

CONTRACT DOCUMENTS

SPECIFICATION

LOT 1 – INTERNAL CLEANING WORKS

Lot 1 will cover estate cleaning services which will include, inter alia:

- external and internal window cleaning
- external and internal cleaning communal areas
- lamp replacement
- general cleaning
- periodical deep cleaning
- reporting reactive maintenance repairs
- graffiti removal
- environmental cleans (needles, sharps)
- turning bins and cleaning store areas
- gutter cleaning (where agreed).

1.1. The scope of the service

The scope of the service is in broad terms as follows:

- a) Such general requirements contained in the specification as are applicable to internal cleaning duties;
- b) The cleaning of communal parts of general needs blocks of flats;
- c) The cleaning of communal parts of blocks of sheltered flats for older and vulnerable residents including offices within such blocks and a range of communal facilities including toilets and kitchens not found in general needs housing, and also furniture to such parts;
- d) Replacement of lamps to communal light fittings;
- e) Window cleaning within the designated access parameters set down in the specification;
- f) Cleaning of refuse chutes (not just hoppers) but not the clearance of obstructions;
- g) Cleaning of communal refuse storage bins such as Paladin bins;
- h) Removing bulk refuse where this has been abandoned in communal areas within 5 working days of report or identification and within 24 hours if the refuse is a fire risk or hazard (note that this standard is the standard to be assumed throughout all parts of

this specification with regard to the removal of bulk refuse and that the 24 hour standard applies throughout the year including weekends and bank holidays);

- i) Removal of hazardous waste and clinical cleans within 24 hours of report or identification (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of hazardous waste and that the 24 hour standard applies throughout the year including weekends and bank holidays);
- j) Removal of graffiti, flyposters and handbills; the removal of offensive graffiti and flyposters must be carried out within 24 hours of identification or report and the removal of other graffiti and items within 5 working days (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of graffiti and handbills etc and that the 24 hour standard applies throughout the year including weekends and bank holidays);
- k) Cleaning of tank rooms, lift rooms, boiler rooms and other plant rooms, and landlord facilities such as intake cupboards.
- l) The contractor shall carry out an annual deep clean of sites specified. (The Foyer, Ipswich, should be deep cleaned twice a year).
- m) In the course of their duties, the contractor shall inform WHA of any general repairs needed to communal areas which fall outside the scope of this contract e.g. condition of communal doorway systems, locks, glazing, door closures, furniture and fittings.
- n) **CRB checks to a standard level are required for all contractor's staff who will be entering WHA's premises and/or coming into contact with residents. Written copies of CRB reports are to be held by the contractor and shall be available for inspection by WHA within 24 hours if requested on an individual basis. CRB checks are to be carried out at three year intervals.**

1.2. Constraints in the delivery of the services

In the performance of the Services, the Contractor will need to note that:

- a) water and power supplies may not be readily available, and the Contractor will have to bring such supplies as are needed to the site where these utilities are not present;
- b) there is no presumption of onsite storage for equipment and cleaning materials;
- c) keys or electronic fobs will be required for access to secure areas;
- d) some painted surfaces may be in poor condition, making cleaning of such surfaces time-consuming;
- e) there are high volumes of arisings to be disposed of in leaf-fall season which may be blown inside some blocks;
- f) availability of vehicle parking spaces cannot be guaranteed;
- g) a variety of tools may be required for the removal and cleaning of light covers.

1.3. Key performance standards applicable to the service

The Services shall be performed:

- a) at the frequencies set out in the Contractor's Method Statement and Operating Procedures approved by WHA;
- b) using the methods and resources set out in the Contractor's Method Statement and Operating Procedures approved by WHA;
- c) in compliance with health and safety requirements;

- d) in compliance with requirements for the use of chemicals;
- e) in compliance with agreed Customer Service Code;
- f) in compliance with the equal opportunities requirements;
- g) without damage to property;
- h) so that obstacles to residents do not arise;
- i) so that access is maintained for emergency service and other WHA personnel and their vehicles.

The Contractor shall use its best endeavours to achieve the following outcomes:

- j) residents are satisfied with cleaning services;
- k) no Defaults served by WHA's monitoring officers;
- l) all emergencies and standard requests dealt with within the terms of WHA's requirements;

Without prejudice to the generality of paragraph 1.5 a) to l) above, the Contractor shall perform the Services so that for each of the activities listed from para 1.6 to para 1.29 below, the required outputs shall be achieved to the BICSc Cleaning Standards Specifications Table. WHA residents will also be made aware of these standards.

General needs housing blocks

1.4. Floors in entrance halls, entrance lobbies, internal and external porches

- a) Floors with concrete, asphalt, granolithic, paved and other hard surfaces (excluding wood and vinyl surfaces) are cleaned so that they:
 - (i) are free of hazardous deposits except for those deposits which are being responded to;
 - (ii) are free of established loose dust, soilage and litter;
 - (iii) are free of bulk refuse (unless such refuse has been reported for further action);
 - (iv) have porch canopies free of litter, debris and weeds.
- b) Floors with wood, rubber and vinyl finishes are cleaned so that they:
 - (i) are free of hazardous deposits except for those deposits which are being responded to;
 - (ii) are free of established loose dust and soilage and litter;
 - (iii) present an even shine with only occasional scuffing and light dust;
 - (iv) are free of bulk refuse (unless such refuse has been reported for further action);
 - (v) have porch canopies free of litter, debris and weeds.
- c) Floors with carpeted surfaces are cleaned so that they:
 - (i) are free of hazardous deposits except for those deposits which are being responded to;
 - (ii) are free of stains except for those stains which are being responded to;

- (iii) have surfaces clear of loose dust and debris;
- (iv) have any irremovable stains reported to the Wherry Neighbourhood Team;
- (v) are free of bulk refuse (unless such refuse has been reported for further action);
- (vi) have porch canopies free of litter, debris and weeds.

1.5. Floors to internal or enclosed corridors and lift lobbies

a) Floors with concrete, asphalt, granolithic, paved and other hard surfaces (excluding wood and vinyl surfaces) are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) free of established soilage and litter;
- (iii) free of bulk refuse (unless such refuse has been reported for further action).

b) Floors with wood, rubber and vinyl finishes are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) are free of established soilage and litter;
- (iii) present an even shine with only occasional scuffing and light dust;
- (iv) are free of bulk refuse (unless such refuse has been reported for further action).

c) Floors with carpeted surfaces are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) are free of stains except for those stains which are being responded to;
- (iii) are surface clear of loose dust and debris;
- (iv) have all irremovable stains reported to the Wherry Neighbourhood Team;
- (v) are free of bulk refuse (unless such refuse has been reported for further action).

1.6. Floors to external access balconies

a) Floors with concrete, asphalt, granolithic, paved and other hard surfaces are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) are free of litter and established soilage;
- (iii) have all gullies flowing freely through grid and trap;
- (iv) have all Rain Water Pipe blockages reported to WHA;
- (v) are free of bulk refuse (unless such refuse has been reported for further action);
- (vi) have all railings, panels, balustrades and parapets free of accumulated debris, impacted soilage and graffiti.

1.7. Stairways and landings including balustrades, handrails and banisters

a) Floors with concrete, asphalt, granolithic, paved and other hard surfaces (excluding wood and vinyl surfaces) are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) are free of established soilage, loose dust and litter, and of smear marks on adjacent walls and drip marks on stringers;

b) are free of bulk refuse (unless such refuse has been reported for further action);

(iv) have soffits which are free of graffiti, flyposters and hazardous deposits save those which are being responded to.

c) Floors with wood, rubber and vinyl finishes are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) are free of established soilage, loose dust and litter, and of smear marks on adjacent walls and drip marks on stringers;
- (iii) have surfaces present an even shine with only occasional scuffing and light dust;
- (iv) are free of bulk refuse (unless such refuse has been reported for further action);
- (v) have soffits which are free of graffiti, flyposters and hazardous deposits save those which are being responded to.

c) Floors with carpeted surfaces are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) are free of stains except for those stains which are being responded to;
- (iii) are surface clear of loose dust and debris;
- (iv) have all irremovable stains reported to the Wherry Neighbourhood Team;
- (v) are free of bulk refuse (unless such refuse has been reported for further action);
- (vi) have soffits which are free of graffiti, flyposters and hazardous deposits save those which are being responded to.

1.8. Wall surfaces, including cills and internal glazed partitions, external surfaces to entrance porches, ducts, conduits, handrails and pipework attached to surfaces and boarded over windows to rooms other than flats, cleaned so that:

a) Walls, partitions and other surfaces with a paint, tiled, varnished or glazed finish, including all signs attached thereto are cleaned so that they:

- (i) are free of graffiti, flyposters and hazardous deposits save those which are being responded to;
- (ii) are free of loose dust, marks and soilage and have a uniform appearance;
- (iii) have all irremovable marks reported to the Wherry Neighbourhood Team.

b) Walls, partitions and other surfaces with a cement, concrete, timber or brick finish, including all signs attached thereto are cleaned so that they:

- (i) are free of graffiti and hazardous deposits save from those which are being responded to;
- (ii) are free of loose dust and soilage and with a uniform appearance;
- (iii) have all irremovable marks reported to the Wherry Neighbourhood Team.

1.9. Internal and external doors to blocks including adjacent fixed panels and door-entry surrounds, excluding doors to dwellings

a) Doors, door furniture including closers, panels, surrounds and the like are cleaned so that they:

- (i) are free of graffiti and hazardous deposits save from those which are being responded to;
- (ii) are free of marks, loose dust and soilage and have a uniform appearance; and,
- (iii) have all irremovable marks reported to the Wherry Neighbourhood Team.

1.10. Refuse disposal areas, refuse chutes and communal bins

a) Ground floor refuse chambers containing large communal bins served by chute, and rooms for groups of small bins, are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) have no overflowing refuse containers;
- (iii) have no soilage to ceiling, doors, walls or floor, or litter;
- (iv) have cut-offs which are operational or reported for repair;
- (v) have containers, bins and sack-holders in good repair or reported as defective and evidence of dry disinfectant is present;
- (vi) show no evidence of infestation by pests;
- (vii) have roofs and canopies free of accumulated litter, weeds and debris.

b) Enclosed refuse compartments providing access to hoppers are cleaned so that:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) have walls, ceiling and floor free of established soilage and litter;
- (iii) have hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;
- (iv) have evidence of dry disinfectant treatment present on hoppers;
- (v) have no evidence of infestation by pests.

c) Open refuse compartments providing access to hoppers are cleaned so that they:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) have walls, ceiling and floor maintained to same standards as adjacent area;
- (iii) have hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;

- (iv) have evidence of dry disinfectant treatment present on hoppers;
 - (v) have no evidence of infestation by pests.
- d) Refuse hoppers on landings or balconies are cleaned so that they:
- (i) are free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;
 - (ii) have evidence of dry disinfection treatment present on hoppers;
 - (iii) have no evidence of infestation by pests.
- e) Refuse chutes are cleaned so that:
- (i) accumulated soilage on the chute lining is periodically removed with sufficient frequency to prevent a build-up which might impede use of the chute or cause excessive nuisance to residents;
 - (ii) there is no evidence of infestation by pests.
- f) Communal refuse bins (such as Paladin bins) are cleaned so that:
- (i) impacted soilage is periodically removed with sufficient frequency to prevent a build-up which might present a health risk to residents or others, or which might be perceived as noxious or objectionable to a reasonable person given the circumstances;
 - (ii) there is visual evidence of dry disinfectant having been applied;
 - (iii) there is no evidence of infestation by pests.

1.11. Lifts

- a) Passenger lifts shall be cleaned so that:
- (i) they are free of hazardous deposits except for those deposits which are being responded to;
 - (ii) floors are free of established loose dust and soilage and litter;
 - (iii) door tracks are free of soilage and litter;
 - (iv) walls (including all attachments, signs, panels and floor indicators), doors and ceilings are free of graffiti, marks and smears, and of uniform bright appearance;
 - (v) lift surrounds and safety doors are free of graffiti, marks and smears and of uniform bright appearance.

1.12. Communal lighting

- a) Communal light fittings to interiors of blocks are maintained and cleaned so that:
- (i) all fittings are functional and with lamps checked and replaced as necessary by the Contractor or (where a non-functioning fitting has been checked and the lamp replaced but is still defective) reported as defective;
 - (ii) they have all external surfaces of covers free of visible dust and established cobwebs;
 - (iii) they are free of established soilage including a significant extent of dead insects internally;
- b) Communal light fittings mounted on external walls of residential blocks and other buildings are maintained and cleaned so that:

- (i) all fittings are functional and with lamps checked and replaced as necessary by the Contractor or (where a non-functioning fitting has been checked and the lamp replaced but is still defective) reported as defective;
- (ii) they have external surfaces of covers free of visible dust and established cobwebs;
- (iii) they are free of established soilage including a significant extent of dead insects internally.

1.13. Windows and glass including window fasteners and stays, glass and metal artila, metal decorative window panels and fixed external glass surfaces, but excluding windows to flats

a) all fixed and openable windows, artila and panels to blocks including those located on communal landings, corridors, balconies, entrance halls, lobbies and porches are cleaned so that they:

- (i) are free of graffiti, flyposters and hazardous deposits save those which are being responded to;
- (ii) have damaged or insecure windows reported as defective;
- (iii) have internal surfaces, frames and surrounds clean, dry and smear free;
- (iv) have external surfaces, frames and surrounds at ground floor level where accessible and external surfaces, frames and surrounds at first floor level and above where accessible from inside, outside, clean, dry and smear free.

1.14. Plant, tank and motor rooms and landlord facilities

a) intake cupboards and meter cupboards are cleaned so that they are:

- (i) free of accumulated rubbish and established dust and soilage;
- (ii) free of hazards or hazards are reported for further action;

b) tank rooms, plant rooms and lift motor rooms are cleaned so that they are:

- (i) free of accumulated rubbish and established dust and soilage;
- (ii) free of hazards or hazard reported for further action;

Sheltered housing communal facilities

1.15. Landings, stairs, entrance halls, porches, corridors, access balconies, communal lounges and dining rooms

a) all areas with concrete, asphalt, or granolithic floor finishes including stairs / landings are free of loose dust and litter, removable stains and hazardous deposits;

b) all areas with vinyl and wood floor finishes including stairs and landings are cleaned so that they:

- (i) are free of loose dust and litter, removable stains and hazardous deposits;
- (ii) have surfaces free of impacted soilage, scuff marks, and have an even sheen across the whole surface;

c) all areas, including stairs and landings, with carpets are free of dust and litter, removable stains and hazardous deposits, with irremovable stains under report;

- d) all windows (including frames and window ledges), skirtings and interior glazing have:
- (i) skirtings and ledges free of marks and smears, impacted soilage, loose dust and debris;
 - (ii) damaged or insecure windows reported as defective; to WHA.
 - (iii) internal surfaces of windows and interior glass clean, dry and smear free;
 - (iv) external surfaces of windows at ground floor level where accessible and external surfaces at first floor level and above where accessible from inside, outside, clean, dry and smear free;
 - (v) net and other curtains free of dust and marks and of overall clean and smooth appearance.
- e) all walls and communal doors:
- (i) are free of graffiti and hazardous deposits save those which are being responded to;
 - (ii) are free of loose dust, marks and soilage, and have a uniform appearance;
 - (iii) have all irremovable marks reported to WHA.

1.16. Furniture, fixtures and fittings (excluding those in kitchens and toilets)

- a) All furniture (freestanding and fixed), fixtures such as shelving and fittings shall be maintained so that:
- a) all upholstered surfaces are free of dust, debris and removable stains;
 - b) all irremovable stains are reported to WHA;
 - c) all hard surfaces are free of impacted soilage, debris, smears and loose dust, and polished to an even sheen.

1.17. Lifts

- a) Lifts shall be cleaned and maintained so that they:
- (i) are free of hazardous deposits except for those deposits which are being responded to;
 - (ii) have floors free of dust, soilage and litter;
 - (iii) have door tracks free of soilage and litter;
 - (iv) have doors and ceiling of car free of graffiti, marks and smears and of uniform bright appearance (including all attachments, signs, panels and floor indicators);
 - (v) have surrounds and safety doors free of graffiti, marks and smears and of uniform bright appearance.

1.18. Communal lighting (internal and external including guest rooms)

- a) All communal light fittings throughout are maintained and cleaned so that:
- (i) all fittings are functional and with lamps checked and replaced as necessary by the Contractor or (where a non-functioning fitting has been checked and the lamp replaced but is still defective) reported as defective;
 - (ii) they have all external surfaces of covers free of visible dust and established cobwebs;

- (iii) they are free of established soilage including a significant extent of dead insects internally.

1.19. Plant, tank and motor rooms and landlord facilities

a) All such rooms and facilities including intake cupboards shall be maintained so that they are:

- (i) free from accumulated rubbish and established dust and soilage; and,
- (ii) free of hazards or hazards are reported for further action to WHA.

1.20. Refuse disposal and storage facilities

a) Ground floor refuse chambers shall be maintained so that they:

- (i) have no overflowing refuse containers;
- (ii) have no soilage or litter to ceiling, doors, walls or floor;
- (iii) have where applicable a cut-off operational or reported for repair to WHA;
- (iv) have all refuse containers are in good repair or reported as defective to WHA;
- (v) have evidence of dry disinfection;
- (vi) have no evidence of pests.

b) Refuse compartments and refuse hoppers:

- (i) are free of hazardous deposits except for those deposits which are being responded to;
- (ii) have walls, ceiling and floor free of soilage and litter;
- (iii) have hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;
- (iv) have evidence of dry disinfection treatment present on hoppers;
- (v) have no evidence of pests.

c) Refuse chutes are cleaned so that:

- (i) accumulated soilage on the chute lining is periodically removed with sufficient frequency to prevent a build-up which might impede use of the chute or cause excessive nuisance to residents;
- (ii) there is no evidence of infestation by pests.

d) Communal refuse bins (such as Paladin bins) are cleaned so that:

- (i) impacted soilage is periodically removed with sufficient frequency to prevent a build-up which might present a health risk to residents or others, or which might be perceived as noxious or objectionable to a reasonable person given the circumstances;
- (ii) there is visual evidence of dry disinfectant having been applied;
- (iii) there is no evidence of infestation by pests.

1.21. Toilets and bath and shower rooms (Daily)

- a) Toilets and bath and shower rooms (except in individual flats) shall be cleaned so that:
- (i) all sanitary fixtures are free of contamination and limescale on all surfaces;
 - (ii) all cubicles, cisterns and cubicle furniture are clean and smear-free on all surfaces;
 - (iii) floor surfaces are clean and dry, and free of soilage and removable stains;
 - (iv) wall surfaces, fixtures and fittings and pipework clean and smear-free, dry and free of removable marks;
 - (v) all drains and traps are free flowing and free of contamination;
 - (vi) all windows, window ledges, skirtings and glazing accessible from ground floor or interior free of marks and smears, loose dust and debris;
 - (vii) all irremovable marks and damaged or malfunctioning services are reported to the WHA;
 - (viii) there is an adequate supply of soft toilet paper, paper hand-towels and soap (each of a make and type approved by WHA) at all times.

1.22. Kitchens (Daily Clean)

- a) Kitchens shall be maintained so that:
- (i) all horizontal and vertical surfaces of room and equipment are free of stains, smears and soilage and presenting a uniform appearance;
 - (ii) all corners, crevices and joints are free of soilage, dust and food particles;
 - (iii) all windows, window ledges, skirtings and glazing accessible from ground floor of interior are free of marks and smears, loose dust and debris;
 - (iv) all undersurfaces of sinks, basins, preparation tables, and cooking equipment are free of grease, dust and impacted soilage;
 - (v) all irremovable marks and damaged or malfunctioning services reported to WHA;
 - (vi) all ceilings are free of flaking paint or loose decorative finishes.

1.23. Laundry Rooms

- a) Laundry rooms shall be maintained so that:
- (i) all wall, floor and ceiling surfaces are free of algae, mould stains, removable marks and loose dust;
 - (ii) external surfaces of equipment and pipework are clean, dry and free of removable marks;
 - (iii) areas behind and below freestanding equipment are clear of dust and debris;
 - (iv) maintained floor surfaces are free of impacted soilage and scuff marks and of an even sheen across the whole surface;
 - (v) all windows, window ledges, skirtings and glazing accessible from ground floor or interior free of marks and smears, loose dust and debris;
 - (vi) all irremovable marks and damaged or malfunctioning services are reported to WHA.

1.24. Guest Rooms

a) Guest rooms shall be maintained so that:

- (i) all surfaces are free of visible dust, stains and smearing; corners and crevices free of loose dust;
- (ii) maintained surfaces are polished to an even sheen;
- (iii) maintained floor surfaces are free of impacted soilage and scuff marks and of an even sheen across the whole surface;
- (iv) all windows, window ledges, skirtings and glazing accessible from ground floor or interior free of marks and smears, loose dust and debris;
- (v) all sanitary fixtures are free of contamination on all surfaces;
- (vi) all cisterns, pipework and door furniture are clean and smear-free on all surfaces;
- (vii) wall surfaces, fixtures and fittings are clean, dry and free of removable marks;
- (viii) all drains and traps are free flowing and free of contamination;
- (ix) all irremovable marks and damaged or malfunctioning services are reported to WHA;
- (x) carpets are free of dust and litter, removable stains and hazardous deposits; irremovable stains under report;
- (xi) net and other curtains are free of dust and marks and of overall clean and smooth appearance;
- (xii) if the room has a private WC, there is an adequate supply of soft toilet paper, paper hand-towels and soap (each of a make and type approved by WHA) at all times.

1.25. The Annual Spring Clean (Deep Clean)

Of all communal areas carried out once a year per sheltered flat and bungalow schemes. To be carried out twice yearly at the **Ipswich Foyer**. To include:

- (i) Stripping and resealing of vinyl floors;
- (ii) Shampooing of carpets and fabric chairs;
- (iii) Damp wiping of paintwork;
- (iv) Disinfection cleaning including deep scrubbing of floors, in laundries, treatment rooms, kitchens and toilets etc.
- (v) Clean lampshades, blinds, radiators and wash down all paint surfaces.
- (vi) Vacuum all curtains;
- (vii) **Ipswich Foyer** – 17 Cluster Units of rooms and single flats with associated kitchens and bathrooms to be deep cleaned.
- (viii) Clean out ceiling extractor fans in Cluster bathrooms and kitchens.

1.26. Scheme Manager's office (Annually)

a) Offices shall be maintained so that:

- (i) all surfaces and equipment are free of visible dust, stains and smearing;
- (ii) corners, crevices, chair spiders, and desk slides are free of loose dust;
- (iii) maintained surfaces are polished to an even sheen;

- (iv) maintained floor surfaces are free of impacted soilage and scuff marks and of an even sheen across the whole surface;
- (v) all windows, window ledges, skirtings and glazing accessible from ground floor or interior free of marks and smears, loose dust and debris;
- (vi) carpets are free of dust and litter, removable stains and hazardous deposits; irremovable stains under report;
- (vii) net and other curtains are free of dust and marks and of overall clean and smooth appearance.

1.27. Specialist Clinical Cleaning – Communal Areas and Individual Properties

- (i) Remove all needles, syringes and dispose safely and environmentally as per current Health & Safety legislation. Proof of disposal will be sent to WHA for our records.
- (ii) Remove and clean bodily fluids in the property, human & animal excrement, urine and blood. All waste to be disposed of in a safe manner i.e. incineration.
- (iii) Disinfect all areas that have been contaminated and as necessary deodorise against smells.
- (iv) Include Void clean in addition to the above on empty property.

NB: Tenderers please note this is a required service pricing of which will be applicable through the Schedule of Rates. (Please refer to Excel spreadsheet titled Schedule 8 – Schedule of Rates – Lot 1).

LOT 2 – EXTERNAL CLEANING AND GROUNDS MAINTENANCE WORKS

Lot 2 will cover external cleaning and grounds maintenance works which will include inter alia:

- grass cutting and maintenance
- maintenance of horticultural features
- vegetation and pest control
- hedge cutting and maintenance
- maintenance of street furniture
- hard surface markings
- sweeping, litter, leaf collection, rubbish removal, snow clearance and gritting (including maintenance and refilling of grit bins)
- visual inspection of play area
- reporting reactive maintenance repairs
- bulk rubbish removal (please refer to Schedule of Rates)
- removal of all gardening debris and rubbish from site
- external cleaning of communal areas
- lamp replacement
- general cleaning
- periodical deep cleaning
- graffiti removal (please refer to Schedule of Rates)
- environmental cleans (needles, sharps)
- turning bins and cleaning store areas
- gutter cleaning (where agreed)
- general advice on shrub and bush preservation
- seasonal restocking and maintenance of flowerbeds
- weeding flowerbeds, communal areas and hard standing
- re-turfing grass as required.

External Cleaning of Estates

1.28. Overall scope of the specification

The scope of the service in broad terms is as follows:

- a) The removal of litter, debris and rubbish from the external communal parts of estates including both hard surface areas and soft landscape areas;
- b) Removing bulk refuse where this has been abandoned on the estate within 5 working days of report or identification and within 24 hours if the refuse is a fire risk (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of bulk refuse and that the 24 hour standard applies throughout the year including weekends and bank holidays).

- c) The removal of fly tips comprising builders' waste and other loose bulk materials from external parts of the estate;
- d) Removal of hazardous waste within 24 hours of report or identification (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of hazardous waste and that the 24 hour standard applies throughout the year including weekends and bank holidays); in addition see requirements in part five covering dealing with risks to health, safety and welfare which may require a more rapid removal where necessary to manage such risks; the requirement requires the disinfection of areas from which wastes involving bodily emissions, animal faeces or other matter giving rise to the risk of infection have been removed;
- e) Removal of graffiti, flyposters and handbills; the removal of offensive graffiti and flyposters must be carried out within 24 hours of identification or report and the removal of other graffiti and items within 5 working days (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of graffiti and handbills etc and that the 24 hour standard applies throughout the year including weekends and bank holidays);
- f) Application of an agreed salt/grit mix to designated access routes in anticipation of icy weather conditions;
- g) Removal of cigarette debris from purpose designed bins fixed to the outside of blocks normally adjacent to the main entrance doors;
- h) Removal of weeds and moss from hard areas including gutters and steps.
- i) In the course of their duties, the contractor shall inform WHA of any general repairs needed to communal areas which fall outside the scope of this contract e.g. garage areas, faulty doors, communal guttering.

1.29. Constraints

In the performance of the Services, the Contractor will need to note that:

- a) water and power supplies may not be readily available, and the Contractor will have to bring such supplies as are needed to the site where these utilities are not present;
- b) there is no presumption of onsite storage for equipment and cleaning materials or storage for grit and salt;
- c) keys and electronic fobs will be required for access to secure areas;
- d) there are high volumes of arisings to be disposed of in leaf-fall season which may be blown into large drifts;
- e) availability of vehicle parking spaces cannot be guaranteed;
- f) some hard surfaces may be degraded making sweeping difficult;
- g) group working may occasionally be necessary in a few locations for security reasons;
- h) residents may hold festivals, fetes, etc on estate areas which may generate large quantities of litter which require clearance on the day of the event.

1.30. Key performance standards applicable to the service

The Services shall be performed:

- a) at the frequencies set out in the Contractor's Method Statement and Operating Procedures approved by WHA;

- b) using the methods and resources set out in the Contractor's Method Statement and Operating Procedures approved by WHA;
- c) in compliance with health and safety requirements;
- d) in compliance with requirements for the use of chemicals;
- e) in compliance with agreed WHA Customer Service Code;
- f) in compliance with WHA's equal opportunities requirements;
- g) without damage to property;
- h) so that obstacles to residents do not arise;
- i) so that access is maintained for emergency service and other WHA personnel and their vehicles.

The Contractor shall use its best endeavours to achieve the following outcomes:

- j) residents are satisfied with cleaning services;
- k) no Defaults served by WHA's monitoring officers;
- l) all emergencies and standard requests dealt with within the terms of WHA's requirements;

Without prejudice to the generality of paragraph 3 a) to l) above, the Contractor shall perform the Services so that for each of the activities listed from para 4 to para 8 below, the required outputs shall be achieved.

1.31. Estate roads and courtyards and other external hard surface areas

- a) All defined access and service roads, courtyard areas and amenity, access or circulation areas with hard surfaces, including marked car-parking areas, drying areas, cycle storage areas, forecourts to shops, footpaths, alleys and areas serving or adjoining garages, have:
 - (i) gully grids and rainwater runnels clear of soilage, rubbish and impacted soilage; no ponding or other failure of surface water drainage due to blocked yard gully traps;
 - (ii) areas free of established litter and soilage;
 - (iii) areas free of hazardous deposits or hazardous deposits being responded to;
 - (iv) threats to pedestrians and vehicles created by weather and seasonal conditions including leaf fall under control and risks minimised;
 - (v) no weeds above 50 mm in extent, or if above 50 mm under treatment with herbicide;
 - (vi) whole area free of bulk refuse and fly tips, or refuse and tips reported for further action pending removal (the Contractor shall ensure that its staff record the registration numbers of flytippers and report them with full details of the incident to the Wherry Neighbourhood Team);
 - (vii) all vertical and horizontal surfaces including walls and doors to all buildings within curtilage of estate, fences, signs and plans free of graffiti and fly-posters likely to be offensive to individuals, **or** reported for further action;
 - (viii) all vertical and horizontal surfaces including walls and doors to all buildings within curtilage of estate, fences, signs and plans free of graffiti and fly-posters **or** action pending.

1.32. Play areas (without equipment)

- a) All **non-equipped** play areas including ball game areas are cleaned and maintained so that:
- (i) gully grids and rainwater runnels are clear of soilage, rubbish and impacted soilage;
 - (ii) there is no ponding or other failure of surface water drainage due to blocked yard gully traps;
 - (iii) areas are free of established litter and soilage;
 - (iv) areas are free of hazards and hazardous deposits, or hazards under report;
 - (v) there are no weeds above 50 mm in extent, or if above 50 mm under treatment with herbicide;
 - (vi) whole area free of bulk refuse and fly tips, **or** refuse and tips reported for further action pending removal;
 - (vii) all vertical and horizontal surfaces including signs and plans free of graffiti and fly-posters likely to be offensive to individuals, or reported for further action;
 - (viii) all vertical and horizontal surfaces (including signs and plans) free of graffiti and fly-posters, or action pending;
 - (ix) broken or defective fencing and netting is under report to WHA.

1.33. Boundary walls, fencing and railings

- a) All estate boundary walls and fences and all railings are to be maintained so that they have all vertical and horizontal surfaces (including signs and plans):
- (i) free of graffiti and fly-posters likely to be offensive to individuals, or reported for further action;
 - (ii) free of graffiti and fly-posters, or action pending;
 - (iii) free of hazardous deposits or such deposits are under report;
 - (iv) free of removal stains and deposits including paint and grease, and irremovable stains and deposits are under report.

1.34. Designated high risk access routes to blocks

- a) All designated high risk access routes to blocks of flats are maintained so that:
- (i) On notification from the Wherry Neighbourhood Team that freezing weather conditions are predicted, there is a sufficient spread of a salt-grit mix to facilitate safe access for residents should such conditions occur;
 - (ii) On notification from the Wherry Neighbourhood Team that the freezing weather conditions are over **or** that the prediction has changed, any residual salt-grit mix is removed from the surfaces and safely disposed of.

1.35. Cigarette disposal bins

- a) All cigarette disposal bins fixed to any external part of the block or estates are maintained so that:
- (i) Contents are removed with sufficient frequency to ensure no bin overflows or bins become unusable;
 - (ii) There is no evidence of impacted soilage or debris to any internal or external surface;

- (iii) The external surface of the bins have an overall even appearance free of smears, sticky labels and excess loose ash or other debris.

1.36. Soft landscape areas

- a) All lawns and other grass areas are maintained so that they:
 - (i) are free of established litter and impacted debris;
 - (ii) are free of hazardous deposits or hazardous deposits are being responded to;
 - (iii) are free of bulk refuse and fly tips, or refuse and tips reported for further action pending removal.
- b) All shrub and decorative beds (whether planted or not) are maintained so that:
 - (i) all parts which can be reached from outside the bed by hand or with a mechanical arm are free of established litter and impacted debris;
 - (ii) they are free of hazardous deposits **or** hazardous deposits are being responded to;
 - (iii) they are free of bulk refuse and fly tips, **or** refuse and tips reported for further action pending removal.
- c) All hedges, tree pits and brick, concrete or timber plant containers and raised beds are maintained so that:
 - (i) all parts which can be reached from outside the area by hand or with a mechanical arm are free of established litter and impacted debris;
 - (ii) they are free of hazardous deposits **or** hazardous deposits are being responded to.

Grounds Maintenance

1.37. Overall scope of the specification

Note: this part of the specification needs to be considered alongside External Cleaning above. The Contractor should note in particular that this part sets out requirements to remove litter from beds etc where this can be reached from outside the bed. This is set out in this way as such litter removal is envisaged to be part of routine cleaning work carried out by cleaning operatives. This Part sets out requirements to remove all litter from beds etc. It is envisaged that such removal requiring access to the beds would be carried out by trained horticultural operatives as part of horticultural maintenance. By separate negotiation an enhanced service may be required for certain sites, for example; box cut and increased frequency.

The scope of the service in broad terms is as follows:

- a) The removal of all litter, rubbish, refuse and waste from soft landscape areas;
- b) The maintenance of planted areas so that they are healthy, attractive and safe;
- c) The cutting of amenity grass areas and rough grass areas and treatment of excessive weed growth;
- d) The improvement of planted areas and amenity grass areas on an agreed programmed basis over three years to:
 - (i) address gaps and previous plant loss which is evident at present;
 - (ii) replace dying plants and plants at the end of their useful life;
 - (iii) replace particularly unsuitable plants which are difficult to maintain or unsuited for other reasons to their location;

- (iv) achieve at the end of five years an overall sustainable soft landscape which is attractive, appropriate and well regarded by residents;
- e) The recycling of any organic waste including arisings which are required to be removed;
- f) The sustaining of wildlife in the soft landscape especially in hedgerows and trees.

1.38. Requirements relating to the collection, recycling and disposal of waste

- a) It is a fundamental requirement that prior to any gardening works being done, that the Contractor shall collect and remove from site all litter, rubbish, debris, flytipping, hazardous wastes and plant wastes (other than permitted arisings);
- b) It is a requirement that the Contractor shall collect and remove from site, except rough grass areas, all leaf-fall and windblown vegetation;
- c) The Contractor shall deliver for disposal at an approved waste disposal site immediately after collection all litter, rubbish, debris and hazardous wastes which have been collected from the sites;
- d) The Contractor shall deliver for recycling at an approved recycling site all recyclable organic waste and arisings except where permitted to remain;
- e) The Contractor shall deliver organic items too bulky to recycle to an approved waste disposal site if no other use can be found for them;
- f) The Contractor shall remove all plant wastes and arisings polluted with pesticides, road salt, oil and other like harmful substances and dispose of these as non-recyclable waste;
- g) Small amounts of plant wastes and arisings which cannot be separated from litter or rubbish shall be disposed of as non-recyclable waste.

1.39. Dealing with arisings

- a) Arisings following cutting of amenity and rough grass shall be left except where:
 - (i) they fall on paths, roads, building entrances and other hard areas;
 - (ii) the height of the grass before cutting exceeds the maximum performance standard (and the volume of grass arisings is therefore greater than normal) irrespective of the cause,in which cases the Contractor shall immediately collect and remove the arisings.

1.40. Dealing with weeds

Note: - see also para 1.33 of the specification for the removal of weeds from hard areas.

- a) The Contractor shall periodically eliminate from the site (except in rough grass areas), using an approved herbicide or approved mechanical method (or a combination):
 - (i) all weed and grass growth encroaching from amenity grass areas into beds and hedge strips unless otherwise instructed by the Wherry Neighbourhood Team;
 - (ii) all weed and grass growth encroaching from amenity grass areas onto paths, roadways, paved and other hard areas;
 - (iii) all weeds and grass growing in crevices at the bases of buildings, walls, railings and fences adjoining amenity grass areas;
 - (iv) excessive weed growth in the amenity grass areas themselves;

- (v) grass and other growth encroaching into tree pits so as to maintain the pits at one metre in diameter.
- b) The Contractor shall eliminate as necessary in rough grass areas, using an approved herbicide or approved mechanical method:
 - (i) all grass and herbage encroaching from the grass areas onto paths, paved areas, tarmac, roadways and mowing strips, or into tree pits;
 - (ii) all grass and herbage growing into crevices in the footings of buildings, walls, fences and railings from adjoining grass areas;
 - (iii) any tall, aggressive, noxious or harmful weeds which may from time to time appear in rough grass areas.
- c) The Contractor shall be especially vigilant with regard to identifying and removing any particular weed growth which is noxious and invasive. In particular the Contractor shall deal with any Japanese knotweed found in accordance with the guidance issued by the Environment Agency.
- d) The Contractor shall restore within the same growing season grass to any area where that area has lost grass as a consequence of weed removal.

1.41. Barriers to carrying out works

- a) The Contractor shall report immediately to the Wherry Neighbourhood Team any obstructions or constraints to the performance of the Services including but not limited to:
 - (i) inclement weather;
 - (ii) prevention of access including obstructions to grass cutting machinery;
 - (iii) works in progress by Statutory Undertakers or other Contractors;
 - (iv) damage to the areas themselves;using an approved format.

b) The Contractor shall restore the area(s) which have been subject to obstructions or constraints to meet the specified performance standards as soon as the obstructions or constraints are removed.

1.42. Carrying out minor repairs

- a) The Contractor shall on the instruction of the Wherry Neighbourhood Team, or on its own initiative, carry out at no additional cost minor repairs to the Grounds such as:
 - (i) filling small pot holes, subsidence and empty tree pits;
 - (ii) levelling small mounds of soil left by other Contractors;
 - (iii) any other minor repair needed to fulfil the Contract which can reasonably be carried out as part of routine maintenance works to the site.

1.43. Carrying out ad hoc improvement or repair works

a) The Contractor shall on the instruction of the Wherry Neighbourhood Team carry out any works required by WHA and shall price the works from the approved Schedule of Rates according to the Conditions of Contract.

b) Such works are works required to meet a specific local circumstance and are not to be confused with the agreed five year improvement programme.

1.44. Developing and implementing an integrated programme to sustain the soft landscape on estates

- a) WHA requires the Contractor to prepare a 5 year programme of minor replanting to address plant loss, degrading and unsuitable planting (including grass area planting) within 3 months of contract start (see para 1 d) above).
- b) The purpose of the programme is to restore the landscape over the period to an attractive, well-maintained and fully planted state;
- c) It is envisaged that the implementation of the programme will be integrated with routine maintenance so as to minimise additional costs; generally costing the level and nature of work envisaged should be related to materials and plants and possibly temporary fencing in some locations, with only small additional labour elements;
- d) The Contractor will be required to set out how this approach would be delivered in the Method Statement.

1.45. Key performance standards applicable to the service

The Contractor shall be required to attend estate inspections with both staff and resident representatives of WHA as requested.

The Services shall be performed:

- a) at the frequencies set out in the Contractor's Method Statement and Operating Procedures approved by WHA;
- b) using the methods and resources set out in the Contractor's Method Statement and Operating Procedures approved by WHA;
- c) in compliance with health and safety requirements;
- d) in compliance with requirements for the use of chemicals;
- e) in compliance with agreed Customer Service Code;
- f) in compliance with the equal opportunities requirements;
- g) without damage to property;
- h) so that obstacles to residents do not arise;
- i) so that access is maintained for emergency service and other WHA personnel and their vehicles;
- j) so that WHA standards for the removal of bulk refuse and fly tips and of hazardous waste are complied with;

The Contractor shall use its best endeavours to achieve the following outcomes:

- k) residents are satisfied with gardening services;
- l) no Defaults served by WHA's monitoring officers;
- m) all emergencies dealt with within the terms of WHA's requirements;

Without prejudice to the generality of paragraph 1.46 a) to l) above, the Contractor shall perform the Services so that for each of the activities listed from para 1.48 to para 1.51 below, the required outputs shall be achieved.

1.46. Maintenance of amenity grass areas

a) Scope of requirements for services to amenity grass areas:

- (i) to maintain throughout the year, a dense, even and unbroken cover of grass throughout amenity grass areas;
- (ii) to clear all leaf-fall, windblown vegetation, litter, rubbish, debris and other loose objects from amenity grass areas immediately prior to grass cutting;
- (iii) to cut all amenity grass areas including their edges to paths, paved areas, channels, tree pits, mowing strips, beds and borders, and up to inspection covers, posts, outdoor furniture and any other fixtures;
- (iv) to maintain pathways, roadways and pavements free of grass, weeds and arisings;
- (v) to eliminate any grass or weed growth encroaching from adjacent grass areas to prevent damage to and defacement of building perimeters and the bases of walls, fences and railings;
- (vi) to repair amenity grass areas which have been damaged by incorrect or inadequate maintenance;
- (vii) to maintain definition of the shape and position of amenity grass area edges to tree pits, shrub and flower beds and borders, and channels.
- (viii) to deliver the five year integrated sustainability programme as set out in para 1.45 above.

b) All amenity grass areas, hard and soft landscapes, adjacent walls, fences and railings mesh are maintained so that they are free of:

- (i) obstacles and obstructions to residents;
- (ii) accumulated leaf-fall, blossom and other like wind-blown vegetation;
- (iii) slip hazards;
- (iv) shredded litter or shredded tree-waste;
- (v) arisings exceeding 75 mm in height;
- (vi) discoloured mounds, piles and ridges of arisings.

c) Amenity grass is maintained so that it:

- (i) is at a height of between 25 mm and 75 mm throughout in all areas (except in naturalised bulb zones);
- (ii) is cut to an even height throughout;
- (iii) is free of tussocks of taller grass;
- (iv) is free of erosion, defacement and damage in any area, including edges and other features;
- (v) has arisings left in a fine, even layer;
- (vi) is free of arisings three days after cutting;
- (vii) has any naturalised bulbs flowering and multiplying;
- (viii) has shape and boundaries which are neat and clearly defined.

- d) Naturalised bulb zones in amenity grass areas are maintained so that they:
- (i) are left uncut throughout the period from shoot emergence to leaf yellowing;
 - (ii) have grass at a height of between 25 mm and 75 mm throughout after bulb leaves turn yellow.
- e) After five years, amenity grass areas:
- (i) Have an overall fully planted appearance with no major bare patches;
 - (ii) Have an even sward which is largely free of weed growth and totally free of noxious or aggressive weeds;
 - (iii) Have no areas of sward which need imminent attention.

1.47. Maintenance of rough grass areas

- a) Scope of requirements for services to rough grass areas:
- (i) To cut all rough grass areas, including their edges to paths, tree pits and shrub beds and up to inspection covers, posts, outdoor furniture and any other fixtures;
 - (ii) To maintain pedestrian pathways through rough grass areas at the specified amenity grass height, and remove from such pathways aggressive and harmful weeds;
 - (iii) To prevent the reversion of rough grass to scrub;
 - (iv) To prevent the defacement or pollution of rough grass by machinery damage, accumulations of litter, debris, rubbish, fly-tipping or excessive amounts of plant waste;
 - (v) To minimise any nuisance or physical obstruction caused by the tall herb vegetation to users of adjacent pathways, roadways and paved areas and to improve access to rough grass areas by maintaining a strip of grass to amenity grass area height along their entire perimeter;
 - (vi) To effect timely repairs to rough grass areas which have been damaged by incorrect or inadequate maintenance;
 - (vii) To eliminate herbage growing into the pits of newly-planted trees in rough areas using mechanical methods only, so as to maintain the pits at no less than 1 metre in diameter for two years after planting;
 - (viii) To carry out any development or improvement to rough grass areas instructed or specified by the Wherry Neighbourhood Team based on the requirements of WHA, and priced from the approved Schedule of Rates.
- b) Rough grass areas are maintained so they are free of:
- (i) hazards and bulk refuse;
 - (ii) accumulations of plant waste including leaf fall, litter, debris, and rubbish;
 - (iii) obstacles and obstructions to residents;
 - (iv) weeds including self seeding trees which are either tall, noxious or aggressive.
- c) Rough grass areas are maintained so that:
- (i) grass is at a height of between 75 mm and 150 mm;

- (ii) grass at the edges to all other soft and hard landscape features is at an even height;
 - (iii) a metre wide strip where the rough grass area has a boundary with any hard surfaced area, and approved pedestrian pathways are cut to the amenity grass standard;
 - (iv) they have any naturalised bulbs flowering and multiplying;
 - (v) they have boundaries which are clearly defined, including around tree pits.
- d) Naturalised bulb zones in rough grass areas are maintained so that they:
- (i) are left uncut throughout the period from shoot emergence to leaf yellowing;
 - (ii) have grass at a height of between 75 mm and 150 mm throughout after bulb leaves turn yellow.

1.48. Shrub beds

- a) The scope of requirements for the maintenance of shrub beds is as follows:
 - (i) To routinely collect and remove from shrub areas all litter, rubbish, debris, hazardous wastes and plant wastes, including leaf-fall;
 - (ii) To routinely eliminate weeds from shrub areas by means of approved mechanical methods and / or appropriate approved herbicides;
 - (iii) To suppress weed growth in shrub areas by means of applying a mulch of approved material and / or planting a ground cover layer of approved hardy vigorous plants and / or applying an approved pre-emergence herbicide.
 - (iv) To prune, trim or reduce plants in shrub areas as necessitated by:
 - a) the pruning requirements of flowering, fruiting or other shrub decorative effects;
 - b) the condition of individual shrub area plants;
 - c) the general pruning requirements of shrub area plants;
 - d) restrictions as space available in shrub areas;
 - e) the proximity of building and their entrances and windows;
 - f) the proximity of walkways, play areas, roadways and car parks;
 - g) the particular pruning requirements of hedges; and,
 - h) the particular pruning requirements of climbing and ground cover plants.
 - (v) To minimise any physical obstruction, obscuring of view or blocking of natural light caused by shrubs planted near to estate buildings and paths, by means of approved modifications to the pruning program, without adversely affecting their shape, growth rate, decorative value and life expectancy.
 - (v) To minimise any physical obstruction, or access to meter cupboards, other utilities and access points by means of approved modifications to the pruning program, without adversely affecting their shape, growth rate, decorative value and life expectancy.
 - (vi) To apply appropriate approved fertiliser and approved peat-free soil improvers to shrub areas planted with bedding roses or standard roses in each year of the Contract.
 - (vii) To periodically reform the sloped gullies at the perimeter of shrub area beds adjacent to amenity grass areas, and periodically redefine and reposition the boundaries of shrub areas which adjoin amenity grass and rough grass areas.

- (viii) To routinely monitor the condition of shrub areas and report deterioration, damage and any constraints or obstructions to maintenance in the approved format.
 - (ix) To respond to variation orders or a work orders (to be priced from the schedule of rates) from the Wherry Neighbourhood Team to:
 - a) remove and replace specified individual dead or dying plants;
 - b) replant specified empty or partially-empty shrub areas other than rose beds, with plants of wildlife or ornamental value;
 - c) create and plant new shrub beds of wildlife or ornamental value at specified sites;
 - d) plant ground cover in specified shrub areas;
 - e) plant bulbs to naturalise in specified shrub areas;
 - f) thin out the number of shrubs in specified overcrowded beds;
 - g) prune or reduce specified plants beyond the normal requirements;
 - h) rectify the effects of major damage or vandalism in specified shrub areas;
 - i) apply an approved balanced granular fertiliser to specified shrub areas;
 - j) apply an approved peat-free soil improver to specified shrub areas;
 - k) apply approved non-intensive and non-chemical management methods to specified shrub areas in order to encourage birds and beneficial insects to use them;
 - l) apply an approved pesticide or fungicide to control outbreaks of pests or diseases at specified sites;
 - m) irrigate new or mature plantings at specified sites during periods of drought or other stress;
 - n) implement landscape improvements required by WHA;
 - o) carry out any other like works which may from time to time be required by the Wherry Neighbourhood Team.
 - (x) On the instruction of the Wherry Neighbourhood Team to carry out any landscape development or improvement required by WHA during the Contract period, to agreed standards, and price these from the approved Schedule of Rates.
 - (xi) to deliver the five year integrated sustainability programme as set out in para 1.45 above.
- b) Output standards for shrub maintenance
- (i) Generally shrub beds are:
 - a. decorative, visually pleasing, shapely, healthy and undamaged;
 - b. safe;
 - (ii) Shrubs are maintained so that they have:
 - a. plants, ground cover and climbing plants which are kept within their bounds;
 - b. healthy, stable, shapely and compact hedges;
 - c. bedding roses flowering to their full potential;
 - d. naturalised bulbs flowering abundantly each year;

- e. neat and clearly defined grass edges maintained in their original position;
 - f. all adjacent paths, roadways, paved areas and tarmac free of arisings, weed growth and shrub growth;
 - g. healthy, beneficial wildlife;
- (iii) Shrub beds are clear of
- a. pollution;
 - b. weed growth;
 - c. arisings;
 - d. accumulations of ground leaf-fall, blossom and wind-blown vegetation;
 - e. erosions to grass edges;
 - f. hazards;
 - g. all dead, dying or diseased shrub material;
- (iv) Shrub beds do not:
- a. have rose beds empty or partially-empty for no more than one growing season during the Contract;
 - b. obscure views or light to dwellings;
 - c. obstruct resident or vehicular access.
- (v) After three years, shrub beds:
- a. Have an overall fully planted appearance with no major gaps or bare spaces;
 - b. Have plants which are suitable to the location of the beds;
 - c. Have no dying plants or plants which are clearly at the end of their useful decorative lives and need imminent attention.

1.49. Decorative beds

- a) The scope of requirements for maintaining decorative beds is as follows:
- (i) To supply and install spring-flowering bedding plants by the first week of November in each year of the Contract period;
 - (ii) To supply and install summer-flowering bedding plants by the third week of May in each year of the Contract period;
 - (iii) To maintain the bedding plants after installation until they are removed to make way for the next bedding plant installation;
 - (iv) To routinely collect and remove all litter, rubbish, hazardous wastes, animal excreta, leaf-fall and wind-blown vegetation from bedding areas.
- b) Output standards for decorative beds
- (i) Decorative bedding areas generally are:
 - a. attractive;

- b. healthy and undamaged;
 - c. in full flower during their peak display periods;
- (ii) Decorative bedding areas have:
- a. sufficient numbers of bulbs, groundwork, interplants and edging plants;
 - b. large, well-rooted, vigorous, sturdy and true-to-type plants;
 - c. plants arranged appropriately, attractively, and well spaced;
 - d. thoroughly moistened plant root-bulbs before and after planting;
 - e. tall interplants supported in their planting positions;
 - f. prolonged periods of flowering;
- (iii) Decorative bedding areas are free of:
- a. stunted, diseased, drawn, damaged and untypical specimens;
 - b. weed growth;
 - c. litter, leaf-fall and animal excreta;

TENANT CONSULTATION

WHA proactively involves its residents in the management of services delivered. The contractor would need to attend meetings which would include WHA staff and residents. Meetings will be held at WHA Offices and various locations throughout WHA's geographic area. Please note that occasionally these meetings may be held outside of normal office hours.

Residents take part in the six weekly state Inspections and ensure the quality of the contractors work is at the required standards. They are also encouraged to report any issues that arise on an ongoing basis to WHA and effectively help monitor service delivery at a local level.

At a local estate and neighbourhood level residents will have reasonable levels of choice in the services provided for them by contractors. Feedback and comments made by residents to operatives on the ground will need to be passed to the WHA contract administrator through agreed channels. Consultation would create the need for flexibility in service delivery by the contractor and WHA. This will need to be recognised by all parties involved and mechanisms put in place to allow for variations at a local level.

Key Performance indicators

Applicable to all Lots

Pre-planned inspections of communal areas will occur on a six/twelve weekly basis and will take place on all major estates. These will be carried out by WHA staff and/or residents. Contractor representatives may be asked to attend Estate Inspections. The scoring guide below will be used to assess the quality of the work provided by our contractors on each of our estates. A consistent score below 4 in an area of contractor responsibility will need to be addressed by the contractor and measures put in place to prevent a reoccurrence of the breach of service standards.

The output specification will be used as the standard by which the scores below will be allocated against each lot or part thereof.

Scoring Guide

4 = The standard is met wholly, or where it is not met the problems are minor and have little impact on residents and could be easily dealt with.

3 = The standard is met in most ways and while some noticeable failings have been found these do not seem to be long standing and could be sorted out quite easily.

2 = The standard is met to a fair extent but there are still some significant problems which look as though they are long-standing and / or will need considerable resources to address.

1 = The standard is obviously not met – there are many minor or medium level problems or one or two serious problems which have a major impact on residents and which will require significant changes in practice etc to address.

0 = The standard is obviously not met – the issues of such severity that immediate remedial action is needed to meet basic Health and Safety requirements.

Lot 1 – Internal Cleaning Works

Inspection Standards for Lot 1

Without prejudice to the Specification, the Contractor shall perform the Services so that the required outputs are achieved to the Acceptable On Completion of Task definitions on the BICSc Cleaning Standards Specifications Table.

WHA have provided the BICSc Cleaning Standards Specification Table on the CD Rom to all bidders for Lot 1.

Bulk Waste

- Within 24 hours if the refuse is a fire risk or hazard (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of bulk refuse, hazardous waste, removal of graffiti and handbills etc and that the 24 hour standard applies throughout the year including weekends and bank holidays);
- Removing bulk refuse where this has been abandoned in communal areas within 5 working days of report or identification.

Hazardous Waste

- Removal of hazardous waste and clinical cleans within 24 hours of report or identification.

Graffiti, flyposters and handbills

- Removal of graffiti, flyposters and handbills; the removal of offensive graffiti and flyposters must be carried out within 24 hours of identification or report.
- The removal of other graffiti and items within 5 working days.

Lot 2 – External Cleaning & Grounds Maintenance Works

Bulk Refuse

- Removing bulk refuse where this has been abandoned on the estate within 5 working days of report or identification.
- Within 24 hours if the refuse is a fire risk.

Hazardous Waste

- Removal of hazardous waste within 24 hours of report or identification.

Graffiti, flyposters and handbills

- Removal of graffiti, flyposters and handbills; the removal of offensive graffiti and flyposters must be carried out within 24 hours of identification or report.
- the removal of other graffiti and items within 5 working days.

NB: (this standard is the standard to be assumed throughout all parts of these KPIs with regard to the removal of bulk refuse, hazardous waste, removal of graffiti and handbills etc and that the 24 hour standard applies throughout the year including weekends and bank holidays);