



# Employer's Requirements

(Revision 18 – October 2023)

Specification for Affordable Rent, and Shared Ownership



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## **1.1 SITE SIGNAGE**

Site sign boards are to be erected for all developments. As a minimum the Homes England sign board should be erected within two weeks of commencing on site. This can only be excluded where a waiver has been obtained from the Homes England, under exceptional circumstances.

### **1.1.1 Design**

The sign shall include, in the order of appearance:

- Housing Employer logo
- Funding body (e.g. Homes England, Local Authority, Health Authority etc.)
- Scheme details,
- Contractor and
- Consultant details.

The scheme details should include a brief description, i.e. scheme address, number of units, tenure etc. together with a timetable for completion of the development e.g. “Completion due Spring 2016”. The design of the sign board should be sent to the Contractor, copied to the Employer’s Agent. Assistance with the design can be sought from the Employer’s Communication’s team who will ensure that the corporate style is followed.

Please see link to example template of the signboard; [Template site signage](#) (available on request)

There are two sizes available. The larger version - 2,440mm x 1,220mm (8 ft x 4 ft) - is the preferred design. The smaller version - 2,440mm x 610mm (8 ft x 2 ft) – this may be used only where space is limited. Deviation from these sizes will require a waiver to be obtained from the Homes England.

Signboard shall include Considerate Constructors Client Partner logo if applicable.

### **1.1.2 Location**

The sign board should be located in a prominent position within the site boundary. If the development includes phased handovers, then consideration should be given to the location; if the sign board is going to remain in a front garden whilst the development is completed, it must be in a safe position and the prospective residents should be informed in advance. Site signage should be erected for the full duration of the scheme until the final plots practically complete.

The Contractor is expected to include for a scheme signboard in their price as it is an essential requirement of the Homes England funding conditions that the standard sign board is erected on all SHA, SHG, RCGF & DPF funded schemes

It is essential that any necessary statutory approvals or consents e.g. Town and Country Planning (Control of Advertisement) Regulations, 1992 are obtained in regard to the erection of the site signage.

For further guidance see the Homes England links –

<https://www.gov.uk/government/organisations/homes-england>

Please see below the link to the Homes England logo templates;

<https://www.gov.uk/government/publications/homes-england-logos>

<https://www.gov.uk/government/publications/site-signage-affordable-homes-programme>

## **1.2 ON-SITE PROCEDURE**

### **1.2.1 M&E Review**

For each house type on the site, the Contractor shall provide drawings showing the electrical, plumbing and kitchen design (drawings must include furniture layout) for review by the Employer. The review shall adhere to the following process:

- The Contractor shall issue all drawings a minimum of 10 working days prior to an M&E mock up and/or drawing review.
- The Contractor shall attend a mock up and/or drawing review meeting with the employer to ensure all elements of the design are satisfactory to the Employer.
- Following the mock up/drawing review the Contractor shall issue updated drawings for approval and sign off by the Employer.
- The Employer shall provide approval within 3 working days of receipt of the drawings.
- Following approval by the Employer, the Contractor shall formally issue the updated drawings and drawing register to the project team.
- The Contractor shall not commence any first fix works on site until the approved (final) drawings have been formally issued to the project team, the Contractor shall allow adequate time within the build programme to enable this process.

### **1.2.2 Ventilation Strategy – minimum provision**

The ventilation strategy for each plot shall meet all current regulations; the Employers minimum requirements for mechanical ventilation is as follows:

- **Bathroom / En-suite (with no window)** – Continuous trickle with humidistat and data logger, isolator switch located above door.
- **Bathroom / En-suite (with window)** - Continuous trickle with humidistat and data logger, isolator switch located above door.
- **Kitchen** - Continuous trickle or intermittent extract with humidistat and data logger, isolator switch located above door or at high level adjacent to fan.
- **Utility Room (with no openable window)** - Continuous trickle with humidistat and data logger, isolator switch located above door or at high level adjacent to fan.
- **WC (no openable window)** Continuous trickle with humidistat and data logger, isolator switch located above door.
- **WC (with openable window)** - no requirement for mechanical extract, Contractor shall ensure ventilation meets Building Regulations Approved Document F and 20mm clearance is achieved under door.

### **1.2.3 Inspections**

#### **Site Visits**

The Contractor shall allow the COW to attend site as necessary to inspect works and review progress. The Contractor shall provide all on-site inductions as necessary to allow the COW un-accompanied access on to site. Generally, the COW shall make a minimum of 2 site visits per week, these can be at any time during working hours.

#### **Factory visits**

The Contractor shall facilitate access for the COW to inspect elements of the construction which are produced off-site (e.g. factory visits for modular schemes). The duration & frequency of the visits shall be agreed with the Employer prior to the scheme starting on site.

#### **1.2.4 Gas Appliance Installation**

Anyone carrying out works on a gas appliance (boiler/hob etc.) shall have the correct competency for the type of work being carried out and must be gas safe registered for this work. This includes all work on the appliance, including works prior to gas connection/commissioning. It is the Contractors responsibility to check all personnel on site involved in the installation of gas appliances are competent and gas safe registered, the Contractor shall provide confirmation/evidence of this to the Employer.

#### **1.2.5 Optional Specification to Kitchens, Utility Rooms and Laundry Cupboards – SHARED OWNERSHIP/SALES PROPERTIES ONLY**

The Contractor shall allow within the construction programme and also the contract sum for agreed Buyers to choose from a 'standard' and 'enhanced' range from the Contractors chosen kitchen supplier as specified within the Plumlife Specification.

The 'standard' and 'enhanced' range which is to be offered to Buyers shall be previously agreed with the Employer and shall comprise unit door/drawer fronts; unit handles and worktops and flooring. The Employers Agent shall have up to 12 weeks before the handover of the property to notify the Contractor of the Buyers chosen range. Should a Buyer not be in place by this time or a notification of the chosen range is delayed the Contractor shall revert back to the Employer to make the choices. All associated costs for all ranges offered by the Contractor shall be agreed with the Employer prior to signing the Building Contract.

#### **1.2.6 Optional Specification to Bathrooms and En-suites – SHARED OWNERSHIP/SALES PROPERTIES ONLY**

The Contractor shall allow within the construction programme and also the contract sum for agreed Buyers to choose from a 'standard' and 'enhanced' range from the Contractors chosen bathroom supplier. The 'standard' and 'enhanced' range which is to be offered to Buyers shall be previously agreed with the Employer and shall comprise ceramic wall tiles, and flooring. The Employers Agent shall have up to 12 weeks before the handover of the property to notify the Contractor of the Buyers chosen range. Should a Buyer not be in place by this time, or a notification of the chosen range is delayed the Contractor shall revert back to the Employer to make the choices. All associated costs for all ranges offered by the Contractor shall be agreed with the Employer prior to signing the Building Contract.

#### **1.2.7 Buyers Snag Procedure – SHARED OWNERSHIP/SALES PROPERTIES ONLY**

If the Employer has an occupant lined up, the Contractor shall allow the occupant to accompany the Clerk of Works or Sales Advisor, should they so wish to, for the final snag of the property following issue of CML, 7 days prior to completion of the plot. If no occupant is lined up or the occupant does not want to attend the final snag then the clerk of works will snag the property without the occupant present. The Works will be snagged in accordance with NHBC/LABC requirements for finishes and standards of workmanship defined within the contract documents. The Contractor must ensure that there is unrestricted access to the property and that all Health and Safety provisions are in place. The Employer will provide the Contractor with 72 hours notice before the snagging works are to be carried out.

## **1.3 CONSTRUCTION INFORMATION REQUIREMENTS**

### **1.3.1 SAP calculations**

The Contractor shall provide SAP calculations including all raw data for each property.

### **1.3.2 Quality Control checks & documentation**

The Contractor shall provide a copy of all internal & third-party quality control inspection reports, including, but not limited to, warranty provider/building control inspections, factory quality control inspections (for modular elements), third party fire protection inspections etc.

### **1.3.3 Fire Protection**

The Contractor shall provide evidence/records of installation of all passive fire protection for all plots, including but not limited to:

- Cavity fire socks
- Fire protection at the party wall at spandrel panels
- Fire protection at the party wall at roof tiles and eaves
- Fire protection between cottage flats.
- Fire protection at fire sockets on a fire rated wall.

### **1.3.4 Windows**

The Contractor shall supply the name of the manufacturer of the windows (this is not necessarily the same as the installer).

The Contractor shall provide warranties for the items outlined below, see also **Section 11: Windows** of the Employer's Requirements for minimum requirements for warranty periods.

- Warranty period for the UPVC Frame
- Warranty period for the ironmongery/hinges fitted to the windows
- Warranty period for double glazed units
- Information to determine when the warranty commences

Note that suppliers generally regard installation as the commencement of the warranty period.

The Contractor shall obtain an assessment of the suitability of the ironmongery/hinges from the window manufacturer (Veka or equal and approved). The Contractor shall be responsible for communication with the manufacturer to confirm all ironmongery is suitable for the intended size and location of windows, giving particular consideration to durability/sizing of hinges and durability of ironmongery in exposed/seaside locations.

The Contractor shall supply a schedule of glass for each window type to include the following:

- Glass size W x H x T
- Inner pane thickness and type
- Outer pane thickness and type
- Spacer bar type
- Weight of unit (to determine manual handling requirements)

### 1.3.5 Other Information

The Contractor shall provide information as specified in the following:

- ER v.18 AR & AHO Specification.
- ER v.18 Apartment Specification.
- H&S File, see section 1.10.
- Handover information, see section 1.12.
- Heating System & Gas Safety Information, see section 1.13.

## 1.4 CONTRACTOR REPORTS

### 1.4.1 Site Waste Management Plan (SWMP)

The Contractor, when appointed shall produce, implement, monitor and manage a site waste management plan (SWMP) with a target of **zero waste to landfill**; a maximum of 5% waste to landfill shall be accepted in exceptional circumstances. The SWMP shall be monitored at monthly site meetings for the duration of the project to ensure this target is met.

The Design team shall work from project inception to identify possible sources of waste at the construction site and will work together to ensure the WRAP waste hierarchy is followed. A SWMP shall include the agreeing and setting of targets to promote resource efficiency in accordance with guidance from WRAP, Envirowise, BRE and DTI.

At a minimum, the Contractor shall provide monitoring reports to the Development Project Manager (DPM) on a 6-monthly basis with a short update on the items listed below at monthly site meetings.

The Contractor is required to:

- Implement a Site Waste Management Plan that meets the Employer's requirements by setting project-specific targets for waste reduction and recovery and measuring performance.
- Measure and report progress against the corporate KPIs for waste and waste to landfill.
- Ensure that at least 10% of total material value derives from reused and recycled content in new build, select the best opportunities to exceed this figure without increasing the cost of materials, and report actual performance.
- Ensure that a maximum of 5% of waste is sent to landfill, with a target of zero waste sent to landfill.

The Employer can provide a checklist of items that must be included in the SWMP if required.

### 1.4.2 Programme

The Contractor shall provide a programme showing all plots and any communal areas/POS. Unless otherwise agreed with the Employer the format of the programme shall be as follows:

- Excel document
- All individual plots identified.

- Specific build stages identified for each plot. This shall include all main stages of the build, service connections, 28-day notice and handover.
- Programme identified for all external works, POS etc.
- Sewers, roads and footpaths identified.
- Critical path items shall be identified.
- Progress against the programme identified and updated on a monthly basis as a minimum.
- For apartment schemes the programme for individual apartments shall be shown as well as the apartment block as a whole.
- Example template can be provided on request.

### **1.4.3 Contractor Monthly Site Report**

The Contractor shall produce a monthly report, the report shall be distributed to the project team a minimum of 3 working days prior to the monthly site meeting. The contents of the report shall be agreed with the Employer, as a minimum the report shall include the following information:

- Progress report, including progress against the programme (see details above). Programme shall be in a format agreed with the Employer, as a minimum it must show all individual plots with build stages identified.
- Delays tracker, including time lost to adverse weather.
- Warranty tracker.
- Instructions/Amendments.
- Samples and client choice cut off dates.
- Health and Safety report, including details of any accidents and near misses (see section 1.4).
- Waste Management (as detailed above).
- List of sub-contractors.
- List of materials/suppliers.
- Section Agreements tracker.
- Services tracker.
- Scheduled dates, including handover dates.
- Planning Conditions tracker.
- Building Regulations tracker.

## **1.5 HEALTH AND SAFETY ON SITE**

### **1.5.1 Accidents and Near Misses**

The Contractor shall notify the Employer **immediately** on the occurrence of any of the following events:

- *23.9.1 a fatal accident to any worker or a member of the public.*
- *23.9.2 any injury to a member of the public requiring reporting under RIDDOR.*
- *23.9.3 any dangerous occurrence, as defined by RIDDOR.*
- *23.9.4 the service of any improvement or prohibition notice under the HS Act.*
- *23.9.5 any incident having health & safety implications which attracts the attention of the police and/or the media.*
- *23.9.6 the commencement of any criminal prosecution under the HS Act.*

The Contractor shall also provide a monthly update to the Employer of any non-RIDDOR reportable accidents and near misses.

## **1.6 ENERGY PERFORMANCE CERTIFICATES**

The Contractor shall be responsible for providing an EPC, produced by an accredited on construction domestic energy assessor. As a minimum it shall be commissioned before the building is put on the market and provided at handover. In line with Energy Performance of Buildings Regulations an Energy Performance Certificate shall be produced for all homes at point of sale or rent. The Contractor shall send an electronic copy of the EPC to the Employer prior to handover.

## **1.7 HOME USER GUIDES**

The Contractor shall provide a Home User Guide (HUG) to inform the occupier of how to use their home, including methods to use the building efficiently to reduce costs and minimise CO2 emissions.

The Contractor shall produce a draft HUG for review by the Employer at least 6 weeks prior to the first handover and shall edit the document to incorporate any changes as requested by the Employer. The final agreed copy shall be available at least 4 weeks prior to the first handover.

The HUG shall follow the format of the Employer template which is available on the Employer portal. A CD/electronic copy shall be provided for Great Places, with a hard copy for each property and a copy uploaded to the Project Information Portal.

A section on 'staying cool in hot weather' should be included in the Home User Guide including information about the overheating mitigation strategy and its maintenance requirements.

Should you have any queries please contact Environmental Liaison Officer, via email: [Environmental.Team@greatplaces.org.uk](mailto:Environmental.Team@greatplaces.org.uk)



## **1.8 ENERGY SUPPLIER**

The Contractor shall confirm with the Development Project Manager which electricity and gas supplier has been used. Clear guidance for the new residents on how to change tariff shall be included within the Home User Guide.

## **1.9 FIRE RISK ASSESSMENTS**

A minimum of 2 weeks prior to handover of the completed building the Employer will commission a Fire Risk Assessment of the scheme in compliance with the regulatory Reform (Fire Safety) Order 2005. This shall be completed once the fire precaution equipment has been commissioned and will:

- Identify fire hazards (i.e. sources of ignition, fuel and oxygen) and evaluate the risk of a fire occurring.
- Consider who may be at risk (i.e. people in and around the building, people who are especially at risk, people working near to fire hazards, people working in isolated areas, children and elderly/infirm/disabled)
- Propose measures to eliminate or reduce the risk from fire
- Provide general fire precautions to deal with residual risks
- Provide guidance on the continued management to demonstrate that the duties of the “Responsible Person” described in Regulatory Reform Order 2005 are maintained.
- Provide planned maintenance procedures for fire protection systems, e.g. detection systems, sprinklers, escape lighting, fire extinguishers.

It is the responsibility of the Contractor to ensure that all aspects of the completed scheme comply with the requirements of the FRA. Handover of a development cannot take place until the FRA is completed and signed off.

For fire door installation checking refer to **Appendix 9 - ER v.18\_1.18 Appendix 9 Fire Safety Regulations 2022\_Fire Door Check**

## **1.10 HEALTH AND SAFETY FILE**

In accordance with Health and Safety regulations, a H&S file shall be provided.

The Contractor shall upload the H&S file on to the project portal at least 14 days prior to handover. The H&S file is required in electronic format only; a paper copy of the H&S file is not required.

The Contractor shall upload the health and safety file onto the Great Places portal with guidance from the Development Project Manager. The H&S file shall be signed off by the Principal Designer at handover.

**N.B. This file is a vital document for the Employer and retention monies at Practical Completion stage will not be released to the Contractor until all items required for the H&S file are provided.**

**For further provision of information requirements please refer to**

**Appendix 7 - ER v.18\_1.18 Appendix 7 Golden Thread\_data requirements**

Contents of the file shall include:

- Directory of contents
- Introduction
- General project information

- Postal addresses for scheme properties
- Name of main Contractor including address/phone no.
- List of Consultants names, addresses, phone nos.
- List of sub-contractors' names, addresses, phone nos.
- Schedule of suppliers and building materials including addresses/phone nos.
- Planning Approval Notice including confirmation of discharged conditions from the Local Authority and compliance with S106 Agreement (where applicable)
- Section 106 Agreement (where applicable)
- Building Regulations Approval including confirmation of discharged conditions and Completion Certificates
- Copy of the Warranty Provider's documents
- Designers Risk Assessment
- Residual Hazards
- Key Structural Principle
- Hazardous Materials
- Removal and Dismantling of Installed Plant and Equipment
- Equipment provided for Cleaning and/or Maintaining the Structure
- Nature, Location and Markings of Significant Mains, Underground Services and New Connections/Disconnections
- Information and As-Built Drawings of the Structure, Plant, Equipment and Fire Safety Installations
- Completed component data excel spreadsheet (template available on request).
- As built drawings, such as: -
  - Floor layouts Inc. electrical/plumbing etc.
  - As built site Plan, showing dwellings, North point and scale
  - Elevations
  - Foundations
  - PCC Staircase
  - Landscape details
  - Sectional details
  - Structural engineering drawings
  - Drainage land other underground services layouts
- List all Materials and Equipment, such as windows, bricks, doors, rainwater goods, kitchens, bathrooms etc.
- Site Investigation Report, including confirmation that all works completed are as per SE's recommendations including contamination etc.
- Installation and maintenance leaflets, including but not limited to:
  - Extractor fans
  - Time clock/water heating
  - Smoke alarms
  - Security lights
  - Electric shower installation
  - Hot water cylinder
  - Plumbing layouts
- Sub-Contractor and supplier details
- Adoption Agreements including section 104 and section 38 agreements
- Consultants & Designers collateral warranties
- Sample Tenants Pack
- Electrical Test Certificates
- Gas Safe Test Certificates
- Timber treatment certificates
- DPC guarantees
- All product warranties
- Commissioning certificate for all extract fans and mechanical ventilation systems.

## **1.11 BUYER/TENANT VISITS**

### **1.11.1 Prospective Tenant Visits**

All enquiries to the Contractor from prospective occupiers shall be referred to the Employer. On no occasion will the Employer give permission for prospective occupiers to visit the site, without being accompanied by a Neighbourhood Services Manager. The Employer requests that safe access is provided to each unit type in advance of handover to enable prospective tenants to view the properties. Such visits must be agreed with the Site Manager in advance and appropriate PPE provided where applicable. The Neighbourhood Services team will accompany tenants at all times.

### **1.11.2 Plumlife Show Home – SALES and SHARED OWNERSHIP PLOTS ONLY**

Where schemes include the construction of properties for Sale or Shared Ownership, the Employer requires provision of a show home at least 8 weeks in advance of forecast handovers. This will be a unit identified by the Plumlife Sales team which shall be accelerated as part of the build programme. The formal handover process, as detailed above, shall be adhered to and safe access provided to the plot. The Plumlife team will then 'dress' the property and launch the development ahead of the remaining unit completions. Generally, the show home will be open to the general public on Saturdays.

## **1.12 HANDOVER PROCESS**

### **1.12.1 Formal Handover Process**

The Employer requires at least 4 weeks notice of Practical Completion of a project. Phased handovers shall be specifically agreed in advance. It is preferable to accept handover of no more than 6 properties (maximum 10 properties) in any given week, therefore phased handovers should be considered on larger schemes of more than 10 units.

The Employer operates a strict 28-day notice period (not restricted to working days). By providing this notice, the Contractor confirms that a property will be handed over in 28 days' time; enabling the new tenants to give notice on their current property. Should the timescales not be adhered to, this can cause significant difficulties for the Neighbourhood Services team and prospective tenants. 28-day notice must be formally issued by the Contractor and will only be accepted if the Employer's Agent and Clerk of Works/Employer's Representative are satisfied that a dwelling is in a fit state near to Practical Completion.

### **1.12.2 At 28 Days:**

- The Contractor is to put forward properties that are 28 days from completion.
- The Employer, in conjunction with the Employer's Agent and the Clerk of Works, is to agree that the properties put forward are sufficiently advanced to enter the handover process.
- **The following stages must be complete for all properties:**
  - **CML Achieved and certificate available.**
  - Gas and Electric certificates available.

- Plot complete with only minor snagging left (acceptable outstanding items at this stage are cosmetic items only, any replacement items confirmed as on order).
- Vinyl flooring complete and adequate protection fitted.
- Boundary treatments complete to all areas.
- Driveways and footpaths complete to base course.
- HUG pack complete and signed off by the Employer (see also s. 1.7 Home User Guides).
- Bins delivered, or confirmation of delivery date prior to handover.
- The Site Manager/Finishing Foreman 'Contractor's snag' of the property internally and externally must be complete. The snagging report shall be issued to the project team.
- If this is agreed, then the properties will be put onto the 28-day handover process.
- If this is not agreed, then the properties will be deferred until they are sufficiently advanced to enter the handover procedure.

### **1.12.3 At 21 Days:**

- All work to the property (internally and externally) must be complete, unless otherwise agreed with the Employer.
- All items within the Site Manager/Finishing Foreman's snagging report must be complete.
- Updated Contractors snagging report shall be issued to the project team showing all previous snags have been rectified, or with prior agreement with the Employer only, showing outstanding items with a confirmed date for completion prior to the 14-day notice date.

### **1.12.4 At 14 Days:**

- **The following stages must be complete for all properties:**
  - The property has been cleaned and all left over materials removed ready for inspection by the Clerk of Works.
  - All landscaping to be complete.
  - Garden gates fitted.
  - Plots shall be empty of all other site personnel.
  - All keys shall be provided in the plot for the COW to check.
  - A suitable set of steps shall be provided to enable the COW to inspect the roof space.
- If the property is at the stage described above, the Clerk of Works shall commence snagging the property on behalf of the Employer and hand over the completed snagging list to the Contractor to enable defects to be remedied in preparation for the 7-day stage.
- The plot will be snagged in line with the NHBC standards; A consistent approach to finishes as well as any relevant performance standards within the ERs.
- The Clerk of Works will abort the inspection if 20 or more snagging items are identified.
- If the property is not at the stage described above, the Clerk of Works' snag will not commence, and the property will remain on 21 days until the project team have identified an appropriate date for the issue of the 14-day notice.

### 1.12.5 At 7 Days:

- The Clerk of Works' snagging list is to be returned by the Contractor with all defects remedied.
- **The following stages must be complete for all properties:**
  - Driveways topped off.
- The Clerk of Works is to carry out a final check of the property to ensure all defects have been remedied and that the property will be in a suitable condition for handover in one week.
- When all snagging works are complete, the Contractor is to carry out a final sparkle clean of the property in preparation for handover.

**Please refer to Appendix 6 – ER v.18\_1.18 Appendix 6 Plot presentation standard**

### 1.12.6 At Handover

- The property is to be complete and defect free to the satisfaction of the Employer and ready for immediate occupation.
- If there are any outstanding snags this will be documented at handover, all outstanding snags shall be completed within 15 days of handover.
- All test certification, guarantees and warranties to be completed and handed over.
- Handover pack, including operating instructions, to be completed and handed over.

Note: The quality and workmanship standards expected by the Employer and the Clerk of Works shall be achieved on the first property to be handed over. This property shall then be used as the benchmark for all subsequent properties and the Contractor shall ensure that these quality standards are maintained for the duration of the project.

### 1.12.7 Handover Requirements

The Employer interprets Practical Completion as being the stage at which the building is fit for occupation, with the only acceptable outstanding items being those which could be left until the end of the Defects Liability Period. In other words, the following requirements must be met:

- Safe access to the property must be possible.
- All services must be connected, metered, tested and fully operational.
- The works must be completed in accordance with the Specification / Employers Requirements and drawings, including any variations.
- Building Control Completion Certification (fit for habitation) is available.
- Planning conditions have been discharged where first occupation is conditional upon compliance.
- Original Building Warranty Provider's requirements documentation is available.
- EPC is required.
- Landlord Gas Safety Certificate must be provided and completed in line with Gas Safe requirements. Example can be found [here](#).
- Boiler Combustion Analyser print out must be provided alongside the Landlord Gas Safety Certificate. Example can be found [here](#).
- Heating and Hot Water System Commissioning Checklist must be provided. Example can be found [here](#).
- Heating and Hot Water System Warranty and Manual.
- System pressure test certification.

- Electrical Certificate must be provided, confirming re-test of appliances after 5 years for rented properties and 10 years for sales units.
- Smoke detector certificates (alternatively detectors need to be listed on LGSR).
- Carbon Monoxide certificates (alternatively detectors need to be listed on LGSR).
- Keys are to be provided for each unit. The Contractor shall provide a minimum of:
  - 3 no. front door keys,
  - 3 no. back door/patio door keys,
  - IMPORTANT – when applicable, security key code card shall be provided with keys, and code shall be recorded in the HUG.
  - 3 no. window keys,
  - 2 no. lockable unit keys (if applicable),
  - 2 no. shed keys (if applicable).
  - 1 no. meter box key.
  - 4 no. loft hatch keys per scheme for Affordable Rent properties (keys shall be provided to the Development Project Manager a handover).
  - 2 no. loft keys for Shared Ownership/Sales properties (if applicable).
  - Additional fobs/gate keys etc. to be provided as necessary.
- 1 no, tool for tightening toilet seats is to be provided for each property.
- The Health and Safety file must be available in electronic format and uploaded to the Great Places Project Information Portal (PIP). Access will be arranged by the scheme Development Project Manager. A paper copy is not required.
- White and electric good warranty documents.

All paperwork required for handover must be uploaded to the Great Places portal 7 days prior to handover. A hard copy file of original certificates/paperwork, where required, must be present on the day of handover. A checklist of documents required can be provided on request.

Handover days will be determined by each regional Neighborhood Services team. The day on which handovers will take place will be confirmed by the Development Project Manager on a scheme-by-scheme basis. The Employer will not accept handovers within two weeks either side of the Christmas break nor on a Bank Holiday. For elderly persons housing, the Employer will not accept handover within three weeks of the Christmas break.

### **1.12.8 Handover of Apartment Blocks**

Handover of apartment blocks shall not take place until the whole block is complete and safe to occupy.

The individual apartments, communal areas, service/plant rooms and externals shall be organized into suitable batches for snagging; the programme for snagging, backchecking and signing off/locking up plots shall be agreed with the Employer prior to commencing the snagging process.

All snagging and backchecking of the apartments and communal areas must be complete prior to 28-day notice being issued.

The commissioning of all systems and client demonstrations (as described in clause 3.0 of the Apartments Specification) must be complete prior to 28-day notice being issued.

### **1.12.9 Property Information Portal**

The Contractor shall upload their documents into the relevant folders within their designated page on the Employer's "[Property Information Portal](#)" at least 14 days prior to handover. The PIP has been designed to reduce paperwork and provide a digital depository for Contractors to upload all scheme documentation and negates the need for hard copies. The PIP is split into the following four categories:

- Handover Documentation
- Health and Safety
- Home User Guide
- Operations and Maintenance

Handover documents shall be provided as per the checklist below:

Handover Documents		Electronic	Hard Copy
CML	CML Cert	x	
	Building Warranty Final Cert	x	x
	Building Control	x	x
	EPC	x	
Electric	NICEIC Cert	x	
	Electricity Building Reg Cert	x	
	Extract Test	x	
	Electric heating and hot water system Warranty (if applicable)	x	x
	Electric heating and hot water Manual (if applicable)	x	x
	System pressure test certification.	x	x
Gas (if applicable)	LGRS Cert	x	x
	Flue Readings	x	x
	Boiler Commissioning Checklist	x	x
	Boiler Warranty Card	x	x
	Boiler Manual	x	x
	System pressure test certification.	x	x
	Building Regulation Certificate (if available)	x	x
Hug and Maintenance	Home User Guide	x	x
	Room Stat	x	x
	Smoke and Heat alarm	x	x
	Shower	x	x

Documentation can be uploaded at any time prior to handover however the package will not be considered complete, **and handover will not be accepted**, until all documents are confirmed as being present on the PIP. In order for paperwork to be sense checked, we require that all paperwork required for handover is uploaded 14 days prior to the partial possession or practical completion date.

## **1.13 HEATING & HOT WATER SYSTEM PROCEDURES**

Heating and hot water systems for dwellings shall meet current Building Regulations Part L. Where necessary alternative heating and hot water systems to gas boilers shall be agreed with the Employer.

### **1.13.1 Documentation required at Handover**

Handover will not be taken until the following documents have been provided:

- [Landlord Gas Safety Record](#) (LGSR).
- [Combustion analyser readings](#) (to be attached to the gas certificate at handover).
- [Commissioning checklist](#).
- System pressure test certification.
- Smoke detector certificates (alternatively detectors need to be listed on LGSR).
- Carbon Monoxide certificates (alternatively detectors need to be listed on LGSR).

The [Building Regulations Compliance Certificate](#), which is usually received a few days after handover, must be forwarded to GP as soon as possible.

The Contractor shall ensure that two radiator keys, simplified user instructions for the heating & hot water system, and Benchmark logbook are provided at handover for each dwelling.

The Contractor shall carry out and provide a certificate confirming system pressure checks have been carried out on every property before handover.

On completion of the heating system the Contractor shall provide evidence that the system has been treated with Sentinel x300 cleaner and Sentinel x100 inhibitor. Test sample to be forwarded to Sentinel with proof certificate to be provided. Sentinel x100 inhibitor sticker to be affixed in a location where it is visible for maintenance purposes.

### **1.13.2 Heating System re-pressurisation – RENTED PROPERTIES ONLY**

The Contractor must attend a re-pressurisation visit to each property. Ideally this would be an organised visit to carry out a pressure check within 6 weeks of handover, but this may be in response to a defect raised by the tenant. The Contractor must attend all jobs reported (those reported during office hours and out of hours), If the job reported is then determined not to be a defect, the Contractor can reclaim the cost from GP.

The filling loop shall be disconnected prior to handover (and tied/clipped in an accessible location on the pipework) in all properties where applicable to the heating system type, heating systems with integrated filling loops do not need to be dis-connected.

### **1.13.3 Gas Capping for Sale Properties**

The gas supply to remain uncapped in all shared ownership and outright sale properties.

### **1.13.4 Gas Capping for Rented Properties**

At handover, if the property is to remain un-tenanted for more than 48 hours, then the gas shall be capped off on the day of handover by the Contractor. Any properties that will be empty between the months of November and March must also have the system drained. The LGSR to state that the gas has been capped off and the system drained (if applicable).



## **1.14 ADOPTION AGREEMENTS AND VALUATION FILES**

The Contractor shall provide the following items in order for the Employer to borrow against the value of the completed scheme. Many of the items shall be included in the Health and Safety file, but historically some of these items have been difficult to obtain from Contractors and the Employer has decided that it shall retain **£800 per property** after handover until the items are provided:

- Planning permission, together with evidence of compliance with any contamination or other conditions in the Planning Permission, e.g. a confirmatory letter from the Local Authority.
- Section 106 Town and Country Planning Act 1990 Agreement together with evidence of compliance with all obligations in the Section 106 Town and Country Planning Act 1990 Agreement, e.g., confirmatory letters from the Local Authority
- Confirmation that the existing roadways leading into the Scheme are adopted
- Confirmation as to whether there is a Section 38 Highways Act 1980 Agreement in place if the roadways leading to the Scheme are not adopted. If yes, a copy of the agreement required along with the part one certificate issues by highways confirming that the roadways are within the 12-month maintenance period.
- Confirmation that the existing sewers serving the Scheme are adopted
- Confirmation as to whether there is a Section 104 Water Industry Act 1991 Agreement in place if the sewers serving the Scheme are not adopted. If yes, a copy of the agreement required along with confirmation from United Utilities that the sewer serving the scheme are within the 12 months maintenance period.
- As-built plan of the Scheme showing the dwellings as-built with a North Point and a Scale (not floor plans).
- Confirmation from the Scheme's Structural Engineer that the Scheme has been completed in accordance with the Structural Engineer's report.

## **1.15 DEFECT LIABILITY PERIOD**

### **1.15.1 Defect Procedure**

Development defects for all schemes reaching practical completion will be administered as follows. Tenants will be advised of these procedures in the Home User Guide.

For residual defects at handover procedure please refer to **ER v.18\_1.18 Appendix 4 Residual Defects Procedure.**

### **During office hours 8am – 6pm**

- The customer will report any defects by using Ask Chatabot and saying you have a repair to report and you will be connected to a live agent alternatively by calling **0300 123 1966** or via email using [repairs@greatplaces.org.uk](mailto:repairs@greatplaces.org.uk) or via socials channels.
- The Hub team and or Development team will utilize Aaereon to log a repair and forward the repair request to the appropriate defect contractor. Emergency & urgent repairs will be telephoned, followed by an email to confirm.
- Contractors/Developers in receipt of a repair notification e-mail from GPHG must respond to the GP team by email to acknowledge receipt and advise of the date that they will attend to carry out the repair and whether they have made a morning or afternoon appointment.
- **It is a Great Places requirement that contractors must make direct arrangements with the customer for access to the property – this is not a function of the Repairs team.**
- Great Places repairs priorities/response times are as follows; Repairs team staff will apply the appropriate priority to the reported defect:

- **Emergency - Attendance required within 24 hours.**  
E.g. Immediate health & safety risk and/or likely to cause severe discomfort such as no heating or hot water, serious water penetration, etc.
- **Urgent - Attendance within 3 days.**  
E.g. Electrical repairs, minor water leaks (not presenting H&S risk) etc.
- **Routine - Attendance within 28 days.**  
E.g. Minor repairs including decoration following a leak, internal doors not closing, loose fittings etc.
- **End of DLP**  
Additionally, there may be repairs that only require attendance at the end of the DLP, e.g. minor shrinkage cracks.
- Customers chasing non-attendance to repairs will be handled by the GP Development team
- Upon completion of the repair, the contractor will click on the link on the initial repair notification email to close the job down. This will automatically report the job as completed in the portal..
- Where the defects contractor does not respond to a repair within the required timescale, having been informed of the failure, the repair will be forwarded to the appropriate Property Services contractor for completion. The cost will be recharged to the defects contractor by means of deduction from the retention or by invoice.
- Under this procedure all repairs in the DLP will be addressed by the defects contractor including chargeable repairs. Where a contractor attends a property where the repair is not a defect, he must make contact with the Repairs team in order to agree that he can undertake the repair works.
- The Framework Coordinator will collate reports on a monthly basis covering defects performance by scheme and contractor. The Contractor/Developer and DPM will be contacted and provided with a copy of the report covering all defects which have passed their priority deadline.
- The Contractor shall provide a response to the above report, detailing progress and timescales for resolving each defect.

**Outside of office hours 6pm – 8am. Emergency repairs only to be reported.**

- The customer will ring 0300 123 1966 and choose option 1. This will automatically divert to Sitex Orbis monitoring services – first contact for emergency repairs and defects during the DLP, or will email [emergencyrepairs@orbisprotect.com](mailto:emergencyrepairs@orbisprotect.com)
- Any non-emergency repairs reported to Sitex Orbis will be recorded and held – the Repairs team can access this information and follow up repairs by logging into the Sitex Orbis site.
- Where the defects contractor does not respond to an emergency call, Sitex Orbis will forward the repair to the appropriate Property Services Contractor. The cost will be recharged to the defects contractor by means of deductions from the retention or by invoice.
- The cost of the provision of out of hours call handling will be borne out of scheme on-costs.

For classification of typical defects please refer to **Appendix 5 – ER v.18\_1.18 Appendix 5 Defects Classification List**

### **1.15.2 Performance Monitoring**

Refer to **Appendix 8 - ER v.18\_1.18 Appendix 8 BPE- energy & carbon monitoring**

- Performance monitoring will be undertaken.
- Data will be collated in line with the wider performance monitoring procedure.
- The data collected will reflect:
  - Defects at handover
  - Completion of defects during the DLP
  - Number and nature of defects during the DLP.
- This data will be used to drive continuous improvement via the Development Improvement Group, Learning Group, Employer's Requirements, Standard House Types, Supply Chain Management and Quality Design Guide.
- Customer Satisfaction with defects performance data will be gathered by the Q & P team and forwarded to the DPM at the end of the DLP as part of the wider Customer Satisfaction Report.

### **1.15.3 DLP Inspections**

One month before the end of the Defects Liability Period (DLP) the DPM will arrange for the Contractor, consultant and Clerk of Works to inspect each property. Letters will be sent to each resident to advise of the visit and to ask each resident to prepare a list of any known defects in advance of the visit.

The inspections should include the following (not exhaustive);

- Visual inspection of external structure, roof, brickwork, windows, doors, pointing, seals boundary fences, gates, hard and soft landscaping, soffits, fascias etc.
- Visual inspection of internal finishes, paintwork, plaster, shrinkage cracks, skirting's doors etc.
- Check the operation of door / window handles and closers, taps doorbells etc.
- Check condition and operation of kitchen cupboards and drawers, provided appliances, bathroom fittings and all other fixtures and fittings
- Check for leaks under sinks and wash hand basins.
- Check workings of, extractor fans, lights, heating and hot water controls and electrical sockets.
- Check for defects caused by drying out process/shrinkage, the Contractor shall rectify all shrinkage including hairline cracking.

Should any non-defect items be identified, repairs through damage or training on operation of equipment or any other obvious tenancy issues, then the DPM will inform the Neighbourhood Services Manager and arrange for support.

The defect contractor should make every effort to complete the works within a month of the lists being produced (ideally before the DLP date is reached). The contractor shall make appointments with the residents; preferred form of contact shall be agreed with the resident at the EOD inspection, all appointments shall also be confirmed with the resident in writing (email or letter acceptable).

The Contractor shall keep a record of completion of defects for each property, on completion of all defects the Contractor shall obtain sign off in writing from each resident to confirm that all items are complete. A copy of the signed defect form shall be provided to the DPM.

Back checks will be carried out by the consultant and the COW to ensure that all works have been completed satisfactorily.

### **1.15.4 Failed access to attend to defects**

The Contractor must make a minimum of three attempts to contact the resident by their preferred method of contact, in order to arrange access to attend to defects. Failed attempts must be recorded and evidence provided to the DPM. After two attempts the DPM will assist with contacting the resident.

The Contractor must make a minimum of two attempts to access the property at the date/time arranged with the resident in order to attend to defects, failed attempts as a result of the resident must be recorded and evidenced to the Employer.

### **1.15.5 Making Good Defects Certificate**

Once the consultant has received the signed lists from the residents, the Contractor has confirmed that all other defects have been completed (such as external works or communal area works) and the back checks have been carried out, they will then issue a Making Good Defects Certificate.

### **1.15.6 Release of Retention**

Once the above has been issued the retention can be released. The amount will have been agreed in the final account statement and the consultant will issue a certificate to release the funds.

Following the end of DLP the Contractor can still be held responsible for latent (design related) defects.

## **1.16 USE OF LOCAL LABOUR AND APPRENTICESHIPS**

The Contractor shall provide social value within the delivery of the project.

Social Value is “the benefit to the community from a commissioning/ procurement process over and above the direct purchasing of goods, services and outcomes” as defined in The Public Services (Social Value) Act 2012.

Social Value is about considering wider benefits that could be created for people, place and planet, as the result of spend with a company.

Each contractor submitted a social value pledge as part of the tender process for the ICN framework, this was per £1,000,000 contract value. An ICN social value target calculator has is available on the ICN portal. This tool shall be used by the Employer to see the social value pledge offered by the contractor, it will gross up the pledge to reflect the specific scheme value and the actions to deliver the pledge can then be adapted for individual projects to meet the needs of the client, the community and/or residents, whilst maintaining the delivery of the total value of the supplier’s pledge.

The Contractor shall submit a delivery plan of how the social value pledge will be achieved on the project. The tabs on the target calculator will form the basis of the delivery plan. Agreement of the delivery plan shall be done in conjunction with the DPM & GPHG Community Investment (CI)Team who will advise on requirements for the local area of the scheme being delivered.

A Social Value Guide written by the Great Places Social Value Specialist can be provided if required.

## **1.17 CONSIDERATE CONSTRUCTORS SCHEME**

We are committed to recognising and encouraging construction sites that are managed in an environmentally and socially considerate manner. As Considerate Constructors [Associate Members](#), Great Places agree to register all of their sites with the Scheme and to comply with all aspects of the Scheme's Code of Considerate Practice.

All schemes are to be registered and monitored by the Considerate Constructors Scheme <http://www.ccscheme.org.uk/>.

Each site is monitored against five main areas of compliance:

1. Care about Appearance
2. Respect the Community
3. Protect the Environment
4. Secure Everyone's Safety
5. Value their Workforce

A score **in excess of 35** or more shall be achieved, with a **minimum score of 7** achieved in each of the 5 categories.

Considerate Constructors have recently launched a best practice hub. This provides members with a suite of examples and tools to assist with ensuring their development achieves the requisite scores and makes a positive impact on the surrounding neighbourhood. The hub can be accessed here: <http://ccsbestpractice.org.uk/>

**1.18 APPENDICES**

**Appendix 1 - Landlord Gas Safety Certificate Example**

To confirm the validity of the gas operative please contact Gas Safe Register on Tel: 0800 408 5500

Serial No.  
**6805766**

**LANDLORD/HOME OWNER GAS SAFETY RECORD**

*Part 1*

This form allows the recording of the results of the required checks as defined by the Gas Safety (Installation and Use) Regulations. Chimney systems were inspected visually and checked for satisfactory execution of products of combustion, a detailed internal inspection of the chimney system has not been carried out. The information recorded on this form does not confirm that the installation was installed by a person licensed by Gas Safe Register nor that the installation complies with any relevant Building Regulations.



<b>Registered Business Details</b> Reg No: <u>145748</u> Company: <u>PROPER AHS</u> Address: <u>PO BOX 62</u> <u>TOONORDEN</u> Postcode: <u>OL14 8WS</u> Tel No: <u>01706 815669</u>		<b>Job Address</b> Name: _____ Address: <u>101 LANSEY RD</u> <u>SALFORD</u> <u>MANCHESTER</u> Postcode: <u>M27 8SS</u> Tel No: _____		<b>Landlord Details</b> (or where appropriate their agent) Name: <u>SEAN ADAMS HOUSING SOLID</u> Address: <u>2A DORSET AVE</u> <u>WEST DORSET</u> <u>MANCHESTER</u> Postcode: <u>M21 7QP</u> Tel No: _____ No. of appliances checked <u>1</u>	
--	--	--	--	---	--

APPLIANCE DETAILS						
Location	Appliance Type	Make	Model	Chimney/Flue Type (CF/BS/FL)	Landlord's Appliance (Yes/No/NA)	Appliance Checked (Yes/No)
1	<u>KITCHEN</u>	<u>COMBI BOILER</u>	<u>APPROXION</u>	<u>ADOMATE UCTA 40 GEP</u>	<u>RS</u>	<u>Yes</u>
2	/	/	/	/	/	/
3	/	/	/	/	/	/
4	/	/	/	/	/	/

INSPECTION / SAFETY CHECKS		CHIMNEY CHECKS		COMBUSTION READING(S)		SUMMARY		AUDIBLE CO DETECTOR			
Ventilation Satisfactory (Yes/No)	Operating Pressure or Heat Input (mbar/kW)	Safety Device(s) Correct Operation (Yes/No/NA)	Visual Condition Satisfactory (Yes/No/NA)	Chimney/Flue Performance (Pass/Fail/NA)	Initial (If Applicable)	Final (If Applicable)	Appliance Serviced (Yes/No)	Appliance Safe (Yes/No)	Correctly installed (Yes/No/NA)	In Date (Yes/No/NA)	Test Satisfactory (Yes/No/NA)
<u>Yes</u>	<u>43.9kW</u>	<u>Yes</u>	<u>Yes</u>	<u>PASS</u>	<u>N/A</u>	<u>0.0008</u>	<u>NO</u>	<u>Yes</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
/	/	/	/	/	/	/	/	/	/	/	/
/	/	/	/	/	/	/	/	/	/	/	/
/	/	/	/	/	/	/	/	/	/	/	/

DEFECT(S) IDENTIFIED	Warning Notice Serial No. (if)	REMEDIAL ACTION TAKEN
1	/	/
2	/	/
3	/	/
4	/	/

<b>OTHER OBSERVATIONS / COMMENTS</b> _____ _____ _____	<b>ISSUED BY:</b> Print Name: <u>D. MANSSEN</u> Signed: <u>D W Hurd</u> Licence No: <u>4312472</u> Issue Date: <u>27/06/18</u> <b>RECEIVED BY:</b> Tenant / Landlord / Agent / Other (please state) _____ No one present at the time of visit <input checked="" type="checkbox"/> Signed: _____ Print Name: _____
---	---

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\* Refer to separate Warning Notice      Key: Top Copy – Landlord/Managing Agent/Home Owner    Second Copy – Tenant    Third Copy – Registered Business      To re-order quote Ref: CP12

Gas Safe Register is a registered trade mark of the ISE and is used under license.

Appendix 2 – Boiler Combustion Analyser Example

L

-----  
Your Company Name  
Your Company Phone  
-----  
Flue Gas Analysis  
-----  
Customer REEP/10A7  
Accelocum.  
-----  
Appliance 10A1 S Logic  
Press: Working/Operating  
Ref. Pkt 23  
-----  
Date 09:10 18-Aug-2015  
Fuel Natural gas  
O2 (%) ..... 5.6  
CO (ppm) ..... 122  
CO2 (%) ..... 8.7  
Ratio ..... 0.0014  
Temp net (C) ..... 42  
Temp flue (C) ..... 63  
Eff net (%) ..... 98.1  
XS air (%) ..... 36.2  
Accepted by:

09:10 18-Aug-2015

FGA s/n: V100FNE1966  
Cal due: 07-Aug-2016

**Appendix 3 – Boiler Commissioning Checklist**

**GAS BOILER SYSTEM COMMISSIONING CHECKLIST**

This Commissioning Checklist is to be completed in full by the competent person who commissioned the boiler as a means of demonstrating compliance with the appropriate Building Regulations and then handed to the customer to keep for future reference. Failure to install and commission according to the manufacturer's instructions and complete this Benchmark Commissioning Checklist will invalidate the warranty. This does not affect the customer's statutory rights.

Customer Name: 23 Buchanan Crescent Shettled. Telephone Number: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Boiler Make and Model: ARAG A225 EC4  
 Boiler Serial Number: 10114151011001616  
 Commissioned by (print name): DAVID FLEMING Gas Safe Register Number: 554547  
 Company Name: TOM MECHANICAL Telephone Number: 016622 1966  
 Company Address: Unit 7 Lower Victoria St Commissioning Date: 27/6/15

To be completed by the customer on receipt of a Building Regulations Compliance Certificate\*:  
 Building Regulations Notification Number (if applicable): \_\_\_\_\_

**CONTROLS** Tick the appropriate boxes

Time and Temperature Control to Heating	Radiant Thermostat and Programmable/Timer <input checked="" type="checkbox"/>	Programmable Room Thermostat <input type="checkbox"/>	Time/Weather Compensation <input type="checkbox"/>	Optimum Start Control <input type="checkbox"/>
Time and Temperature Control to Hot Water	Cylinder Thermostat and Programmable/Timer <input type="checkbox"/>	Combination Boiler <input checked="" type="checkbox"/>		
Heating Zone Valves	Fitted <input checked="" type="checkbox"/>	Not Required <input type="checkbox"/>		
Hot Water Zone Valves	Fitted <input checked="" type="checkbox"/>	Not Required <input type="checkbox"/>		
Thermostatic Radiator Valves	Fitted <input checked="" type="checkbox"/>	Not Required <input type="checkbox"/>		
Automatic bypass to System	Fitted <input checked="" type="checkbox"/>	Not Required <input type="checkbox"/>		
Boiler Interlock				Provided <input checked="" type="checkbox"/>

**ALL SYSTEMS**

The system has been flushed and cleaned in accordance with BS7593 and boiler manufacturer's instructions Yes   
 What system cleaner was used? Ambrow  
 What inhibitor was used? Sio Quantity 1 litres

**CENTRAL HEATING MODE** Measure and Record:

Gas Flow	<u>1.058</u> m <sup>3</sup> /hr	OR		m <sup>3</sup> /hr
Boiler Operating Pressure (if applicable)		OR	Gas Inlet Pressure	<u>21</u> mbar
Central Heating Flow Temperature				<u>30</u> °C
Central Heating Return Temperature				<u>67</u> °C

**COMBINATION BOILERS ONLY**

Is the installation in a hard water area (above 20ppm)? Yes  No   
 If yes, and if required by the manufacturer, has a water scale reducer been fitted? Yes  No   
 What type of scale reducer has been fitted? \_\_\_\_\_

**DOMESTIC HOT WATER MODE** Measure and Record:

Gas Flow	<u>7.31</u> m <sup>3</sup> /hr	OR		m <sup>3</sup> /hr
Boiler Operating Pressure (at maximum rate)		OR	Gas Inlet Pressure (at maximum rate)	<u>21</u> mbar
Cold Water Inlet Temperature				<u>16</u> °C
Hot water has been checked at all outlets	Yes <input checked="" type="checkbox"/>	Temperature	<u>67</u> °C	
Water Flow Rate				<u>1.6</u> litres

**CONDENSING BOILERS ONLY**

The condensate drain has been installed in accordance with the manufacturer's instructions and/or BS5546/BS6788 Yes   
 If the condensate pipe terminates externally has the pipe diameter been increased and weatherproof insulation fitted? Yes

**ALL INSTALLATIONS**

If required by the manufacturer, record the following: O<sub>2</sub> \_\_\_\_\_ % OR CO \_\_\_\_\_ ppm OR CO/CO<sub>2</sub> Ratio 0.02

The heating and hot water system complies with the appropriate Building Regulations Yes   
 The boiler and associated products have been installed and commissioned in accordance with the manufacturer's instructions Yes   
 The operation of the boiler and system controls have been demonstrated to and understood by the customer Yes   
 The manufacturer's literature, including Benchmark Checklist and Service Record, has been explained and left with the customer Yes

Commissioning Engineer's Signature: \_\_\_\_\_  
 Customer's Signature: \_\_\_\_\_  
 (To confirm satisfactory demonstration and receipt of manufacturer's literature)

\*All installations in England and Wales must be notified to Local Authority Building Control (LABC) either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer.

**benchmark**  
www.benchmarkheating.co.uk

Appendix 4 – ER v.18\_1.18 Appendix 4 Residual Defects Procedure – Refer to separate document

Appendix 5 – ER v.18\_1.18 Appendix 5 Defects Classification List – Refer to separate document

Appendix 6 – ER v.18\_1.18 Appendix 6 Plot presentation standard – Refer to separate document

Appendix 7 - ER v.18\_1.18 Appendix 7 Golden Thread\_data requirements – Refer to separate document

Appendix 8 - ER v.18\_1.18 Appendix 8 BPE- energy & carbon monitoring – Refer to separate document

Appendix 9 - ER v.18\_1.18 Appendix 9 Fire Safety Regulations 2022\_Fire Door Check – Refer to separate document



## **Revisions log**

### **Revision 14 – January 2016**

Comprehensive rewrite taking into account government standards review. Re numbering, additional clarification on standards and reference to new Technical Supplement. General changes for issue.

### **Revision 15 - November 2017**

See Tracker document.

### **Revision 16 - September 2019**

See Tracker document, available on request

### **Revision 17 - November 2022**

See Tracker document, available on request

### **Revision 18 - October 2023**

See Tracker document, available on request