is omitted from or ceases to be provided under the Contract, then the rates and prices contained in the Price Schedule shall determine the valuation of the part of the Service omitted.

5.2.2 where the variation is of a similar character to and is executed under similar conditions to the Service the rates and prices for the work contained in the Price Schedule shall determine the valuation.

5.2.3 where the variation is not of a similar character to or is not executed under similar conditions to the Service the valuation shall be made at fair rates and

prices, taking into account, where applicable, the rates and prices in the Price Schedule.

- 5.3 Any instructions given to the Contractor regarding Conditions 5.1.1, 5.1.2 or 5.1.3 shall be given not less than 7 days prior to the date at which the variation shall take effect.
- 5.4 The period of any temporary variations to the Service made pursuant to condition 5.1.4 shall not be less than 7 days.
- 5.5 If due to circumstances beyond the control of SBHA, (which shall include but not necessarily be limited to natural disasters, acts of war or industrial disputes) premises are closed temporarily at short notice then the Contractor shall be entitled to payment equal to what it would have received in the notice period stipulated in 4.3 (7 days) until such time as that notice period expires, or that the premises re-opens, whichever is the earlier.

6 **Guarantees**

- 6.1 If the Contractor is a subsidiary company within the meaning of section 736 of the Companies Act 1985 it may be required to provide a Guarantee in the form specified by SBHA by its holding company or companies (as defined by the said section 736) to secure the due performance by the Contractor of its obligations to SBHA.

7 **Contractors Obligations**

- 7.1 During the contract period the Contractor shall provide the service in a proper, skilful and workmanlike manner, to the agreed Contract Standard, in accordance with the written instructions and to the entire satisfaction of the Authorised Officer, provided always that a written instruction to provide the Service to the Contract Standard shall not be a modification within Condition 4.
- 7.2 The Contractor shall at all times during the Contract period allow the Authorised Officer and any person nominated by the Authorised Officer access to :
 - 7.2.1 records and documents in the possession of the Contractor in connection with the performance of the Service.
 - 7.2.2 materials and stores in order to ensure that they comply with manufacturers' specifications and as specified in the Specification.
 - 7.2.3 plant and equipment used or proposed to be used in connection with Service for the purpose of ensuring that requirements of the Specification and relevant statutory requirements are met.
- 7.3 The Contractor shall not in any circumstances use any premises or equipment belonging to SBHA to perform, any work other than provided for in the contract.
- 7.4 In the event of the Contractor being unable to perform the Service or any part thereof the Contractor shall immediately inform the Authorised Officer giving details of the circumstances, reasons and likely duration. Nothing in this Condition shall in any way alter, modify, relieve or in any other way vary the Contractor's obligation to provide the Service.

7.5 Should the Contractor fail to provide the Service or any part of the service, with due diligence or in a proper; skilful and workmanlike manner, or to the Contract Standard and to the entire satisfaction of the Authorised Officer, SBHA may itself provide or may employ and pay other persons to provide the Service or any part of the service. All costs incurred as a result of this, may be deducted from any sums due or to become due to the Contractor under the Contract or shall be recoverable from the Contractor by SBHA as a debt..

7.6 **Statutory Obligations, Notices, Fees and Charges**

The Contractor shall comply with, and give all notices required by, any statute, any statutory instrument, rule or order or any regulation or bylaw applicable to the Provision of the Services (hereinafter called 'the statutory requirements') and shall pay all fees and charges in respect of the Provision of the Service legally recoverable from him. If the Contractor finds any divergence between the statutory requirements and the Contract Documents or between the statutory requirements and any instruction of the Contracts Manager they shall immediately give to the Contracts Manager a written notice specifying the divergence. Subject to this latter obligation, the Contractor shall not be liable to SBHA under this Contract if the Service does not comply with the statutory requirements where and to the extent that such non-compliance of the Provision of the Service results from the Contractor having provided the service in accordance with the Contract Documents or any instruction of the Contracts Manager.

8 **Contractors Employees**

8.1 The Contractor shall employ sufficient persons to ensure that the Service is provided at all times and in all respects to the Contract Standard.

8.2 The Contractor for this Service only such persons as are properly and sufficiently qualified, competent, careful, skilled, honest, experienced, instructed and supervised, as the case may, be with regard to the service and in particular to: -

8.2.1 the task or tasks they have to perform.

8.2.2 all relevant policies, rules, procedures and standards of SBHA, together with all relevant provisions of the Contract.

8.2.3 all relevant rules, procedures and statutory requirements concerning health and safety at work, fire risks and fire precautions.

8.2.4 the need to maintain the highest standards of hygiene, courtesy, honesty and consideration.

8.2.5 the need to recognise situations which may involve any actual or potential danger of personal injury to any person and where possible without personal risk, to make safe such situations, and forthwith to report such situations to the Authorised Officer or in the event of emergency to any available member of SBHA management.

8.3 The Contractor shall not in the provision of the service employ any person under the age of 16 years or over the age of 65 years without the express permission of the Authorised Officer.

- 8.4 All monies and other items of value found by the Contractors' employees shall be handed to the Authorised Officer or his / her representative as soon as possible and a written receipt obtained.
- 8.5 The Authorised Officer shall be entitled but not unreasonably or vexatiously to require the Contractor, by notice in writing, to remove from the provision of the Service any employee of the Contractor specified in such notice including the Contracts Manager. The Contractor shall forthwith remove such employee from the provision of the Service and shall immediately provide a replacement if necessary.
- 8.6 The Authorised Officer shall be under no obligation to reveal to the Contractor the reason for any instruction given to the Contractor to remove any employee of the Contractor from the provision of the service.
- 8.7 SBHA shall in no circumstances be liable either to the Contractor or to the employee or prospective employee of the Contractor, in respect of any liability, loss or damage occasioned by any action taken by the Authorised Officer under the provisions of Condition 8 and the Contractor shall fully indemnify SBHA against any claim by such persons.
- 8.8 The Contractor shall immediately inform all relevant trades unions representing the Contractor's workforce of the award of the Contract and commencement date and shall confirm compliance with this Condition in writing to the Authorised Officer.
- 8.9 SBHA wish to encourage the employment of local labour to support its work. Consequently, SBHA wish to see 50% minimum local labour living in the boroughs of Hammersmith & Fulham, Hounslow, Hillingdon, Ealing and Brent employed by the contractor.

9 Control and Supervision of Contractor's Employees

- 9.1 The Contractor shall appoint a Contract Manager empowered to act on behalf of the Contractor for all purposes connected with the Contract. Any notice, information, instruction or other communication given or made to the Contract Manager shall be deemed to have been given or made to the Contractor.
- 9.2 The Contractor shall, prior to the start of the Contract give notice in writing to the Authorised Officer of the identity, address and telephone numbers of the person appointed as Contract Manager and of any subsequent appointment. The Contractor shall, prior to the start of the Contract give notice, in writing to the Authorised Officer of the identity, address and telephone numbers of any person authorised to act for any period as deputy for the Contract Manager and when such deputy ceases to be authorised.
- 9.3 The Contractor shall ensure that the Contract Manager, or a competent deputy, duly authorised by the Contractor to act on its behalf, is available to meet the Authorised Officer or the Authorised Officer's representative upon request at any SBHA location included in the Contract at any time during which the Service is being provided.

- 9.4 The Contractor shall provide enough supervisors to ensure that the contractor's employees engaged in and about the provision of the Service at the Locations are at all times adequately supervised and properly perform their duties to the Contract Standard.
- 9.5 The Contract Manager shall inform the Authorised Officer promptly and confirm in writing, any instances of activity or omission on the part of any Location which prevents or hinders, or which may prevent or hinder the Contractor from complying with the Contract. The provision of information under this condition shall not in any way release or excuse the contractor from any of its obligations under the Contract.
- 9.6 The Contractor shall ensure that its employees perform their duties in an orderly and in a quiet manner as may reasonably be practicable having regard to the nature of the duties being performed by them.
- 9.7 The Contractor shall provide at his own expense and shall ensure that its employees wear at all times when engaged on provision of the Service, such identification as may be specified by the Authorised Officer. When requested to do so, any employee of the Contractor shall disclose his/her identity and status as an employee of the Contractor and shall not attempt to avoid so doing.
- 9.8 The Contractor shall require its employees at all times while engaged in the provision of the Service to be properly and presentably dressed in appropriate uniforms or work-wear to the satisfaction of the Authorised Officer. Such uniforms or work-wear to be worn by the Contractor's employees shall be provided, maintained and replaced as necessary by the Contractor.
- 9.9 Where the nature or the place of any duties upon which the Contractor's employees shall be engaged in the provision of the Service make the wearing of any special or protective clothing and footwear necessary or appropriate, the contractor shall provide and shall require its employees to wear such clothing and footwear. Such special or protective clothing or footwear shall be provided and replaced by the Contractor.
- 9.10 The Contractor shall maintain current and accurate records of the work carried out in the provision of the Service. These records shall be open for inspection by the Authorised Officer or his/her representative at all reasonable times.

10 Confidentiality

- 10.1 The Contractor shall not, and shall ensure that its employees do not, divulge to any third party any information, which comes into its or their possession in the course of providing the Service.
- 10.2 The Contractor shall indemnify and keep indemnified SBHA against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this Condition 10.

11 Health And Safety

- 11.1 The Contractor shall at all times comply with the requirements of the Health and Safety at Work, Act 1974 and of any other Acts, Regulations or Orders pertaining to the health and safety of employees, both of the contractor and of SBHA and any other SBHA contractors or agents or authorised visitors.

- 11.2 The Contractor shall provide its general statement of safety policy as part of its Method Statements, (having regard to the SBHA general statement of safety policy) The Contractor shall nominate a person to be responsible for all Health and Safety matters.
- 11.3 The Authorised Officer shall be empowered to suspend the provision of the Service or parts thereof (Condition 4.1.1) in the event of non-compliance by the Contractor with this Condition or with its legal duties in Health and Safety matters. The Contractor shall not resume the Service until the Authorised Officer is satisfied that the non-compliance has been rectified. In respect of any such period of suspension, Condition 7.5, shall apply.
- 11.4 The Contractor shall carry out risk assessments of all sites and hold records to show that these are done on a regular basis.

12 Agency

- 12.1 Neither the Contractor nor its employees shall in any circumstances hold itself or themselves out as being the servant or agent of SBHA otherwise than in circumstances expressly permitted by these Conditions.

13 British Standards

- 13.1 Where an appropriate British Standard Specification or British Standard Code of Practice issued by the British Standards Institution is current, all goods used or supplied and all workmanship shall, as a minimum requirement, be in accordance with the Standard.

14 Observance of Statutory Requirements

- 14.1 The Contractor shall comply with all statutory requirements and other provision to be observed and performed in connection with the Service and shall indemnify SBHA against all action, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this Condition 14

15 Indemnity and Insurance.

- 15.1 The Contractor shall, in all matters for which it is responsible, indemnify and keep indemnified SBHA against the injury to, or death of, any person, and loss of, or damage to any property including property belonging to SBHA except and to the extent that it may arise out of the act, default or negligence of SBHA, its employees or agents, not being the Contractor or employed by the Contractor and except as aforesaid against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof, or in relation thereto.
- 15.2 Without thereby limiting its responsibilities under this Condition, the Contractor shall insure with an insurance company approved by SBHA against the injury to, or death of, any person and loss of, or damage to, any property arising out of or in consequence of the Contractors obligations under the Contract and against all actions, claims, demands, proceedings, damages, costs, charges and expenses in respect thereof.
- 15.3 The insurance in respect of any such personal injury to, or death of, any person arising under a contract of service with the Contractor and arising out of an incident occurring during the course of such person's employment shall comply with the Employer's Liability (Compulsory Insurance) Act 1969 and the Road Traffic Act 1972 and any statutory orders made thereunder.

- 15.4 For all claims other than Condition 14.3 against which this Condition 14 requires the Contractor to insure, the insurance cover sum shall be of £2,000,000 or such greater as sum the Contractor may choose in respect on any one incident and the Contractor's insurance policy effecting such cover shall have the interest of SBHA endorsed thereon, or shall otherwise expressly by its terms confer its benefits on SBHA.
- 15.5 The Contractor shall supply to SBHA before the commencement of the Contract and upon each date of renewal of any relevant policy, a certificate from its insurer's or brokers confirming that the Contractor shall fulfill its obligations to SBHA regarding all insurance policies, cover notes, premium receipts and other documents necessary to establish compliance with this Condition 14.
- 15.6 SBHA shall indemnify and keep indemnified the Contractor against the injury to, or death of, any person, or loss of, or damage to, any property including property belonging to the Contractor to the extent that it may arise out of the act, default or negligence of SBHA, its employees or agents other than the Contractor its employees and agents and against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto.
- 16 Use of SBHA Premises and Facilities**
- 16.1 The Contractor shall ensure that neither the Contractor nor its employees or agents shall do any act or thing at the Locations of SBHA within the Contract other than the proper performance of the Service and as may be permitted by this Condition 16.
- 16.2 SBHA permit the Contractor to use in connection with the Service at no charge, the following facilities and services, and keep clean, where available (see Condition 15.3)
- 16.2.1 Such space, which can, without detrimentally affecting the normal business of SBHA, be made available for the use of the Contractor for storage of equipment and materials.
- 16.2.2 Washroom and lavatory facilities (where available)
- 16.2.3 Heating, lighting, general power and water services, (where available)on condition that the Contractor and its employees strictly observe SBHA energy policies.
- 16.3 The Contractor shall accept that for the cleaning of certain communal areas, and other tasks within the Service, there will not be the availability of storage space, heating, general power, and water services and therefore the Contractor must take this into account when providing the Service.
- 16.4 The Contractor shall use the said facilities and services only in connection with the provision of the Service and shall ensure that the Contractor's employees use the said facilities and services only for such purpose.
- 16.5 The permitting of the use of these facilities and services is personal to the Contractor and the Contractor's employees and shall cease at the end of the Contract Period or upon the termination of the Contractor's employment under the Contract, or at such earlier time as may be specified by SBHA in writing to the Contractor.

- 16.6 The parties agree that there is no intention on the part of SBHA to create a tenancy of whatsoever nature in favour of the Contractor or its employees and that no such tenancy has or shall come into being and SBHA retains the right to use any premises owned or occupied by SBHA.
- 16.7 The Contractor shall keep the said facilities clean, tidy and properly secured as appropriate.
- 16.8 The Contractor shall not use telephones without the express permission of the Authorised Officer except in the event of a need to summon emergency services.
- 17 **Security**
- 17.1 The Contractor shall ensure that its employees maintain the security of all Locations within the Contract. Where the Contractor carries out the Service at the specified times, and this is outside of normal working hours or performed on Locations where there is no general access, the Authorised Officer agrees to issue the Contractor with keys for that specific purpose, the Contractor shall be responsible for the security of that Location
- 17.2 The Contractor shall be responsible for the safekeeping of any keys, passes and other means of access provided to the Contractor by the Authorised Officer and shall only permit such keys, passes and other means of access to be given to those of the Contractor's employees whose names and addresses have been supplied to SBHA and then only to the extent required for the purpose of providing the Service. In addition the Contractor shall ensure that the Authorised Officer is informed immediately of the loss of any keys, passes and other means of access and will reimburse to SBHA any costs of replacement and / or any reasonable security measures implemented as a result of such loss.
- 18 **Equipment and Materials**
- 18.1 The Contractor shall provide all equipment and materials necessary for the provision of the Service.
- 18.2 The Contractor shall (at the Contractors' Cost) maintain in a safe, serviceable and clean condition and replace as necessary all equipment used by the Contractor's employees in the provision of the Service at any Location or stored by the Contractor thereat. All equipment requiring a Portable Appliance Test (under the Electrical Safety at Work Legislation), shall be so tested at the required intervals and shall be marked in accordance with such tests
- 18.3 The Contractor shall prepare mix and use all materials and prepare and use all equipment in a safe manner and to the entire satisfaction of the Authorised Officer and shall keep the same under proper control and safe keeping and shall ensure that all materials are properly accurately and clearly labeled on their containers
- 18.4 The Contractor shall be responsible for the security of all equipment and materials used by the Contractor in connection with the provision of the Service and SBHA shall be under no liability in respect thereof.
- 18.7 The Contractor shall specify, in his Method Statements, all chemicals to be used in the provision of the service and shall not use chemicals of a type not specified in the Schedule without prior written approval of the Authorised Officer.

- 18.8 All chemicals may be subjected from time to time to such tests as the Authorised Officer may direct, with the cost of samples supplied by the Contractor being borne by the Contractor and the cost of making any tests being borne by SBHA.
- 18.9 The Authorised Officer shall be empowered to direct in writing to be executed at the expense of the Contractor The removal within such time or times as may be specified by the Authorised Officer of any materials which do not comply with the Contract Standards .
- 18.10 The Contractor shall supply prior to the commencement of the Contract product descriptions, formulation data and COSHH assessments for all chemicals it proposes to use in the provision of the Service.

19 **Methods of Payments**

- 19.1 Provided that the Contractor shall have performed the Service in accordance with the Contract, SBHA shall pay the Contractor in accordance with his monthly statement, based on twelve equal payments, the total of which equates to the annual amount for the basic service as per the tender document, subject to the additions and deductions herein provided, and in the manner herein provided.
- 19.2 If the Contractor shall dispute any sum to be paid, then a payment equal to the amount not under dispute shall be made. No interest will be paid on amounts outstanding due to dispute.
- 19.3 Within fourteen days of the end of each calendar month, the Contractor shall submit to the Authorised Officer a monthly statement showing the amounts to which it considers itself entitled under the Contract. This statement shall be in a format approved by the Authorised Officer and shall include details, information and costing breakdown as required by the Authorised Officer. The statement shall also include :
- 19.3.1 The Contractor's valuation of work undertaken in respect of each aspect of the Service in accordance with the schedules, during the relevant period.
- 19.3.2 The value of any addition to or omission from the Service duly authorised by the Authorised Officer, arising from a variation of the Contract as per Condition 4.2
- 19.3.3 Any deduction made pursuant to Special Condition 30 of these Conditions, arising from the failure by the Contractor to perform the Service which are therefore the subject of default notices served by the Authorised Officer, in accordance with the said Condition.
- 19.4 The monthly statement will be submitted in duplicate and will include a cost breakdown per location.
- 19.5 Within twenty eight calendar days of receipt of the account the Authorised Officer shall certify and pay the amount properly due in accordance with these Conditions having regard to the account and any adjustments or withholdings.

20 **Value Added Tax**

- 20.1 In addition to the sum specified in Condition 19, SBHA shall pay to the Contractor such Value Added Tax as may be properly chargeable by the Contractor in connection with the provision of the Service. The Contractor shall issue a Tax Invoice in respect thereof.

21 Annual Price Review.

21.1 The rates and prices contained in the Schedule of Rates shall be reviewed to commence on 1st April each year with the maximum increase to be a percentage equivalent to the General Retail Price Index applicable at a fixed date of the 1st December within the contract year. The first increase shall take place in April 2012.

22 Sub-Contracting

22.1 The Contractor shall not:

22.1.1 assign the Contract or any part thereof or to an other person or company:

22.1.2 sub-contract the provision of the Service or any part thereof to any person without the previous written consent of the Authorised Officer, which consent shall be at his/her discretion and if given, shall not relieve the Contractor from any liability or obligation under the Contract and the Contractor shall be responsible for the acts, defaults or neglect of any sub-contractor, its employees or agents.

23 Termination

23.1 If the Contractor becomes bankrupt, or makes a composition or arrangement with its creditors, or has a proposal in respect of its company for voluntary arrangements for a composition of debts, or scheme or arrangement approved in accordance with the Insolvency Act 1986; or has an application made under the Insolvency Act 1986 to the Court for the appointment of an administrative receiver; or has a winding-up order made, or (except for the purposes of amalgamation or reconstruction) a resolution for voluntary winding-up passed; or has a provisional liquidator, receiver, or manager of its business or undertaking duly appointed; or has an administrative receiver, as defined in the Insolvency Act 1986 appointed; or has possession taken, by or on behalf of the holders of any debentures secured by a floating charge, of any property comprised in, or subject to, the floating charge; or is in circumstances which entitle the court or a creditor to appoint, or have appointed, a receiver, a manager, or administrative receiver, or which entitle the court to make a winding-up order; then in such circumstances SBHA may, without prejudice to any accrued rights or remedies under the Contract, terminate the Contractor's employment under the Contract by notice in writing having immediate effect.

23.2 SBHA may, without prejudice to any accrued rights or remedies under the contract, terminate the contractors employment under the contract by notice in writing having immediate effect if the contractor: has abandoned the Contract; or without acceptable reason has failed to commence or recommence the provision of the Service or any part thereof for three consecutive days after receiving from the Authorised Officer written notice to proceed; or if , the contractor having been notified in writing of breaches of its obligations under the Contract, it has persistently been in breach of its obligations under the Contract (and in particular in breach of its obligations in the manner provided for in condition 29) or in that it has been properly served with eight notices of default by SBHA within any 12 month period. (a) where such breaches cannot be remedied, or (b) where such breaches can be remedied but in response to notices giving details of breaches and a specific time for improvement in response to such notices, those breaches of the contractors obligations have not been remedied.

23.3 If the Contractor's employment is terminated as provided in Condition 23 and is not reinstated, SBHA shall:

- 23.3.1 cease to be under any obligation to make further payment until the costs, loss and/or damage resulting from or arising out of the termination of the Contractor's employment or the circumstances leading to such termination shall have been calculated and provided such calculation shows a sum or sums due to the Contractor;
- 23.3.2 be entitled to repossess any of its materials, clothing, equipment, vehicles or other goods loaned or hired to the Contractor and to exercise a lien over any of the materials, clothing, equipment, vehicles or other goods belonging to the Contractor for any sum due thereunder or otherwise from the Contractor to SBHA;
- 23.3.3 be entitled to employ and pay other persons to provide and complete the provision of the Service or any part thereof and to use all such Contractor's materials, clothing, equipment, vehicles or other goods for the purpose thereof;
- 23.3.4 be entitled to deduct from any sum or sums which would have been due from SBHA to the Contractor under this Contract or any other contract or be entitled to recover the same from the Contractor as a debt, any loss or damage to SBHA resulting from or arising out of the termination of the Contractor's employment or the circumstances leading to such termination. Such loss or damage shall include the reasonable cost to SBHA of the time spent by its officers in terminating the Contractor's employment and in making alternative arrangements for the provision of the Service or any part thereof;
- 23.3.5 when the total costs, loss and/or damage resulting from or arising out of the termination of the Contractor's employment or the circumstances leading to such termination have been calculated and deducted so far as practicable from any sum or sums which would have been due to the Contractor, any balance shown as due to SBHA shall be recoverable as a debt or alternatively, SBHA shall pay the Contractor any balance shown as due to the Contractor.
- 23.4 The rights of SBHA under this Condition 23 are in addition to and without prejudice to any other rights SBHA may have whether against the Contractor directly or pursuant to any guarantee, indemnity or bond.

24 **Recovery of Sums Due To SBHA**

- 24.1 Whenever under the Contract any sum of money shall be recoverable from or payable by the Contractor to SBHA the same may be deducted from any sum then due or which at any time thereafter may become due to the Contractor under this Contract or any other Contract with SBHA.

25 **Notices**

- 25.1 Any demand, notice, or other communication required to be given hereunder shall be sufficiently served personally on the address, or if sent by prepaid first class recorded delivery post, by telex, electronic mail or facsimile transmission to the registered office or last known address of the party to be served therewith and if so sent shall, subject to proof to the contrary, be deemed to have been received by the addressee on the second business day after the date of posting or transmission, as the case may be.

26 **Waiver**

- 26.1 Failure by SBHA at any time to enforce the provisions of the Contract or to require performance by the Contractor of any such provision shall not affect the validity of the Contract or any part thereof or the right of SBHA to enforce any provision in accordance with its terms.

27 **Severance**

- 27.1 If any provision of the Contract shall become or shall be declared by any court of competent jurisdiction to be invalid or unenforceable in any way, such invalidity or unenforceability shall in no way impair or affect any other provision all of which shall remain in full force and effect.

28 **Clearance upon Termination**

- 28.1 Within 48 hours of the completion / termination of the Contract, the Contractor shall remove from all Locations all surplus materials belonging to itself, all equipment owned by itself and all files and records.
- 28.2 Those areas used by the Contractor for storage shall be cleaned and all damage therein made good to the complete satisfaction of the Authorised Officer.
- 28.3 All keys in the possession of the Contractor or his staff shall be returned to the Authorised Officer and a written receipt obtained.
- 28.4 In the event that keys in the possession of the Contractor are not returned within the specified time, SBHA shall replace the related locks and shall deduct the costs incurred thereby from any monies due or to become due to the Contractor or shall be recovered by SBHA as a debt.

29 **Minimum Standards Required**

- 29.1 During the Contract Period the Contractor shall provide at the locations specified in the Schedules, the Service (and any variations thereof authorised under this contract) in accordance with the agreed standards set out in the Schedules and at the agreed minimum frequencies, in the suggested minimum frequencies and Site Information details and agreed Method Statements, the Conditions of Contract and any relevant schedules / appendices.

30 **Default**

- 30.1 Notwithstanding or precluding Condition 28, the Contractor shall inform the Authorised Officer promptly and in writing of any instances of inactivity or omission on the part of the Contractor which precludes the Contractor from meeting his contractual obligations.
- 30.2 All work carried out under the Contract will be subject to formal inspection, to ensure that operations are being carried out and that satisfactory standards are being maintained to the agreed acceptable / unacceptable Schedule.
- 30.3 Section 4 refers to the performance assessment of work carried out under the Contract. Default provisions are described in this section.

31 **Arbitration**

- 31.1 In all other matters of dispute between SBHA and the Contractor arising in connection with the Contract, a person appointed by the President of the Institute of Arbitrators will be nominated.

D SECTION 1 SPECIFICATION

1.1 Introduction

The intention is to let combined cleaning and gardening contracts to contractors who are able to provide a single point of contact for both services.

A maximum of two contracts will be let, depending on the contractors' area(s) of operations. SBHA may choose to let a single contract if this is the most economically advantageous choice.

All schemes will need any or all of the following:

- Cleaning to internal areas.
- Sweeping and litter pick/clean of external areas.
- Gardening services (lawn, shrub, hedge, etc. maintenance)
- Bulk rubbish and graffiti removal.
- Replacement of defective light bulbs to internal communal areas.
- Arboricultural maintenance.

Prices shall be held open for a period of 90 days from receipt of tender.

The tenderer will be required to provide their method statement as a response to SBHA requirements. (ref. Instructions to Tenderers 11.11)

1.2 Key requirements of the service

SBHA is a registered social landlord with ownership of properties in West London. See Part E for detailed location of these properties.

SBHA are looking to appoint contractors who understand and are able to contribute to our business drivers. These are:

- To provide a cleaning, gardening and arboricultural service to SBHA estates at the specified frequency and according to the outputs detailed.
- To deliver continuous improvement and efficiency gains year on year.
- To report to SBHA any bulk rubbish, graffiti or anti-social developments.
- To correctly invoice costs to the unit that receives the service.
- To contribute to the business requirements of SBHA as outlined in the Key Performance Indicators.

Equally, SBHA are looking to understand how we may work more closely with the eventual contractors. This may range, for example, from a request for provision by SBHA of a depot for contractor use to the establishing of a contractually binding Partnering Charter reflecting joint objectives. SBHA welcomes proposals from the tenderer to be discussed at award stage. However, for the purposes of initial tender evaluation all pricing must be provided on the basis of this specification and accompanying documents.

1.3 **Cleaning and Gardening Service Provision**

Requirements of the Cleaning and Gardening services are:

- Attendance at the specified frequency to ensure the outputs are achieved.
- To establish a property-related H&S regime.
- To provide timely and accurate management information.

Please refer to Part F for details of the service required at each location and the requested frequency of attendance.

Areas within the Fixed Price

- Cleaning and gardening to internal and external communal areas as specified.
- Window cleaning to internal and external communal glazing at the specified frequencies.
- Supplying and replacing energy efficient light bulbs to internal communal areas (excluding emergency lighting).

Areas outside of the Fixed Price

- Graffiti removal.
- Bulk rubbish collection.
- Periodic deep cleans as requested.
- Arboricultural services for trees on estates.

Although these areas are outside of the Fixed Price, SBHA require comprehensive prices to be provided by tenderers to include for graffiti removal, bulk rubbish removal and periodic deep cleans and arboricultural services. These prices are to be identified within the Pricing Schedules, or “n/a” written if the tenderer is unwilling to provide this comprehensive price, and may be brought within the scope of the Fixed Price by mutual agreement.

For the avoidance of doubt, cleaning refers to all activities to remove unwanted deposits and soiling, internally and externally and includes the removal of weeds to hard surfaces. Gardening refers to the mowing of lawns, trimming of border areas and the planting, pruning or other maintenance of hedges and shrubs. Litter pick of external areas including lawns and planted beds is intended to be a cleaning duty.

This specification is output-based and the standards that are required to be met are written down pragmatically in the form of specific targets. The standard is required to be met at each attendance.

Frequencies

The lowest level of service is the “weekly” clean. Certain schemes require this service more frequently. The frequency of attendance is provided for each scheme in Part F. Where a day is specified this is the required day(s) of attendance due to site-specific bin collection arrangements. This will need to be confirmed and finalised with the successful contractors throughout the eventual mobilisation phase.

It is up to the tenderers to describe how they intend to deliver the service and then agree this with SBHA in the Method Statement requested. See Part E for the detailed outputs relating to service provision.

1.4 Continuous Improvement

Housing associations must aim to deliver continuous improvement and value for money in their services. This means that services must be reviewed on a regular basis and must take into account the needs and wishes of residents. SBHA will need the contractor to demonstrate ways of reviewing and improving services, both at the point of delivery and in their communications with SBHA/BUSH HOMES.

1.5 Reporting of Additional Works

This includes bulk rubbish, graffiti, vandalism and other anti-social occurrences including unauthorised occupancy of communal areas.

The contractor shall communicate any occurrences of these to SBHA in a format to be agreed. It is anticipated that this will take the form of an electronic report to be provided after each attendance.

Please also see 4. Performance Measurement.

1.6 Invoicing and Service Charges

SBHA operates fully within the framework of the 1985/1987 Landlord and Tenant Acts (as updated by the 2002 Commonhold and Leasehold Reform Act) in setting, reviewing and consulting on service charge expenditure.

Service charges are apportioned depending on usage, so that residents pay only for the services they benefit from. This means that service charges may be levied on a block by block basis rather than across a group of blocks or an estate. Where this is the case this is indicated in the location schedule.

The cost of the services provided must, therefore, be allocated to tenants precisely according to the services they receive. SBHA schemes are to be invoiced according to the services required. For example, two blocks on the same estate may differ in that one has a lift. In this instance there would be an additional maintenance and cleaning obligation on the part of SBHA for one of these blocks. Any expenditure would need to be correctly apportioned to that block. All invoicing must reflect this and the service matrix details the coding to be used - see also the invoicing section below.

SBHA require a fixed price to be submitted for year one. Years two and three costs will be increased by RPI. One twelfth of this sum will be paid per calendar month, after verification that standards have been met. Payments due for project works or additional costs (bulk rubbish and graffiti removal) will be payable in addition to the fixed price and the costs will be identified separately from the lump sum element.

1.7 Attendance Monitoring

The contractor will provide in a suitable location at all sites a secure attendance monitor which will be updated with the date of each attendance and signed by the

contractor's employees, as a record for inspection on site by residents and SBHA staff.

1.8 **Liaison with Tenant and Resident Monitors**

SBHA has a number of tenant and resident monitors on its estates. The Contractor is expected to keep these appointed residents informed of its work and on site presence, developing a strong rapport and trust with these individuals.

SECTION D SPECIFICATION

SECTION 2 GENERAL REQUIREMENTS

2.1 Site Access for Planned and Reactive Work Visits

Keys are required to gain access to some sites. These will be issued by SBHA as applicable. The contractor will ensure that contractor's staff in receipt of keys provide a signature to the SBHA site representative to acknowledge the receipt. The contractor will maintain records of key holders.

SBHA will be responsible for all costs of initially providing keys to the contractor. Lost keys will be replaced and costs invoiced to the contractor. Reasonable requests for replacements will be considered.

2.2 Complaints and Escalation

Any complaints regarding the services, howsoever received, will be logged and advised to the contractor's representative. The contractor is to outline to SBHA his proposals to show how he will correct any complaint and improve performance as appropriate. Escalation procedures are to be detailed.

2.3 Safety and Risk Management

The contractor shall be responsible for ensuring compliance with all statutory requirements and to ensure that safety information is kept up to date and is compliant with the relevant statutory order and/or guidelines. Any non-compliances and/or risks should be brought to the immediate attention of SBHA.

The contractor will be responsible for carrying out a risk assessment for each site at which their attendance is required and for providing all personal protective equipment as this risk assessment shall identify as necessary.

The contractor will need to accommodate and communicate within their method statement the particular health and safety requirements regarding clinical waste/drug abuse equipment ("sharps") which can, on occasions, be encountered on the estates.

2.4 Equipment and Materials

The contractor will provide proper and sufficient adequate quality cleaning equipment and materials, suitable in every respect for the surface or area to be treated, maintained or cleaned.

Tenderers should be aware that, notwithstanding agreements between SBHA and the contractor to the contrary, pricing of this tender should initially be based on the understanding that storage of plant and materials will not be possible on the estates.

Appropriate warning signs and barriers are to be used at all times.

The contractor will provide all small tools and consumables necessary to carry out the services. The provision and subsequent replacement of all small tools will be included within the contractor's overheads or as part of his site establishment/set-up costs. The contractor will include to his overall costing the price of all consumables.

The contractor will ensure that all equipment is properly maintained (including all portable appliance testing as applicable) and inspected regularly and used in a safe manner at all times. In particular, the use of any equipment shall not cause a hazard to his own staff, the staff of SBHA, residents, their visitors or members of the public.

All supplies, equipment and materials that are to be kept/stored on site shall be used strictly in accordance with manufacturers' instructions and in compliance with all statutory and legal requirements and, in particular, in accordance with COSHH regulations. Pesticides shall be used in accordance with Part 3 of the Food and Environment Protection Act 1985, the Control of Pesticides Regulations 1986 and the COSHH Regulations made under the Health & Safety at Work Act. In accordance with these regulations, a recognised certificate of competence will be required for the person supervising the work on site.

Any hazardous and potentially dangerous materials are to be identified, stored and protected in a secure area and handled only by suitable qualified personnel strictly in accordance with all relevant regulations. The contractor shall be responsible for ensuring that only designated storage areas are used and that only members of their own staff are allowed access to any storage areas.

The contractor is to maintain a list of all cleaning materials and agents used (including all manufacturers' data sheets) in accordance with COSHH and HSE regulations. All materials to be used on the Contract must have SBHA/BUSH HOMES approval. In the event of the contract officer (acting reasonably) not being satisfied that the materials proposed meet the required standard, the contractor shall comply with the latest British Standard Specification and no claim for additional costs incurred with such compliance will be entertained. The contractor shall give SBHA/BUSH HOMES a minimum five working days notice of any new material he wishes to have approved.

2.5 Existing Contracts

SBHA will arrange to terminate all existing contracts under current arrangements on or before the date of implementation of this contract.

2.6 TUPE

Tenderers are responsible for making their own enquiries and identifying TUPE transfer requirements as between themselves and the existing contractor and will be deemed to have taken into account all costs relating to such transfers within their tender to SBHA.

SBHA will provide details of the current contractor upon request.

2.7 Additional Project Works

Notwithstanding the contractor's obligations to carry out the works as described herein, other works identified as additional project works may arise which are outside of the fixed fee proposal. These fall into two categories:

- Recurring additional works and

- Projects

Recurring Additional Works are bulk rubbish, graffiti, deep cleans and arboricultural services that are outside of the fixed price. These shall be reported to SBHA immediately upon observation together with a quote for removal and shall be removed within two working days of instruction by SBHA. See also section 3 below. SBHA will request arboricultural work as required. Tenderers are expected to provide a quote for the cost of the necessary lopping, pollarding or removal together with obtaining the necessary consents from the Local Authority for protected trees, obtain consent from SBHA and carry out the work using appropriate skilled and trained technicians/tree surgeons.

Projects may involve minor planting works. Following a request from SBHA a quotation for a project will be provided within ten working days.

Works will be conducted after prior approval, using an agreed quotation format, confirmed in writing. The contractor will claim reimbursement against his work order, accounting for materials used and labour (on the work sheet) which will be based on the number of man hours quoted multiplied by the day work rates specified in the tender pricing schedules. Any sub-contracted service will be substantiated by invoice, which will be marked up by the appropriate mark-up specified in the pricing schedules.

2.8 Contract Variations

Portfolio driven changes to the contract price are potentially driven by the following circumstances:

- Addition of a site to SBHA portfolio;
- Vacation of a site by SBHA;
- Addition or removal of assets;
- Change in building use;
- Change of service standard.

All contract variations will be made by reference to the pricing schedules as provided in Section 3. A request for a variation will be priced by the contractor within ten working days and substantiated in accordance with projects day work rates as above.

2.9 Innovations

Where, during the term of the contract, the contractor identifies an opportunity for service improvement or innovation, this will only be implemented with the agreement of SBHA and where there is a business case to do so. Under no circumstances are the service levels to be compromised at the time of changeover or SBHA and its residents to be exposed to increased risk (hidden cost). The contractor will highlight the savings that would result for the remainder of the term by making such changes.

2.10 Operational Hours

Normal working hours are deemed to be 0800 - 1700 Monday to Friday and 1000 - 1300 Saturdays. Access to site at all other times will require special arrangements/agreements with nominated SBHA representatives.

2.11 Implementation Programme

The implementation/mobilisation phase is critical to successful service delivery. Weekly meetings will be held with SBHA to monitor progress against the contractor's mobilisation plan (section 4 refers).

The contractor will submit with the tender returns his proposals for the smooth handover of the contract, together with milestones and deadlines. This IP will detail issues such as risk assessments, resourcing, recruitment, TUPE, introduction of the contractor's processes and the purchase and management of consumables and other materials.

2.12 Quality Assurance

The contractor is to propose a system for evaluating the quality of the service in the tender. The contractor will be expected to operate this system in respect of his operatives and company standards.

2.13 Communication and Meetings

Communication on a day to day basis will be between the contractor and the SBHA Neighbourhood Officer. This will include notification of the presence of bulk rubbish and graffiti and authorisation for removal of same.

Weekly reports will need to be provided to the contract manager detailed in section 4 of this agreement. See also section 4 for details of quarterly meetings.

The contractor will participate pro-actively in performance reviews with SBHA to monitor and manage service delivery issues. The contractor will also meet with the SBHA Neighbourhood Manager on a quarterly basis to review the overall performance, develop strategic improvements, resolve any issues and pro-actively work to develop a long term business policy.

The contractor shall submit information using as a minimum the Microsoft Office 2000 suite of software, comprising as a minimum Excel, Word and e-mail. E-mail addresses must be provided for all managerial staff and those outlined in section 6 of this agreement.

2.14 Reviews, Reports and Meetings

The contractor will produce timely and accurate reports as illustrated in section 4.

The format of the quarterly meeting is anticipated to include the items listed but the intention is that the meetings will develop to meet operational requirements and will be periodically reviewed and enhanced by SBHA and the contractor:

- Service line performance;
- KPIs;
- Customer feedback;
- Complaints in period/corresponding action.

2.15 Invoicing/Payment

A single invoice each one month, in arrears, is required of the contractor for all of the fixed price items. The invoice shall represent one twelfth of the price for the year.

A second invoice shall be submitted for all additional works (bulk rubbish removal, graffiti, reactive works, arboricultural works, etc).

The invoices shall detail the cost of services allocated to each scheme or part of scheme according to the location/block.

Application for payment will be made monthly by the contractor. These reports will be validated by SBHA and once validation is complete the contractor will invoice and payment will be sanctioned. A payment will be made each month to the contractor for the various lump sum elements in the contract and will generally be one twelfth of the annual payment agreed, adjusted as necessary by variations or agreed performance criteria.

SBHA reserves the right to introduce a system of electronic invoice exchange. This would have for effect that the successful contractor would be required to provide invoice details in a form compatible with SBHA accounting software requirements. The tenderer shall identify outline proposals for this in their tender submission. No costs are requested at this time and any costs for implementation of this process will form the basis of separate discussions between SBHA and the contractor.

2.16 Helpdesk

The contractor will provide a telephone number and e-mail address so that authorised SBHA representatives can inform the contractor of complaints or response requests.

The contractor will ensure that the telephone number provided is manned constantly throughout the hours of 9a.m. to 5.30p.m. Calls will be answered promptly and politely at all times. Should the need arise, site attendance will be in accordance with the agreed response times (see below).

In the fullness of time it is intended that this service will be extended to include contact by residents.

The contractor shall also provide an emergency call-out telephone number for out of hours emergencies.

2.17 Response Times

Emergency works shall at all times take place in accordance with the response times defined below:

- Emergency - Attendance within 4 working hours of initiating the call
- Urgent - Attendance within 24 hours
- Standard - Attendance within 3 days

Additional payments will be made for these reactive works that are not due to the fault of the contractor. All invoicing will be according to the procedures laid down in section 2.21 above.

SECTION D SPECIFICATION

3. SECTION 3 DETAILED REQUIREMENTS

3.1 Introduction

The service and standards SBHA will provide for environmental maintenance on the estate are listed below. These services include estate cleaning and gardening. SBHA will inform residents of the means by which the service contractor proposes to meet these standards, including a summary of the frequency of cleaning and the methods to be employed.

For each attendance, the standards outlined in the relevant section of the Detailed Requirements below shall be met. These relate to each of the three areas:

- Core internal communal areas - entrance areas, internal stairwells, waste chutes, landings and corridors, lifts. For sheltered schemes core internal communal areas also include common rooms, conservatories, laundry rooms, bathrooms, kitchen areas and office areas.
- Non core communal areas - decks, emergency/fire exits, basement areas, waste storage/disposal areas, external hard surfaces and car parks.
- External gardens/planted areas.

The tenderer is to provide his proposals - in the form of a method statement - to achieve the standard required by SBHA. The tenderer shall provide details of all materials proposed to be used, all in accordance with Health and Safety and COSHH regulations as laid out earlier.

The onus lies with the contractor to ensure that the quality of his performance meets that stipulated by:

- Attaining the quality standards;
- Monitoring and reporting conformance to standards;
- Acting promptly when standards are not achieved;
- Reviewing and improving standards.

The standard is to be achieved on the day(s) of attendance. SBHA will monitor the performance of the contractor by visiting the site to make an assessment of the standard.

Inspections are made after the day of attendance by the contractor. A pragmatic judgement will be made as to whether the standard was achieved on the day of attendance by the contractor.

The intention of inspections is to ascertain whether dirt, debris, etc. is present in greater accumulations than can be justified by the cleaning interval. For example, the presence of established dirt or cobwebs two days after attendance by the contractor would normally be an indicator that the standards were not met at the time of attendance. The presence of litter on the ground two days after attendance by the contractor would not normally mean that the standards were not met at the time of attendance.

There may be occasions when SBHA will give permission for standards to be relaxed, for example during project works. In these instances written confirmation shall be sought by the contractor and this shall be the only justification for missing the standard. At no time shall this compromise the Health and Safety obligations of SBHA or the contractor.

Following contract award the contractor is to submit a works programme making clear the date(s) of the weekly, monthly and quarterly (or other frequency as specified) attendance at each site. This is in order for:

- Tenants to be made aware of the days of attendance.
- SBHA to schedule their inspection visits.

3.2 **Frequencies**

3.2.1 Cleaning Service

This shall be taken to mean the cleaning of internal areas and the sweeping, litter-picking and weeding of all external areas. It excludes litter-picking to external garden areas.

The required frequency of attendance is laid out in Part 4. For the avoidance of doubt, frequencies for sheltered schemes are in a different format to the general needs schemes.

As a guideline, the frequency of cleaning attendance at general needs schemes shall be as laid out in Part 4. Some sites may require a cleaning attendance at greater or lesser frequencies - please refer to Part 4. After each attendance the relevant standard in part E is to be met.

3.2.2 Periodic Planned Maintenance (Deep Cleans)

The tenderer shall provide a cost for a deep clean to the communal parts of SBHA estates to revive the wall and floor finishes. This shall be detailed in the pricing schedules but shall not form part of the fixed price.

This deep clean shall consist of:

Cleaning Service:

- Shampooing carpet or strip and seal vinyl floor, as appropriate;
- Washing windows internally and externally;
- Washing walls (subject to an appropriate surface finish) and;
- Removing and cleaning all lamp diffusers;
- Pressure washing all bin-store areas;
- All other operations such as may reasonably be expected to maintain all surfaces in an appropriate state of repair, condition and appearance.

It is intended that the contractor shall provide an indicative cost for this deep clean in the pricing schedules and shall confirm this price once an on-site assessment has been undertaken.

Gardening Service

- Dead-head and prune all relevant plants as appropriate according to the horticultural species and in order to maintain healthy growth;
- Hoe and weed all relevant beds;
- All litter, deposits, leaves and arisings removed from site and disposed of.

3.2.3 Bulk Rubbish Removal

If any bulk rubbish is present it is to be notified to the NO within 24 hours of being observed, together with a price for removal.

All bulk rubbish shall be removed within one working day of authorisation by SBHA. This cost shall be detailed in the pricing schedules but shall not form part of the fixed price.

3.2.4 Graffiti Removal

If any graffiti is present it is to be notified to the NO within 24 hours of being observed, together with a price for removal.

All racist graffiti shall be removed within four hours of authorisation or one working day of authorisation by SBHA for all other graffiti. This cost shall be detailed in the pricing schedules but shall not form part of the fixed price.

3.2.5 Arboricultural Work

Requests will be made to the tenderer to inspect and quote on the necessary work to pollard, lop or remove trees on estates. The tenderer will be expected to use suitable trained operatives to quote on the necessary work and its appropriateness. Once quotes are accepted by SBHA, the work is to be completed by trained technicians or tree surgeons. The tenderer must obtain the necessary consents from the Local Authority for the tree work, having identified for himself whether the tree is protected through a Tree Preservation Order.

All tree waste is to be removed from site and disposed of appropriately.

Costs are to be identified in the pricing schedule for pollarding and removal of trees on an ad hoc basis on request from SBHA/BUSH HOMES. A cost should also be identified for the expected cyclical pollarding of all estate trees every three years so this can be factored into estate service charges for tenants and leaseholders.

3.2.6 Home clearance and cleaning

Requests will be made to the tenderer to inspect and quote on the work necessary to clear and clean one of the Associations properties from time to time. Specific quotes for this work will be requested.

SECTION D SPECIFICATION

SECTION 4 PERFORMANCE MEASUREMENT

- 1.1 All Locations will be inspected on a random basis. No prior notice of intention to inspect will be given.
- 1.2 The inspection will cover all parts of the Location subject to the Service. It cannot be guaranteed that 100% inspection will take place, because of the occupation of some areas, but the intention will be to inspect as much of the Location as possible.
- 1.2.1 The Authorised Officer, or his/her nominated representative, will make a subjective assessment of the observed standards. A positive comment will be made on each area inspected, bearing in mind the following :
 - i) The time of day
 - ii) The type of building
 - iii) The users of the building
 - iv) The prevailing weather conditions
 - v) The age of the building, fittings etc.

It is the aim of the inspection to be reasonable, but not to accept obvious signs of neglect. The contractor will provide a weekly report detailing completed work and special work on graffiti removal, rubbish collection if requested together with incidents to report to SBHA. A quarterly contract review meeting will also be called by SBHA to review progress and performance.

- 1.2.2 Using the Inspection Form, the Authorised Officer, or his/her nominated representative will make judgement on the cleaning standards against the criteria set out in 29.2. Noting any specific problems to be highlighted to the Contractor. Particular attention will be paid to the maintenance of the highest standards, in areas of particular sensitivity, with regard to Health & Safety and Hygiene requirements, e.g. toilets and waste disposal areas.
- 1.2.3 The rating band will range from A to D.
A guide to the significance of these ratings are :-

A	-	Very Good
B	-	Satisfactory
C	-	Concern - pointing out to the Contractor the need for attention
D	-	Overall failure of an area or Location - requiring immediate action
- 1.2.4 Where a rating of D is recorded, a Notice of Default will be issued to the Contractor, who will be expected to remedy omissions and failures within 14 days of the notice of default being issued.

- 1.2.4.1 A second inspection will be arranged within two weeks of the first inspection. If at this further inspection, the standard is adjudged not to have improved, a further Default Notice (First Double Default Notice) will be issued, requiring compliance within the next 14 days and, in addition to the requirements for the Contractor to remedy any omissions or failures, a Default imposition based on liquidated damages amassed due to the costing of the Authorised Officers time, will be applied on a basis of the following scale :-

1.2.4.2 First Double Default - 20% of monthly Location charge

A further inspection will be arranged within two weeks of the second inspection. If at this further inspection, the standard is adjudged not to have improved, a further Default Notice (Second Double Default Notice) will be issued, requiring compliance within the next 3 days and, in addition to the requirements for the Contractor to remedy any omissions or failures, a Default imposition based on liquidated damages amassed due to the costing of the Authorised Officers time, will be applied on a basis of the following scale :-

Second Double Default - 10% of monthly Contract charge.

1.2.4.3 If the same Default continues in a subsequent period of 14 days, SBHA reserves the right to give notice to the Contractor to terminate the Contract.

1.2.5 Notwithstanding the above, the Authorised Officer may give written instructions at any time to the Contractor to make good any default in the provision of the Service and the Contractor shall comply with such instructions forthwith. In the event that such instructions are not fully complied with, SBHA, without prejudice to any other right or remedy it may possess may:

1.2.5.1 Without determining this Contract in whole or in part, provide or procure the provision of such part of the Service by another cleaning contractor until such time as the Contractor shall have proved to the reasonable satisfaction of the Authorised Officer that such part of the Service will once more be provided by the Contractor to the required standard. or, until such later time as the Authorised Officer may specify as being reasonable notice in all the circumstances that the Contractor will once more provide such part of the Service and/or

1.2.5.2 Without determining the whole of this Contract, determine this Contract in respect of such part of the Service only and thereafter itself provide or procure the provision of the Service by another cleaning /gardening contractor..

1.2.6 SBHA may charge the cost of any service provided or procured by it under Condition 30 together with an administration charge equal to 5% of the cost of such service.

SECTION 5 MOBILISATION

Contractor Responsibilities

- 5.1 Within five working days from award of this Agreement, produce and submit a full mobilisation programme and plan to expand on the submission at tender stage for review and approval by the SBHA authorised representative.
- 5.2 Within five working days from the award of this Agreement, produce and submit a full mobilisation checklist and programme identifying key deliverables and target dates. This document, linked to your programme, will be used to monitor the mobilisation progress.
- 5.3 Liaise and co-operate fully with the existing contractor(s) to ensure that a fully satisfactory handover takes place in preparation for the service commencement date.
- 5.4 Throughout the mobilisation phase, and beyond as deemed necessary by SBHA, the contractor will attend weekly progress meetings with SBHA and provide a written report at each meeting in the form of a progress update covering all ongoing aspects of the contract mobilisation.
- 5.5 The contractor must satisfactorily demonstrate to SBHA that it is in a position to commence full services. The contractor will not commence full services until such time as SBHA is fully satisfied that it is in a position to do so and the mobilisation checklist has been duly completed. SBHA reserves the right to delay the commencement of full services until such time as it is satisfied that the contractor is adequately prepared to do so. Sign off from SBHA to the key deliverables detailed in the mobilisation checklist must be achieved prior to start on site.
- 5.6 The contractor will include the following details within their mobilisation plan as a minimum:
 - Programme;
 - Implementation team structure and responsibilities;
 - Progress meetings;
 - Communication;
 - Activities:
 - Resourcing/recruitment
 - Appointment of sub-contractors, where applicable
 - Site surveys and risk assessments
 - Verification of prices for deep cleans
 - Building access provisions (key holding, alarms)
 - Site specific staff training
 - Supply of equipment
 - Supply of materials
 - Risk assessment and method statement provision
 - Contingency arrangements
- 5.7 The contractor will be required to mobilise all aspects of this Agreement within the timescales outlined in Section 1.

SECTION 6 TENDER EVALUATION

- 6.1 The awarding of the contract will be on a value for money (VFM) basis. The VFM score will consist of a score for the price and a score for the quality of the proposal. The VFM score will be weighted to reflect 50% quality and 50% price.
- 6.2 The quality criteria that contractors are evaluated upon will include the following:
- Understanding of SBHA resident requirements and relevant issues;
 - Technical ability and experience - Cleaning (this is evaluated through method statements, past and current work and references);
 - Technical ability and experience - Grounds (this is evaluated through method statements, past and current work and references);
 - Training of operatives in H&S, technical and SBHA objectives;
 - Quality control arrangements to include reporting, supply chain management and use of I.T.;
 - Cover and responsiveness/holiday shifts;
 - Compliance with all relevant Health and Safety legislation, including the use of risk assessments to discharge responsibilities towards employees and residents;
 - Mobilisation plans, including proposals for TUPE and handover between incoming and outgoing contractors;
 - Effective use of machinery to enhance productivity - Cleaning;
 - Effective use of machinery to enhance productivity - Grounds;
 - Specific proposals for partnering, continuous improvement and other value added services.

PART E STANDARDS

PREAMBLES

1. Definitions

1.1 Supply

The term “supply” shall be deemed to include the cost of unloading, storing, returning packages, carriage paid and obtaining any credits therefrom and is deemed to include the cost of all materials and goods and delivery to site.

1.2 Sweep

The term “sweep” shall be deemed to include the removal of all loose dirt from floors and follow up with a clean damp mop with neutral detergents.

1.3 Vacuum

The term “vacuum” shall be deemed to include the removal, by hand of large items and then by suction methods, all loose dirt and dust from the relevant surfaces. Furniture should be moved and vacuumed underneath where possible.

1.4 Wipe

The term “wipe” is deemed to include the washing in mild detergent with a clean damp cloth the surface specified, following up with a dry down with another cloth, leaving the surface clean and free from surface marks, streaks, etc.

1.5 Wall and associated features

The term “wall and associated features” shall be deemed to include light switches, pictures and prints, radiators, sockets, emergency lighting, boxed-in features, pipework, mosaics, artworks, breakglasses, notice boards, signs, hoses, wall lights, fire extinguishers, doorbells, vents, plates, cables, dado rails and picture rails.

1.6 Windows

The term “window” shall be deemed to include the entire frame, furniture and secondary glazing units and the glass itself on internal windows but not the glass on external windows.

1.7 Floor

The term “floor” shall be deemed to include all skirting boards, pipework, cables, boxed-in features, vents and plates. Where a rug or mat is in place it should be lifted and vacuumed, swept or wiped separately and appropriately. The area underneath the mat or rug should be cleaned appropriately and the mat or rug replaced.

1.8 Door

The term “door” shall be deemed to include all vertical and accessible horizontal surfaces of the door and the door furniture, including glazing.

2. **Generally**

2.1 Control

Generally the quality of the work will be to the satisfaction of the Contract Administrator (CA).

2.2 British Standards and British Standard Codes of Practice

All British Standards and British Codes of Practice used in this specification refer to the current metric version of such standards or codes except where

- metric standards or codes have not yet been introduced or
- specific reference is made in the item description to the imperial version of such standards or codes.

Where an appropriate British Standard Specification or British Standard Code of Practice issued by the British Standards Institute or other public authority standards is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard.

2.3 Tests

The prices generally shall be deemed to include for all testing in accordance with all codes of practice, British Standards and Local Authority requirements.

2.4 COSHH Regulations

The contractor shall carefully observe the requirements of the Control of Substances Hazardous to Health Regulations 1988 issued under the Health and Safety at work Act. Assessments shall be carried out by the contractor for all processes of operatives.

2.5 Noise at Work Regulations

The contractor shall carefully observe the requirements of the Noise at Work Regulations 1989, issued under the Health and Safety at Work Act 1989. Any activities which generate noise shall be assessed by the contractor and any protective measures such as screens, ear defenders, warning devices, etc., shall be provided.

2.6 Electricity at Work Regulations

The contractor shall ensure all site operations are carried out strictly in accordance with the Electricity at Work Regulations 1989 issued under the Health and Safety at Work Act Regulations 1989. All plant and equipment shall be properly tested before use and test records retained on site.

2.7 Construction (Design and Management) Regulations

The contractor shall ensure that their planning and management of the works comply fully with the Regulations. The following are identified as hazardous operations:

- Working at heights;
- Working adjacent to live electrical cables;
- Working adjacent to live mains;
- Lifting and hoisting;
- Working with solvents and adhesives.

2.8 Frequency Standards

Weekly (or other frequency stipulated within the Service Analysis)

- Hoover/mop and dust/wipe all internal surfaces including floors, lifts, communal doors, entrance porches etc.
- Spot clean floors and walls as necessary
- Litter-pick, weed and sweep external hard surfaces including bin stores/porches
- Litter-pick external planted areas.

Monthly – all of the items in weekly plus:

- Wash internal communal windows
- Wash ledges, skirting/stair edgings etc
- Wash entrance doors.

Quarterly – all of the items in monthly plus:

- Wash external communal windows
- Wash and disinfect bin stores areas
- Wash canopies.

Six-monthly – all items in quarterly plus a deep clean to be agreed

The Deep Clean shall consist of:

- Shampooing carpet or strip and seal vinyl floor (as appropriate)
- Washing windows internally and externally
- Washing walls (subject to an appropriate surface finish) and
- Removing and cleaning all lamp diffusers
- Pressure washing all bin-store areas
- All other operations such as may reasonably be expected to maintain all surfaces in an appropriate state of repair, condition and appearance.

Gardening Service

- Dead-head and prune all relevant plants as appropriate according to the horticultural species and in order to maintain healthy growth
- Hoe and weed all relevant beds
- All litter, deposits, leaves and arisings removed from site and disposed of.

Arboricultural Service

- Pollard, lopping of trees on request.
- 3 year cycle of pollarding of all estate trees.

SECTION F LOCATIONS

Section F contains:

1. Details of locations for cleaning/gardening and additional items.
2. Details of frequencies expected for cleaning and gardening, together with planned days for cleaning to tie in with refuse disposal days. Additional specification items are noted too.

Contractors should note the expected frequencies and additional specification items when tendering prices for each location in Section G.

DETAILED SPECIFICATION

Core Internal Communal Areas – Entrance areas, Internal Stairwells, Waste Chutes, Landings and Corridors, Lifts.

Area	Feature	Standards
Generally for all areas		Free of hazardous deposits except for those deposits which are being responded to;
		Free of bulk refuse or refuse reported for further action;
		Free of graffiti & flyposters save those which are being responded to.
Generally for all sheltered housing areas	Common rooms, conservatories, laundry rooms, bathrooms and toilets, kitchen areas and office areas	Thoroughly clean/maintain floor ceilings, walls, furnishings, fixtures and fittings including any associated pipework and individual furnishings and appliances that belong to each room.
Generally for all sheltered housing areas	Curtains	Removed, thoroughly cleaned and re-hung at the specified intervals to maintain free of deposits, stains and odours.
All floors in entrance halls, entrance lobbies, internal and external porches	Concrete asphalt, granolithic, paved and other hard surfaces (excluding wood and vinyl surfaces)	Free of established loose dust and soilage and litter;
		Have porch canopies free of litter, debris and weeds;
		Present and even shine with only occasional scuffing and light dust;
	All surfaces with wood, rubber and vinyl finishes	Have porch canopies free of litter, debris and weeds;
		Free of established loose dust and soilage and litter.
	All carpeted surfaces	Free of stains except for those stains which are being responded to;
		Have surfaces clear of loose dust and debris;
		Have unremovable stains reported to the Authorised Officer;
		Have porch canopies free of litter, debris and weeds.

All floors to corridors and lift lobbies	All surfaces with concrete, asphalt, granolithic, paved and other hard surfaces (excluding wood and vinyl surfaces)	Free of established soilage and litter;
	All surfaces with wood, rubber and vinyl finishes	Are free of established soilage and litter,
		Present an even shine with only occasional scuffing and light dust;
	All carpeted surfaces	Free of stains except for those stains which are being responded to;
		All unremovable stains reported.
All floors to external access balconies	Concrete, asphalt, granolithic, paved or other hard finishes	Free of litter and established soilage;
		Have all gullies flowing freely through grid and trap;
		Have all railings, panels, balustrades and parapets free of accumulated debris, impacted soilage and graffiti.
All Stairways and landings, including balustrades, handrails and banisters	All stairways and landings with concrete, asphalt, granolithic and other hard surfaces (excluding wood and vinyl surfaces)	Free of established soilage, loose dust and litter, and of smear marks on adjacent walls and drip marks on stringers;
		Have soffits which are free of graffiti, flyposters and hazardous deposits save those which are being responded to.
	All stairways and landings with wood, rubber and vinyl finishes	Free of established soilage, loose dust and litter, and of smear marks on adjacent walls and drip marks on stringers;
		Have surfaces present and even shine with only occasional scuffing and light dust;
		Have soffits which are free of graffiti, flyposters and hazardous deposits save those which are being responded to.

All wall surfaces, including cills and internal glazed partitions, attached signs to a height of 2 metres, external surfaces to entrance porches, ducts, conduits, handrails, and pipe work attached to surfaces	All surfaces with a paint, tiled, varnished, glazed, cement, concrete, timber or brick finish, including all signs attached thereto	Free of loose dust, marks and soilage and with a uniform appearance;
		Have all unremovable marks reported.
All internal and external doors to block (including adjacent fixed-panels and door-entry surrounds, excluding doors to dwellings)	Doors, door furniture including closers, panels, surrounds and the like	Free of marks, loose dust and soilage and with a uniform appearance;
		Have all unremovable marks reported.
Refuse disposal areas	All ground –floor refuse chambers, including paladin & Dumpster chambers served by chute, and areas for groups of bins	Have no overflowing refuse containers'
		Have no soilage to ceiling, doors, walls or floor or litter;
		Have cut-offs which are operations or reported for repair;
		Have containers, bins or sack-holders in good repair or reported as defective;
		Evidence of disinfection present;
		Show no evidence of infestation by pests;
		Have roofs and canopies free of accumulated litter, weeds and debris;
		Have no unpleasant odours.
	All enclosed refuse compartments providing access to hopper(s), both internal and external to block	Have walls, ceiling and floor free of established soilage and litter;
		Have hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;

		Have evidence of dry disinfection treatment present on hoppers;
		Have no evidence of infestation by pests.
	Open refuse compartments providing access to hoppers	Have walls, ceiling and floor maintained to same standards as adjacent area;
		Have hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance.
		Have evidence of dry disinfection treatment present on hoppers;
		Have no evidence of infestation by pests.
	Refuse hoppers on landings or balconies	Hoppers to be free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;
		Evidence of dry disinfection treatment present on hoppers;
		No evidence of infestation by pests.
Lifts		Floors are free of established loose dust and soilage and litter;
		Door tracks are free of soilage and litter;
		Walls (including all attachments, signs, panels and floor indicators, doors and ceilings are free of graffiti, marks and smears, and of uniform bright appearance;
		Lift surrounds and safety doors are free of marks and smears and of uniform bright appearance.
Communal Lighting	Communal light fittings interiors of blocks and ancillary buildings	Have all bulbs functional and checked and replaced as necessary or fittings reported as defective.
		Have all external surfaces of covers free of visible dust and established cobwebs;
		Free of established soilage internally.
All Communal windows and glass (including window fasteners and stays, glass and metal louvers, metal decorative window panels and fixed external glass surfaces, but excluding windows to dwellings)	All fixed and openable communal windows, louvers and panels to block located on landings, corridors, balconies, entrance halls, lobbies and porches	Have damaged or insecure windows reported as defective; Cleaning of all dirt from windows as requested in the "additional specification" column in Part G.

		Have internal surfaces, frames and surrounds clean, dry and smear free;
		Have external surfaces, frames and surrounds clean, dry and smear free.
Accessible flat roof areas		Free of accumulated rubbish and litter.

Definition of terms used

Established loose dust	Means dust in greater accumulations than can be justified by the cleaning interval.
Established weeds	Means weeds of more advanced growth than can be justified by the attendance level.
Flyposters & Fly-posted material	Means any articles of paper affixed with authority to any property or wall or other defined surface irrespective of the size of the article. For the avoidance of doubt, this includes both posters and self-adhesive stickers so affixed.
Hazard	Means any items or circumstance presenting an actual or potential threat to the health and safety of operatives or members of the public.
Hazardous deposits	Shall include all deposits which are actually or potentially hazardous to health including bodily emissions and animal faeces, oil, paint, sharps, broken glass, food or drink residues (including chewing gum) and food or drink containers.
Household waste	Has the meaning assigned to it in S.75 of the Environmental Protection Act 1990, as more particularly set out in Schedule 1 to the Controlled Waste Regulations 1992.
Impacted soilage	Means soilage which is adhering to the surface having been put under pressure.
Internal area	Shall include the area which is within the building line of a building constructed on the site or estate.
Light dust	Shall include dust falling from the atmosphere over a period of one or two days.
Loose dust	Means dust falling naturally to the extent that it is visible
Litter	Means loose rubbish which has been deposited by people or weather action.
Pathways	Means pedestrian only routes through hard and soft landscaped areas.
Removable marks	Means those marks which can be removed by cleaning without damaging the surface to which they are adhered.
Reported for further action (or under report)	Shall describe the situation in which an activity may be beyond the capabilities of the operatives who initially identify the situation and has been reported to the PCHA's management for further action, such reports to be recorded and available for inspection by the Authorised Officer.
Scuffing	Means abrasions to a polished surface.
Special Waste	Has the meaning assigned to it by the Control of Pollution (Special Waste) Regulations 1980 until such time as superseding regulations made under s.62 of the Environmental Protection Act come into force when the corresponding

	definition shall apply.
Spot Cleaning	Means part cleaning or a surface to remove only visible stains, marks or contamination.
Uniform appearance	Means without a patchy appearance caused by spot cleaning.

Non-Core Communal areas – decks, emergency/fire exits, basement areas, waste storage/disposal areas, external hard surfaces, playgrounds and car parks.

Generally (all areas)	Areas free of hazardous deposits or hazardous deposits being responded to;
	All vertical and horizontal surfaces including walls and doors to all buildings within estate, fences, signs and plans free of graffiti and fly-posters likely to be offensive to individuals, or reported for further action;
	Whole area free of bulk refuse, or refuse reported for action for further action pending removal;
	No weeds above 50mm in extent, or if above 50mm under treatment with herbicide. Spraying of all parking/pavement/gulley areas 2 x year in April and October.
All unadopted Estate Roads and courtyards and other external hard surface areas and all play areas (including all defined access and service roads, all courtyard areas and amenity, access or circulation areas with hard surfaces, including marked car-parking areas, drying areas, footpaths and areas servicing or adjoining Community Halls and single storey garages)	Gulley grids and rainwater runnels clear of soilage, rubbish and impacted soilage, no ponding or other failure of surface water drainage due to blocked yard gulley traps;
	All areas and litter bins free of established litter and soilage;
	Entire area is swept and free of debris
	Threats to pedestrians and vehicles created by weather and seasonal conditions including leaf fall under control and risks minimised. For the avoidance of doubt this shall include gritting paths and spreading de-icing materials to circulation routes as required.
All communal Garage areas servicing multi-storey or underground garages and parking spaces, including parking spaces	Gulley grids and rainwater runnels clear of soilage, rubbish and impacted dirt;
	No ponding or other failure of surface water drainage due to blocked yard gulley traps;

	Areas and litter bins free of established litters and soilage;
	Threats to pedestrians and vehicles created by weather and seasonal conditions including leaf fall under control;
	Ventilation grilles and louvers free of impacted soilage and loose dust;
	No ponding or other failures of surface water drainage due to blocked yard gulley traps;
	Areas and litter bins free of established litter and soilage;
	Threats to pedestrians and vehicles created by weather and seasonal conditions including leaf fall under control;
	Ventilation grilles and louvers free of impacted soilage and loose dust;
Lawns (including tree pits, and the bases of adjacent walls, railings and under fences)	Free of litter and rubbish (inc. accumulation of leaves)
Shrub areas	Free of litter and rubbish

External Gardens and Planted Areas

Generally	All arisings shall be disposed of and removed from site.
Lawns	Mow from March to November (frequency will be in the range of every 5 to 14 days depending on weather and growth, to keep grass height below 75mm/3")
	Trim grass at edges and maintain edging generally as required
	Apply herbicide to patches of weeds, scarify and reseed if needed.
Shrub beds	Hoe and remove all weeds as appropriate
	Prune shrubs as appropriate, to waist height at all times.
	Cut shrubs back from all light fittings
	Rake and remove leaves as appropriate
	Treat pests or diseases which threaten plants
Hedges	Hoe and remove all weeds as appropriate
	Trim hedge as appropriate according to the horticultural species.
Rose Beds	Deadhead and remove suckers as appropriate
	Prune in order to maintain appropriate appearance and growth
	Hoe and remove all weeds
	Treat pests or diseases which threaten plants
Trees	Prune every three years on communal land and gardens

Definition of Terms used

Accumulated rubbish	Means litter and debris from maintenance works and abandoned equipment
Amenity grass area	Means the area of hardwearing ryegrass lawn to be found on housing estates in general.
Arisings	Means plant wastes produced from cutting operations such as tree surgery, shrub pruning, mowing and the like.
Bulk Refuse	Shall include any refuse which cannot be disposed of through normal domestic refuse clearance facilities.
Bulky Waste	Means any single article of waste which:

	<p>a) exceeds 25 kilograms in weight, or</p> <p>b) does not fit, cannot be fitted into a cylindrical container 750 millimetres in diameter and 1 metre in length.</p>
Clinical waste	Means any waste which consists wholly or partly of human or animal tissue, blood or other body fluids, excretions, drugs or other pharmaceutical products, swabs or dressings or syringes, needles or other sharp instruments, being waste which unless rendered safe may prove hazardous to any person coming into contact with it.
Debris	Means litter and unwanted particles of materials.
Dry disinfect	Means the application of powdered disinfectant to the prescribed surfaces.
Edges	Shall include the perimeters of grass and shrub areas.

DESCRIPTION OF SITE		ADDRESS	TOTAL UNITS	NHO	DESCRIPTION OF SITE	Borough
SERVICE CHARGE CODE	SCHEME					
Area 1						
37701	Asbridge Court	Dalling Road, Hammersmith, W6 0EJ	14	LD	1 block/stairwells, vinyl flooring, communal room, laundry room, kitchen, toilet.	H&F
3401	Auriol House	1a Ellerslie Road, Shepherds Bush W12 9BN	10	KJ	1 Block/stairwells. 1 Lift. Tiled and concrete flooring on stairwells. Vinyl flooring on each floor between units. Large communal windows. Car park area. Grassed area to front and back of building. Shrubs/Hedges and trees around the block.	H&F
3453	Bailey Crt/Vespan Rd	Bailey Court, Vespan Rd, Shepherds Bush W12 9QP	10	AD	Courtyard with flats leading off it. Car park area, playground, grassed area with shrubs and trees.	H&F
3428	Clifford Haigh House	Fulham Palace Road, Fulham SW6 6HP	40	AH	Large L shaped block, concrete communal stairways and walkways. Communal grassed area - shrubs, roses two trees. Car park area. 2 bin stores. Low level shrubs surrounding estate. 2 storage cupboards for garden and cleaning equipment. Roadway.	H&F
3419	Craft Court	57 Glenthorne Road, Hammersmith W6 0LJ	4	LD	1 Block/stairwell above Craft Court Offices. Communal hallway, carpet.	H&F
37702	Elizabeth Barnes Court	Marinefield Road, Fulham SW6 2LN	40	LD	10 blocks/stairwells, vinyl flooring, communal room, laundry room, kitchen, toilet. Grassed and planted areas at front.	H&F
37703	Ely Court	Cloncurry St, Fulham SW6 6DS	19	LD	Block/stairwells, communal room, laundry room, kitchen, toilet, carpeted. Grassed and planted communal area, car park	H&F
3402	Evelyn & Cotton House	Cobbold Road, Shepherds Bush, W12 9LS	12	KJ	2 Blocks with concrete stairwells. Grassed area and car park. Shrubs and a tree. Bin store	H&F

3418	Glenthorne Road	95-111 Glenthorne Rd, Hammersmith W6 0LJ	10	AO	Car park, communal pathway and external shrubs	H&F
3461	Goldhawk Road, 210	210 Shepherds Bush, Sbush W12 9NT	6	AD	1 Block of flats, external communal areas. Grassed areas.	H&F
3441	Granville/Maxwe II/Britannia	Harwood Road, Fulham London SW6	20	AH	Row of flats. Communal grounds with car parking spaces. Small shrubs. Communal grassed garden. Outside basement of Maxwell St	H&F
PSA	Hamlet Gardens	Hamlet Gardens	121	PSA	4 blocks/11 stairwells. Tiled floors and steps. Front gardens. 5 bin stores. Office on site.	H&F
3455	Hilary Court	William Church Estate, Titmuss St, Sbush W12 8HT	8	KJ	2 block/stairwell. Carpet in communal areas. Small grassed area at the back. Shrub area to the front and side.	H&F
3464	Horder/Burnfoot	Horder Rd, Burnfoot Avenue, Fulham SW6 5ED	11	AH	Rows of houses, gated car park, small grassed verge, small shrubs very low maintenance ,bin area at front of house.	H&F
						H&F
L/hold	446 Fulham Rd	Flat 501 -511, 446 Fulham Road, Fulham, SW6 1DL	11		Single block of 11 flats on a private estate. No external ground maintenance responsibility. Ground plus 4 floors all carpeted , 1 lift, 1 entrance to block.	H&F
L/hold	New Kings Road, 171	Fulham, London, SW6 4SN	8		Street house converted into eight flats. Internal communal cleaning only, ground plus 2 levels all carpeted. Bin store located at front. SBHA freeholder of site but flats privately owned.	H&F
3447	Northcroft Court	61 Becklow Road, Shepherds Bush W12 9HE	29	KJ	3 blocks/stairwells, rubber tiles,vinyl and concrete flooring, car park area, playground	H&F
3460	Parnell Close and 200a to 208b Goldhawk Rd	Shepherds Bush, W12 9NU	26	AD	Unadopted road leading to Parnell Close to be cleaned. Car park areas	H&F

3493	Pearscroft	Pearscroft Court, Sands End, Fulham SW6 2BL	6	AH	Flats - Grassed area behind flats. Shrubs around perimeter. Communal windows, vinyl flooring, Unadopted road requires sweeping. Estate - shrubs, car park	H&F
3462B	Pegasus Place	Ackmar Road, Fulham SW6 4PE	4	AH	Communal garden area - grassed with shrubs.	H&F
3445A	Percy Road, 122	Shepherds Bush W12 9QL	3		Street house converted into three flats. Internal communal cleaning only, ground plus 2 levels all carpeted	H&F
3445B	Pulton Place - Flats	Fulham SW6 1EF	26	AH	3 blocks/stairwells - communal hallway, vinyl flooring, grassed area with shrubs. No windows	H&F
3454	Pulton Place - Houses	Fulham SW6 1EF	23	AH	Unadopted road from Fulham Rd, 2 bin stores, grassed areas dotted around estate, play area - grassed with shrubs, ball court area	H&F
3411	Raleigh Crt	William Church Estate, Scotts Road, W12 8HN	8	KJ	1 block/stairwell. Carpet in communal areas. Small shrubs at front, no grassed areas.	H&F
3462A	Samuels Close, 1-10	Brook Green, W6 7BX	10	AO	Row of flats with own front gardens, communal car park shared with Wilfred Wood Crt, small shrubs	H&F
EXCLUDE ?	St Marks/Pegasus House	Ackmar Road, Fulham SW6 4PE	28	AH	Communal car park, shrubs and trees, houses responsible for garden.	H&F
34114	The Old Firestation	244 Shepherds Bush Road, Hammersmith W6 7NN	12		Fire station conversion, ground floor entrance plus three floors, no carpets in communal areas. 1 Lift, 1 Stairwell. No external communal areas, bin store room and lockable cleaners cupboard.	H&F
3437	Townmead Estate	Wandsworth Bridge Road, London SW6	136	AH	5 blocks/stairwells, carpet and tiled flooring, lifts, refuse store, hoppers, communal grounds areas including unadopted roads, footpaths.	H&F
3412	Twynholm Mansions, 1-28	Lillie Road, Fulham London SW6 7NY	28	AH	3 adjoining blocks/stairwells. Communal stairway, vinyl flooring, communal windows, bin store, small back yard. Concrete basement around the perimeter of the blocks, bike shed	H&F
	Wilfred Wood Court, 1-10	Samuels Close, Brook Green, W6 7BX	10	AO	1 Block/stairwell. Large communal windows. Lift, vinyl flooring	H&F

3443	William Close, 1-6	Wilton Row, Fulham SW6 7RN	6	AH	Row of houses, around a communal courtyard. Shrubs and small trees.	H&F
3432	Wyfold Road, 23	Fulham, SW6 6SE	6	AH	Shrub area outside block. Communal hallway, vinyl flooring. Grassed area with 2 trees. Car park.	H&F
3435	Old Vicarage, A-G	St Andrews Rd, Barons Court, W14 9SX	6	AD	1 block/stairwells, ground floor - wood flooring in communal hallway, carpets on stairs. Large communal windows on each floor, car park area, no grass, one tree requires pruning, hedges	H&F
L/hold	Avonmore Road, 44	West Kensington, London, W14 8RS	5		Street house converted into 5 flats. Internal cleaning only. Basement plus 4 floors. One staircase all carpeted.	H&F
3403	Clandon Court, 1-8	1 Sinclair Gardens, West Kensington W14 0AY	8	AD	1 block/stairwells. Bin area, carpeted stairwell, communal windows	H&F
L/hold	Lakeside Road, 2	West Kensington, London, W14 0DU	10		Street house converted into 10 flats. Internal cleaning only. Basement plus 3 floors. One staircase all carpeted.	H&F
L/hold	Lakeside Road, 6	West Kensington, London, W14 0DU	7		Street house converted into 7 flats. Internal cleaning only. Basement plus 3 floors. One staircase all carpeted.	H&F
L/hold	Lakeside Road, 8	West Kensington, London, W14 0DU	4		Street house converted into 4 flats. Internal cleaning only. Basement plus 3 floors. One staircase all carpeted.	H&F
	Kelway House	North End Rd Fulham	50		Single block of five floors, internal corridors, lift, entrance and grassed roof areas	H&F
3474	Nicoll Road	Harlesden, London NW10 0AX	12	LE	3 Blocks, stairwell, vinyl floor, front garden, car park	Brent
PSA	Regal Court	159/169 Malvern Road, NW6	27	PSA	Terraced block, 4 stairwells, 2 bin areas, carpeted communal areas.	Brent
3465A/B	Acock Grove	Acock Grove, Northolt, Middlesex UB5 4PD	36	LE	Blocks/stairwells, vinyl floor, Grassed area, bin stores	Ealing

L/hold	Central West	320 Ruislip Road East, Greenford, Middx, UB6 9FE	69		1 Block, ground plus 4 floors all carpeted. Lockable cleaners cupboard. External communal area (no grass), potted shrubs. 1 lift, 2 stairwells. Bin store. Main entrance has stone tiles	Ealing
3467a	Fulmer Court	Gurnell Grove, West Ealing, W13 0AN	6	AD	1 Block, communal hallway, vinyl flooring	Ealing
3467c	Merlin Court	Gurnell Grove, West Ealing, W13 0AN	16	AD	1 Block, communal hallway, lift, vinyl flooring, grassed area at the back.	Ealing
3409	Midwinter Court	199 Oldfield Lane North, Greenford, Middx UB6 8PN	9	LE	Block/stairwells, communal hallways, carpeted. Grassed communal area, car park	Ealing
3467b	Osprey Court	Gurnell Grove, West Ealing, W13 0AN	14	AD	1 Block, grassed area at the front, bin store, vinyl flooring, lift	Ealing
L/hold	Pelham Place	Flats 29 - 44, Ruislip Road East, West Ealing, W10HT	16		Single block of 16 flats situated on a private estate. No lift, no responsibility for external areas. Four levels of communal hallways all carpeted. Lockable cleaners cupboard	Ealing
	Puffin Court	369 Gurnell Grove, West Ealing, W13 0BL	8		Block of 8 flats situated on a SBHA site. Ground plus three levels all carpeted. Front lawn and shrubs	Ealing
Bush	Savera Close	Scotts Road, Southall Middx, UB2 5DT	8		Two Blocks, internal communal areas consist of two carpeted stairwells. External car park, grass areas, tress and shrubs.	Ealing
34109	William Perkin Court	1089 Greenford Road, Greenford, UB8 0HL	10	LE	Site divided - one half SBHA, other half Private. Communal hallway - carpeted, requires regular strip and seal.	Ealing
L/hold	Greenacres House	Flats 1 to 13, Welbeck Avenue, Hayes, Middx UB4 9JR	13	L/hold	3 blocks all with ground plus two levels all carpeted. No lift, hardstanding communal external area, basement car park	Hillingdon
3410	Lea Court, 1-5 Angell House, Cadbury CIs	Butler Street, Hayes, Middlesex UB8 8PN	6	LE	1 block/stairwell. Entrance via underground car park.	Hillingdon
3431		Cadbury Close, Isleworth, Middlesex TW7 5AU	9	LE	1 block/stairwell, concrete flooring, car park area, grassed gardens	Hounslow
34112	Bath Road, 10	10 Bath Road, Chiswick	5	AO	1 block/stairwells, communal car park, shrubs and trees.	Hounslow

34111	Bath Road, 8	8 Bath Road, Chiswick	5	AO	1 block/stairwells, communal car park, shrubs and trees.	Hounslow
3436	Chandler Court, 1-10	Staines Road, Bedfont, Middlesex TW\$	14	LE	2 Blocks/stairwells, communal hallway - vinyl flooring. Car park, grassed areas and shrubs.	Hounslow
34113	Flanders Road, 1a	1a Flanders Road, London, W4 1NQ			Landscaped shrub area alongside Flanders Road	Hounslow
3492	Greenlawn Crt	Greenlawn Lane, Brentford, Middx TW8 9PN	12	LE	1 block, vinyl flooring.	Hounslow
L/hold	Ham Croft Close	Feltham, Middx, TW18 7JL	10		Estate of 10 houses with unadopted road and footpaths. Hedges along length of road.	Hounslow
L/hold	Heath Road, 59	Hounslow, Middx, TW3 2NJ	4		Single block of 4 flats. No internal cleaning, rear gardens shared with 57 Heath Road (SBHA property)	Hounslow
3489	Holland Gardens	Brentford High Street, Brentford Middlesex TW8 0AX	45	LE	1 block/stairwell, internal carpeted corridors, underground car park, surrounding landscaping, lift	Hounslow
3434	Hopes Close	1-7 Hopes Close, 205 Heston Rd, Hounslow TW5 0RW	7	LE	1 block/stairwell, car park	Hounslow
3497A	St Thomas Rd	66-88 St Thomas Road, Chiswick W4 3LQ	11	AO	No grassed area, external car park area, shared bin stores	Hounslow
3497B	Langton House	Flats 1-6 Langton House	6	AO	shrub area outside block. Grassed area at side of flats. Communal hallway, carpet.	Hounslow
3426	Osier Court	318 High Street, Brentford, Middx TW8 0BD	15	LE	2 Blocks/stairwell, tiled flooring, car park, grassed front area.	Hounslow
3457	Rawsthorne Court	289 Staines Road, Hounslow, Middlesex TW4 5AJ	12	LE	1 block/stairwell, vinyl flooring, bin area, car park.	Hounslow
3433	Silverbirch Court	21 New Heston Road, Heston, Middx TW5 0LW	6	LE	1 block/stairwell, external car park	Hounslow

3449	Turnpike Way, 2	Isleworth, Middlesex TW7 5AF	8	LE	1 block, vinyl flooring, requires regular strip and seal. Grassed area. 1 bin store, car park	Hounslow
3404	Pembroke Gardens, 19	Notting Hill Gate, London, W2 4EA	12	AO	1 Block/stairwell with basement area. Communal gardens to the back.	K&C
3405	Pembroke Square, 31/32	Notting Hill Gate, London, W2 4DT	21	AO	1 Block/stairwell with basement area. Communal gardens to the back.	K&C
3463	West Cromwell Rd, 14/16	Earls Court, London SW5 9QJ	12	AH	Converted house, vinyl flooring, storage area. Communal garden, small shrubs and hedges.	K&C
3427	Westbourne House	13 Whittaker St, Sloane Square, SW1W 8HJ	8	AH	1 block/stairwell, no car park, grassed area, lift	K&C
3466	Earls Court Road, 292	Earls Court, London SW5 9QJ	6	AH	Block/stairwells, vinyl floor	K&C
34115	Rajgeer Court	61, Western Rd, Southall	19	AH	Block/stairwells, flooring, car park	Ealing
	Morris House	Swainson Road Acton	41		Block/stairwells, flooring, lifts, car park and communal areas. Rubbish disposal. Communal window cleaning	Ealing
	Issigonis House	Cowley Road Acton	129		Block/stairwells, flooring. Lifts, car park, communal areas need sweeping/litter picking. Rubbish disposal/bin areas. Communal window cleaning	Ealing
	Windmill Court	Pembroke Rd/Windmill Hill Ruislip	41		Block in two parts. Communal car park, communal open areas on top floor and at first floor. Bin area, lifts, carpets and flooring	Hillingdon
	Steeplechase Court	Haydock Avenue, Northolt	39		Block with landscaped areas, cycle store, internal corridors, communal areas	Ealing
PSA	34a and b High St, Harlesden NW10	Harlesden			Communal areas and bin stores	Brent
Notes						
TM	Tenant Monitor					
NHO	Neighbourhood Officer					

CLEANING SERVICES		TOTAL UNITS	NH O	TENANT MONITOR	CURRENT CLEANING ATTENDANCE	BIN DAYS	ADDITIONAL TO SPECIFICATION	Borough
SERVICE CHARGE CODE	SCHEME							
Area 1								
37701	Asbridge Court	14	LD	n/a	Weekly	Tuesday	Communal room, laundry room, kitchen and toilet	H&F
3401	Auriol House	10	KJ	n/a	Tuesday	Friday	Include cleaning of large communal windows.	H&F
3453	Bailey Crt/Vespan Rd	10	AD	n/a	Tuesday	Tuesday	n/a	H&F
3428	Clifford Haigh House	40	AH	n/a	Daily but move to 3 x week	Tues & Friday	Needs Tuesday and Friday clean	H&F
3419	Craft Court	4	LD	n/a	Thursday	Tues	n/a	H&F
37702	Elizabeth Barnes Court	40	LD	n/a	Weekly	Weds	Communal room, laundry room, kitchen and toilet	H&F
37703	Ely Court	19	LD	n/a	Weekly	Monday	Communal room, laundry room, kitchen and toilet, clean windows in communal areas twice yearly.	H&F
3402	Evelyn & Cotton House	12	KJ	n/a	Monday	Friday	n/a	H&F
3418	Glenthorne Road	10	A O	n/a	Thursday	Tues	n/a	H&F
3461	Goldhawk Road, 210	6	AD	n/a	Tuesday	Tues & Friday	n/a	H&F
3441	Granville/Maxwell/Britannia	20	AH	Ms H Wink	Thursday	Tues & Friday	n/a	H&F
PSA	Hamlet Gardens	121		n/a	3 x week, Monday, Wednesday, Friday.		Clean and clear all communal areas. Remove & dispose of bulk items in collections bays. Remove and clean alleyways of rubbish thrown from windows	H&F

PSA	Hamlet Gardens	1	n/a	Monthly	Tuesday	Clean Office	H&F
3455	Hillary Court	8	Mrs E Harvey	Tuesday	Tuesday	n/a	H&F
3464	Horder/Burnfoot	11	n/a	Thursday	Tues/ Weds		H&F
L/hold	Flats 501-511, 446 Fulham Road	11	n/a	Weekly	Tuesday	This site is one block with one communal staircase. There are four floors and all of the communal areas are carpeted. We have no responsibility for the cleaning of the external area around the site.	H&F
3447	Northcroft Court	29	Mrs L Johnson	Tuesday	Tuesday	Sweeping of all communal internal and external areas required	H&F
3460	Parnell Close and 200a to 208b Goldhawk Rd	26	Mrs H Cox	Tuesday	Tues & Friday	Spec to include cleaning of unadopted road leading from Goldhawk Rd to Parnell Close.	H&F
3493	Pearscroft	6	Mrs W Wallace	Thursday	Weds	n/a	H&F
3462B	Pegasus Place	4	Mr M Mohammed	Thursday	Thursday	n/a	H&F
L/hold	Percy road, 122	3	n/a	Monthly	Tuesday	This is a terraced house containing three flats on three floors. There is one staircase and all communal areas are carpeted including the staircase.	H&F
3445A/B	Pulton Place	49	Mr DeLeonardis	Monday	Friday	Unadopted road, ball court area to be cleaned.	H&F
3454	Raleigh Crt	8	n/a	Tuesday	Thursday	n/a	H&F
3411	Samuels Close, 1-10	10	n/a	Monday	Tues	n/a	H&F

PSA	98/102 Shepherds Bush Road, W12	6	n/a	monthly	Tuesday	Clean communal hallways/stairs, wipe down woodwork.	H&F
3462A	St Marks/Pegasus Place	28	Mr M Mohammed	Thursday	Thursday	n/a	H&F
EXCLUDED E?	The old Fire Station	12	n/a	Weekly	Thursday	Clean communal windows internally and externally every quarter, clean and rotate hopper heads daily. Clean unadopted roads, footpaths.	H&F
34114	Townmead Estate (Estate clean)	136	n/a	Daily		Internal communal areas comprising landings, staircases, railings, windowsills and windows.	H&F
	Cairns House			Daily		Internal communal areas comprising landings, staircases, railings, windowsills and windows.	H&F
	Down House			daily		Internal communal areas comprising landings, staircases, railings, windowsills and windows.	H&F
	Dwyer House			daily		Internal communal areas comprising landings, staircases, railings, windowsills and windows.	H&F
	Ismailia House			daily		Internal communal areas comprising landings, staircases, railings, windowsills and windows.	H&F
	Spackman House			daily		Internal communal areas comprising landings, staircases, railings, windowsills and windows.	H&F
	Tenants' Hall/Nursery					CHECK	H&F
3437	Twynholm Mansions, 1-28	28	Mrs Londono	Daily	Mon & Thursday	Twice weekly clean	H&F

3412	Wilfred Wood Court, 1-10	10	A	Mr T Kahale	Monday	Tues	Include cleaning of large communal windows	H&F
3443	William Close, 1-6	6	LD	n/a	Thursday	Friday	n/a	H&F
3432	Wyfold Road, 23	6	AH	n/a	Wednesday	Tues & Friday	n/a	H&F
L/hold	Avonmore Road, 44	5		n/a	Weekly	Friday	This is a terraced house containing three floors. There is one staircase and all communal areas are carpeted including the staircase. All carpets to be cleaned.	H&F
3403	Clandon Court, 1-8	8	AD	n/a	Monday	Mon & Thurs	n/a	H&F
3466	Earls Court Road, 292	6	AH	n/a	Thursday	Tues & Friday	n/a	H&F
L/hold	Lakeside Road, 2	10		n/a	Weekly	Tuesday	This is a terraced house containing three floors. There is one staircase and all communal areas are carpeted, including the staircase. All carpets are to be cleaned.	H&F
L/hold	Lakeside Road, 6	7		n/a	Weekly	Tuesday	This is a terraced house containing three floors. There is one staircase and all communal areas are carpeted, including the staircase. All carpets are to be cleaned.	H&F
L/hold	Lakeside Road, 8	4		n/a	Weekly	Tuesday	This is a terraced house containing three floors. There is one staircase and all communal areas are carpeted, including the staircase. All carpets are to be cleaned.	H&F
3435	Old Vicarage, A-G	6	AD	n/a	Vicarage	Tues & Friday	n/a	H&F

	Kelway House	50					Weekly		Large single block with lift. Corridors and central lobby require cleaning, communal doors and external communal area needs sweeping	
Area 2										
3474	Nicoll Road	12	LE	n/a		Tuesday	Friday	n/a		Brent
									This is a block of flats with five floors and two staircases. The staircases and landings are marble and all communal areas are carpeted. The main entrance to the building has ceramic tiles and these should be polished once a week. The main entrance also has a number of pictures on the walls and these should also be polished. There is an external car park and this should be swept once a month. There is also a bin store for the entire site located in the car park.	Ealing
L/hold	Central West	69		n/a		Weekly	Thursday			Ealing
3467a	Fulmer Court	6	AD	n/a		Monday	Thursday	n/a		Ealing
3467c	Merlin Court	16	AD	n/a		Monday	Thursday	n/a		Ealing
3409	Midwinter Court	9	LE	n/a		Tuesday	Friday	n/a		Ealing
3467b	Osprey Court	14	AD	n/a		Monday	Thursday	n/a		Ealing
									This site is one block with one communal staircase. There are four floors and all communal areas are carpeted including the staircase. We have no responsibility for the cleaning of	Ealing
L/hold	Pelham Place, 29-44	16		n/a		Weekly	Weds			Ealing

L/hold	Puffin Court		8			n/a		Weekly	Weds	external areas. This site is one block with one internal staircase and four floors including the ground floor. There is no car park.	Ealing
34115	Rajgeer Court		19	A O	n/a	n/a	n/k	n/k	n/k	Cherry picker required for communal windows.	
34109	William Perkin Court		17	LE	n/a	n/a	Tuesday	Friday	Friday	n/a Only part of block is SBHA/Bush responsibility. Check with NO.	Ealing
3465A/B	Acock Grove		36	LE	n/a	n/a	Tuesday	Friday	Friday	n/a	Hillingdon
L/hold	Greenacres House		13		n/a	n/a	Bi Monthly	Thursday	Thursday	Basement car park to be swept.	Hillingdon
3410	Lea Court, 1-5		6	LE	n/a	n/a	Thursday	Friday	Friday	n/a	Hillingdon
3431	Angell House, Cadbury CIs		9	LE	n/a	n/a	Thursday	Thursday	Tuesday	n/a	Hounslow
34111/12	Bath Road, 8 & 10		10	A O	n/a	n/a	Monthly	Monthly	Weds	n/a	Hounslow
3436	Chandler Court, 1-10		14	LE	Mrs J Dhliwayo	n/a	Thursday	Thursday	Tuesday	n/a	Hounslow
3492	Greenlawn Crt		12	LE	n/a	n/a	Tuesday	Tuesday	Weds	n/a	Hounslow
L/hold	Ham Croft Close		10		n/a	n/a	Bi- Monthly	Thursday	Thursday	Unadopted road, road to be swept and hedges maintained only.	Hounslow
3489	Holland Gardens		45	LE	n/a	n/a	Weekly	Weekly	Weds	n/a	Hounslow
3434	Hopes Close		7	LE	Mrs J Daktildies	n/a	Thursday	Thursday	Friday	n/a	Hounslow
3426	Osier Court		15	LE	n/a	n/a	Monday	Monday	Weds	n/a	Hounslow
3457	Rawsthorne Court		12	LE	n/a	n/a	Thursday	Thursday	Tuesday	n/a	Hounslow
3433	Silverbirch Court, 21 New Heston Rd		6	LE	n/a	n/a	Thursday	Thursday	Friday	n/a	Hounslow

3497A	St Thomas Road, 66-88Chiswick W4 3LQ	11	A O	n/a	Wednesday	Weds	n/a	Hounslow
3449	Turnpike Way, 2	8	LE	n/a	Thursday	Tuesday	Flats 9-12 are tenants of Inquilab - currently not recharged	Hounslow
L/hold	New Kings Road, 171	8		n/a	Weekly	Monday	This is an end of terrace house with two floors. All internal areas are carpeted and there is one staircase. There is a small bin store in the front of the building and this together with the hardstanding area to the front of the building should be maintained as part of the weekly clean.	K&C
3404	Pembridge Gardens, 19	12	A O	n/a	Tuesday	Tues & Thursday	n/a	K&C
3405	Pembridge Square, 31/32	21	A O	Mrs N Sharpe	Tuesday	Tues & Thursday	n/a	K&C
3427	Westbourne House	8	AH	n/a	Wednesday	Mon & Friday	n/a	K&C
3463	West Cromwell Rd, 14/16	12	AH	n/a	Wednesday	Tuesday	n/a	K&C
	34a and b High St Harlesden				Weekly		Cleaning of communal areas and bin stores	
3497B	Langton House, 1-6	6	A O	n/a	Wednesday	Weds	n/a	
PSA	Malvern Road	27			Monthly	Thursday	Clean and clear communal areas	
34108	Town Meadow, 2	21	LE	n/a	Tuesday	Weds	n/a	
PSA	Uxbridge Road, 296/8	6			Monthly	Tuesday	Clean and clear communal areas	

GARDENING SERVICES													
SERVICE CHARGE CODE	SCHEME	TOTAL UNITS	NHO	TENANT MONITOR	GARDENING FREQUENCY FORTNIGHTLY	ADDITIONAL TO SPECIFICATION	Borough						
Area 1													
37701	Asbridge Court	14		n/a	Weekly	Special attention required	H&F						
3401	Auriol House	10	KJ	n/a	Tuesday		H&F						
3453	Bailey Crt/Vespan Rd	10	AD	n/a	Tuesday		H&F						
3428	Clifford Haigh House	40	AH	n/a	Thursday		H&F						
3419	Craft Court	4	LD	n/a	Thursday		H&F						
37702	Elizabeth Barnes Court	40		n/a	Weekly	Special attention required	H&F						
37703	Ely Court	19		n/a	Weekly	Special attention required	H&F						
3402	Evelyn & Cotton House	12	KJ	n/a	Monday		H&F						
3418	Glenthorpe Road	10	AO	n/a	Thursday		H&F						
3461	Goldhawk Road, 210	6	AD	n/a	Tuesday		H&F						
3441	Granville/Maxwell/Britannia	20	AH	Ms H Wink	Thursday		H&F						
PSA	Hamlet Gardens	121	BAS	n/a	Monthly		H&F						
3455	Hillary Court	8	KJ	Mrs E Harvey	Tuesday		H&F						
3464	Holder/Burnfoot	11	AH	n/a	Thursday		H&F						
3447	Northcroft Court	29	KJ	Mrs L Johnson	Tuesday		H&F						
3460	Parnell Close and 200a to 208b	26	AD	Mrs H Cox	Tuesday		H&F						
3493	Goldhawk Rd	6	AH	Mrs W Wallace	Thursday		H&F						
3462B	Pearcroft	4	AH	Mr M Mohammed	Thursday		H&F						
3445A/B	Pegasus Place	4	AH	Mr DeLeonardis	Thursday		H&F						
3454	Pulton Place	49	AH	Mr DeLeonardis	Monday		H&F						
3411	Raleigh Crt	8	KJ	n/a	Tuesday		H&F						
3411	Samuels Close, 1-10	10	AO	n/a	Monday		H&F						

3462A	St Marks/Pegasus Place	28	AH	Mr M Mohammed	Thursday		H&F
34114	Townmead Estate	136	AH	n/a	Weekly		H&F
3437	Twynholm Mansions, 1-28	28	AH	Mrs Londono	Weekly		H&F
3412	Wilfred Wood Court, 1-10	10	AO	Mr T Kahale	Monday		H&F
3443	William Close, 1-6	6	LD	n/a	Thursday		H&F
3432	Wyfold Road, 23	6	AH	n/a	Wednesday		H&F
	Kelway House	50				First floor roof garden of grass requires cutting	H &F
Area 2							
3474	Nicoll Road	12	LE	n/a	Tuesday		Brent
3467a	Fulmer Court	6	AD	n/a	Monday		Ealing
3467c	Merlin Court	16	AD	n/a	Monday		Ealing
3409	Midwinter Court	9	LE	n/a	Tuesday		Ealing
3467b	Osprey Court	14	AD	n/a	Monday		Ealing
L/hold	Savera Close	8	Bush	n/a	monthly		Ealing
CHECK34109	William Perkin Court	10 + 7	LE	n/a	Tuesday	External Management Company	Ealing
	Steeplechase Court	39			Weekly	Extensive grassed area and shrub beds	Ealing
	1a Flanders Rd, Chiswick	1			Monthly	Shrubbed area in front of 1a	Hounslow

EXTERNAL MANAGEMENT		Not part of tender		TOTAL UNITS	NHO	CLEANING FREQUENCY		Borough
SERVICE CHARGE CODE	SCHEME	ADDRESS						
Area 1								
3413	316B King Street	316B King Street		1	AO	Weekly	Westway Housing Association	H&F
Area 2								
3477	26 Comber Close	Cricklewood NW2 7EG		1		Weekly	Brent Housing	Brent
3481	5 Alliance Close	Wembley, Middlesex HA0 2NG		1		Weekly	Ringley	Brent
3488	2 Scott House	Stonebridge Park, London NW10 8JB		1		Weekly	LB of Brent	Brent
3490	4 Poplar Grove	Barnhill Road, Wembley, HA9 2BZ		1		Weekly	Hickstead Estates Ltd	Brent
3495	3 Blackbird Court	Birchen Grove, Kingsbury, NW9 8SA		1		Weekly	LB of Brent	Brent
3498	17 Wintrop Walk	Wembley Middlesex HA9 7TT		1		Weekly	LB of Brent	Brent
34101	73 Besant Way	Neasden, NW10 0TY		1		Weekly	Brent Housing Partnership	Brent
34102	28 Comber Close	Cricklewood NW2 7EG		1		Weekly	LB of Brent	Brent
3456A/B	Sandalwood Drive	Glovers Grove, Ruislip, Middlesex HA4 7JT		25	LE	Weekly	Acton Housing Association	Ealing
3478	7 Silvertree Lane	Greenford, Middlesex UB6 8XD		1		Weekly	LB of Ealing	Ealing
34104	55 Compton Crescent	Northolt, Middlesex UB5 5LS		1		Weekly	LB of Ealing	Ealing
34109	William Perkin Court	1089 Greenford Road, Greenford, UB8 0HL		10		Weekly	Ringley Management Company	Ealing
3486	2 Apsley Close	North Harrow HA2 6AP		1		Weekly	LB of Harrow	Harrow
3475	1 Ashwood Gardens	Harlington, Hayes		1		Weekly	LB of Hillingdon	Hillingdon
3476	12 Christchurch Court	Dunedin Way, Hayes, Middlesex UB4 9UT		1		Weekly	LB of Hillingdon	Hillingdon
3483	102 Austin Road	Hayes, Middlesex UB3 3DN		1		Weekly	LB of Hillingdon	Hillingdon
3438	Falcon Close	Harvard Hill, London W4 3XQ		11	AO	Weekly	Ealing Family	Hounslow
3439	Griffin Court	Beverly Road, Chiswick, London W4 2LL		15	AO	Weekly	Co-op Homes	Hounslow
3458	Old Pound Close	Isleworth, Middlesex TW7 5AL		7		Weekly	Peveril	Hounslow

3469	10/11 Rowntree Rd	Middlesex TW2 6RP	2	Weekly	Peveril	Hounslow
3470	38 Bownden Close	Bedfont, Middlesex TW14 8SE	1	Weekly	North British Housing Association	Hounslow
3471	92 Kilross Rd	Grove Village, Bedfont, Middlesex TW14 8SA	1	Weekly	North British Housing Association	Hounslow
3472/3473	1/2 Loxwood Close	Bedfont, Middlesex TW14 8SQ	1	Weekly	North British Housing Association	Hounslow
3494	264 Beavers Lane	Hounslow, Middx YW4 6HH	1	Weekly	LB of Hounslow	Hounslow
3496	Memorial Close	1833 Memorial Close, Heston	2	Weekly	Memorial Close Management Co	Hounslow
34100	35 Chester Rd	Hounslow, Middlesex TW4 6HP	1	Weekly	LB of Hounslow	Hounslow
34108	2 Town Meadow	Brentford High Street, Brentford, Middx TW8 0BZ	21	Weekly	Bruton Kiff Estate Management	Hounslow
3414	68 Willenhall Drive	68 Willenhall Drive	1	Weekly	Berrycroft Management Co	
34103	28 Nene Gardens	Hanworth, Middlesex	1	Weekly	A2 Housing Group	

SECTION G PRICING SCHEDULES

(Supplied as an excel spreadsheet)

1. Costs are broadly separable into two areas:
 - The **fixed prices**, comprising attendance for cleaning and gardening services as required to internal, external and garden areas.
 - The **additional works**, comprising deep cleans, bulk rubbish removal and graffiti removal.
- 1.2 The tenderer's tender response is to propose costs to all elements for the three year period of the Agreement in the required format.
- 1.3 For the avoidance of doubt, all prices shall be inclusive of Congestion Charge (existing or proposed) and all other overheads and on-costs but exclusive of VAT. Increases due to changes in minimum wage levels shall be discussed between SBHA and the contractor at the appropriate review meeting.
2. **Prices**
 - 2.1 The contractor shall provide the fixed price per month for year one for each scheme for the elements described in the specification, together with a price for one-off deep cleans and a comprehensive cost for both bulk rubbish removal, graffiti removal and arboricultural work (assuming the contractor is willing to provide these services) which shall remain outside of the fixed price. Prices for deep cleans shall be verified by an on-site assessment.
 - 2.2 **Price Schedule Tables**

The contractor shall complete the "Price Schedule" worksheet, providing rates inclusive of on-costs and all other overheads.
 - 2.3 Contractors are invited to bid for Area 1 or Area 2 or Areas 1 and 2. SBHA reserve the right to choose different contractors for Areas 1 and 2 if it so wishes.

4. Pricing Schedule

CLEANING SERVICES		TOTAL UNITS	NHO	CLEANING ATTENDANCE	BIN DAYS	ADDITIONAL TO SPECIFICATION	Borough	Monthly Cleaning Charge
SERVICE CHARGE CODE	SCHEME							
Area 1								
37701	Asbridge Court	14	LD	Weekly	Tuesday	Communal room, laundry room, kitchen and toilet		
3401	Auriol House	10	KJ	Tuesday	Friday	Include cleaning of large communal windows.	H&F	
3453	Bailey Crt/Vespan Rd	10	AD	Tuesday	Tuesday	n/a	H&F	
3428	Clifford Haigh House, Fulham Palace Rd	40	AH	Daily	Tues & Friday	Will require at least a twice weekly clean.	H&F	
3419	Craft Court, Glenthorne Rd	4	LD	Thursday	Tues	n/a	H&F	
37702	Elizabeth Barnes Court	40	LD	Weekly	Weds	Communal room, laundry room, kitchen and toilet	H&F	
37703	Ely Court	19	LD	Weekly	Monday	Communal room, laundry room, kitchen and toilet, clean windows in communal areas twice yearly.	H&F	
3402	Evelyn & Cotton House	12	KJ	Monday	Friday	n/a	H&F	
3418	Glenthorne Road	10	AO	Thursday	Tues	n/a	H&F	
3461	Goldhawk Road, 210	6	AD	Tuesday	Tues & Friday	n/a	H&F	
3441	Granville/Maxwell/Brittania	20	AH	Thursday	Tues & Friday	n/a	H&F	
PSA	Hamlet Gardens	121		Daily		Clean and clear all communal areas. Remove & dispose of bulk items in collections bays. Remove and clean alleyways of rubbish thrown from windows	H&F	

PSA	Hamlet Gardens	1	Monthly	Tuesday	Clean Office	H&F
3455	Hillary Court, Scotts Rd	8	Tuesday	Tuesday	n/a	H&F
3464	Horder/Burnfoot Rd	11	Thursday	Tues/ Weds	n/a	H&F
L/hold	Flat 501-11, 446 Fulham Rd	11	Weekly	Tuesday	n/a	H&F
3447	Northcroft Court	29	Tuesday	Tuesday	n/a	H&F
3460	Parnell Close and 200a to 208b Goldhawk Rd	26	Tuesday	Tues & Friday	Spec to include cleaning of unadopted road leading from Goldhawk Rd to Parnell Close.	H&F
3493	Pearscroft Rd	6	Thursday	Weds	n/a	H&F
3462B	Pegasus Place	4	Thursday	Thursday	n/a	H&F
L/hold	Percy road, 122	3	Monthly	Tuesday	n/a	H&F
3445A/B	Pulton Place	49	Monday	Friday	Unadopted road, ball court area to be cleaned.	H&F
3454	Raleigh Crt	8	Tuesday	Thursday	n/a	H&F
3411	Samuels Close, 1-10	10	Monday	Tues	n/a	H&F
3462A	St Marks/Pegasus Place	28	Thursday	Thursday	n/a	H&F
CHECK	The old Fire Station	12	Weekly	Thursday	n/a	H&F
34114	Townmead Estate	136	Daily		Clean communal windows internally and externally every quarter, clean and rotate hopper heads daily. Clean unadopted roads, footpaths.	H&F
3437	Twynholm Mansions, 1-28	28	Daily	Mon & Thursday	n/a	H&F
3412	Wilfred Wood Court, 1-10	10	Monday	Tues	Include cleaning of large communal windows	H&F
3443	William Close, 1-6	6	Thursday	Friday	n/a	H&F

3432	Wyfold Road, 23	6	AH	Wednesday	Tues & Friday	n/a		H&F	
L/hold	Avonmore Road, 44	5		Weekly	Friday	n/a		H&F	
3403	Clandon Court, 1-8	8	AD	Monday	Mon & Thurs	n/a		H&F	
3466	Earls Court Road, 292	6	AH	Thursday	Tues & Friday	n/a		H&F	
I/hold	Lakeside Road, 2	10		Weekly	Tuesday	n/a		H&F	
L/hold	Lakeside Road, 6	7		Weekly	Tuesday	n/a		H&F	
L/hold	Lakeside Road, 8	4		Weekly	Tuesday	n/a		H&F	
3435	Old Vicarage, A-G	6	AD	Weekly	Tues & Friday	n/a		H&F	
	Kelway House, North End Rd, Fulham	50		Weekly				H & F	
Area 2									
3474	Nicoll Road	12	LE	Tuesday	Friday	n/a		Brent	
L/hold	1a Flanders Rd, Chiswick	1		Monthly		Gardening service only		Hounslow	
	Central West	69		Weekly	Thursday	n/a			
3467a	Fulmer Court	6	AD	Monday	Thursday	n/a		Ealing	
3467c	Merlin Court	16	AD	Monday	Thursday	n/a		Ealing	
3409	Midwinter Court	9	LE	Tuesday	Friday	n/a		Ealing	
3467b	Osprey Court	14	AD	Monday	Thursday	n/a		Ealing	
L/hold	Pelham Place, 29-44	16		Weekly	Weds	n/a		Ealing	
L/hold	Puffin Court	8		Weekly	Weds	n/a		Ealing	
34109	William Perkin Court	17	LE	Tuesday	Friday	n/a		Ealing	
3465A/B	Acock Grove	36	LE	Tuesday	Friday	n/a		Ealing	

L/hold	Greenacres House	13	By Monthly	Thursday	Basement car park to be swept.	Hillingdon
3410	Lea Court, 1-5	6	Thursday	Friday	n/a	Hillingdon
3431	Angell House, Cadbury Cls	9	Thursday	Tuesday	n/a	
3411/12	Bath Road, 8 & 10	10	Monthly	Weds	n/a	Hounslow
3436	Chandler Court, 1-10	14	Thursday	Tuesday	n/a	Hounslow
3492	Greenlawn Crt	12	Tuesday	Weds	n/a	Hounslow
L/hold	Ham Croft Close	10	Bi- Monthly	Thursday	Unadopted road, road to be swept and hedges maintained only.	Hounslow
3489	Holland Gardens	45	Weekly	Weds	n/a	Hounslow
3434	Hopes Close	7	Thursday	Friday	n/a	Hounslow
3426	Osier Court	15	Monday	Weds		Hounslow
3457	Rawthorne Court	12	Thursday	Tuesday	n/a	Hounslow
3433	Silverbirch Court, 21 Heston	6	Thursday	Friday	n/a	Hounslow
3497A	St Thomas Road, 66-88Chiswick W4 3LQ	11	Wednesday	Weds	n/a	Hounslow
3449	Turnpike Way, 2	8	Thursday	Tuesday	Flats 9-12 are tenants of Inquilab - currently not recharged	Hounslow
L/hold	New Kings Road, 171	8	Weekly	Monday	n/a	K&C
3404	Pembridge Gardens, 19	12	Tuesday	Tues & Thursday	n/a	K&C
3405	Pembridge Square, 31/32	21	Tuesday	Tues & Thursday	n/a	K&C
3427	Westbourne House	8	Wednesday	Mon & Friday	n/a	K&C
3463	West Cromwell Rd, 14/16	12	Wednesday	Tuesday	n/a	K&C

3497B	Langton House, 1-6, St Thomas Rd Chiswick	6	AO	Wednesday	Monthly	Weds	n/a						
PSA	Malvern Road	27	BAS	Monthly	Monthly	Thursday	Clean and clear communal areas						
34108	Town Meadow, 2	21	LE	Tuesday	Tuesday	Weds	n/a						
PSA	Uxbridge Road, 296/8	6	BAS	Monthly	Monthly	Tuesday	Clean and clear communal areas						
Morris House	Swainson Road Acton	41		Block/stairwells, flooring, lifts, car park and communal areas. Rubbish disposal. Communal window cleaning								Ealing	
Issigonis House	Cowley Road Acton	129		Block/stairwells, flooring. Lifts, car park, communal areas need sweeping/lifter picking. Rubbish disposal/bin areas. Communal window cleaning								Ealing	
Windmill Court	Pembroke Rd/Windmill Hill Ruislip	41		Block in two parts. Communal								Hillingdon	

Steeple chase Court	Haydock Avenue, Northolt	39		car park, communal open areas on top floor and at first floor. Bin area, lifts , carpets and flooring	Block with landscaped areas, cycle store, internal corridors, communal areas					Ealing
---------------------	--------------------------	----	--	---	--	--	--	--	--	--------

GARDENING SERVICES												
SERVICE CHARGE CODE	SCHEME	TOTAL UNITS	NHO	GARDENING FREQUENCY FORTNIGHTLY	ADDITIONAL TO SPECIFICATION					Monthly Gardening Charge		
Area 1										Borough		
37701	Asbridge Court	14		Weekly	Special attention required, sheltered							
3401	Auriol House	10	KJ	Tuesday						H&F		
3453	Bailey Crt/Vespan Rd	10	AD	Tuesday						H&F		
3428	Clifford Haigh House	40	AH	Daily						H&F		
3419	Craft Court	4	LD	Thursday						H&F		
37702	Elizabeth Barnes Court	40		Weekly	Special attention required, sheltered					H&F		
37703	Ely Court	19		Weekly	Special attention required, sheltered					H&F		
3402	Evelyn & Cotton House	12	KJ	Monday						H&F		
3418	Glenthorne Road	10	AO	Thursday						H&F		
3461	Goldhawk Road, 210	6	AD	Tuesday						H&F		
3441	Granville/Maxwell/Britania	20	AH	Thursday						H&F		
BAS	Hamlet Gardens	121	BAS	Monthly						H&F		
3455	Hiliary Court	8	KJ	Tuesday						H&F		
3464	Horder/Burnfoot	11	AH	Thursday						H&F		
3447	Northcroft Court	29	KJ	Tuesday						H&F		
3460	Parnell Close and 200a to 208b Goldhawk Rd	26	AD	Tuesday						H&F		
3493	Pearcroft	6	AH	Thursday						H&F		
3462B	Pegasus Place	4	AH	Thursday						H&F		
3445A/B	Pulton Place	49	AH	Monday						H&F		
3454	Raleigh Crt	8	KJ	Tuesday						H&F		
3411	Samuels Close, 1-10	10	AO	Monday						H&F		

3462A	St Marks/Pegasus Place	28	AH	Thursday		H&F
34114	Townmead Estate	136	AH	Daily		H&F
3437	Twynholm Mansions, 1-28	28	AH	Daily		H&F
3412	Wilfred Wood Court, 1-10	10	AO	Monday		H&F
3443	William Close, 1-6	6	LD	Thursday		H&F
3432	Wyfold Road, 23	6	AH	Wednesday		H&F
Area 2						
3474	Nicoll Road	12	LE	Tuesday		
3467a	Fulmer Court	6	AD	Monday		Brent
3467c	Merlin Court	16	AD	Monday		Ealing
3409	Midwinter Court	9	LE	Tuesday		Ealing
3467b	Osprey Court	14	AD	Monday		Ealing
Bush	Savera Close	8	Bush	monthly		Ealing
34109	William Perkin Court	10 + 7	LE	Tuesday	External Management Company	Ealing

Separate Pricing Schedule for

	Price per Application
Graffiti removal	
Bulk rubbish collection	
Deep cleans as requested	
Tree work - ad hoc order - pollard/lop. To include obtaining consent	
Tree work per location for cyclical work every 3 years for pollarding all estate trees.	

SECTION H CONFLICT OF INTEREST

The contractor is required to declare all of the following:

- Any interest or involvement with another approved contractor of this Association.
- Employees who are members or related to members of SBHA Committees.
- Employees related to any employee of SBHA or Staying Put Services.
- Disclose existing contracts with other housing associations/care organisations.

SECTION I CERTIFICATE RELATING TO BONA FIDE TENDER

Contract for

Provision of Cleaning Services in Housing Schemes

TENDER FORM TO BE RETURNED BY NOON ON

The essence of selective tendering is that the client shall receive bona fide competitive tenders from all firms tendering. In recognition of this principle we certify that this is a bona fide tender, intended to be competitive and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement with any other person. We also certify that we have not and we undertake that we will not at any time before the returnable date of this tender:

- Fix or adjust the prices by or in accordance with any agreement or arrangement with any other person; or
- Communicate to any person other than SBHA the amount or approximate amount of the prices except where such disclosure is made in confidence in order to obtain quotation necessary to the preparation of tender or for purposes of insurance; or
- Offer to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused, any act or omission to the tenderers or any other parties, tender; or
- In connection with the award of contract commits an offence under the Prevention of Corruption Acts 1889 to 1916.

In this certificate the word “person” includes any persons and any body or association, corporate or unincorporate and “any agreement or arrangement” includes any such transaction, formal or informal, and whether legally binding or not.

Signed: _____

on behalf of: _____

Date: _____

SECTION J FORM OF TENDER

Contract for the provision of cleaning services in Housing Schemes in West London for SBHA
Mulliner House
Flanders Rd,
Chiswick, London,

We the undersigned having inspected the properties and satisfied ourselves on all matters that might affect our tender hereby agree and undertake to execute and complete the service in accordance with the specification dated.....

We agree to enter into a contract upon the terms and conditions stipulated in the specification dated

We agree to enter into a contract upon the terms and conditions stipulated in the specification dated

The fixed price for the first year will be:

_____ (words)

£ _____ (figures)

We further agree that this tender shall remain open for acceptance by the employer for a period of three months from the date of return of tenders and that the employer reserves the right to accept a tender other than the lowest or to accept no tender at all.

We certify that this is a bona fide tender and that we have not disclosed any information or entered into any agreement or made any offer to any person or body that could prejudice your intention to obtain truly competitive tenders.

As witness our hand this _____ day of _____ 2010

Signature _____

Registered name of firm _____

Address _____

This tender duly completed should be returned in the envelope provided to:

the Tender Safe,
SBHA,
Mulliner House
Flanders Rd,
Chiswick,
London,

no later than noon,