

# Employer's Requirements

(Revision 18 – Issue October 2023)



## Specification for all tenures

### Appendix 04 to ER v.18 Section 1: Procedural Issues

#### Residual Defects at Handover

*Our aim is that all plots are handed over with zero residual defects and in a presentable condition. Despite best efforts this is not always achieved.*

*Where plots have not been sparkle cleaned and/ or are not presented to the expected standard by the contractor prior to the pre-handover inspection, we may not pick up all residual decorative/ cosmetic items (including scratches and/or minor cracks to windows) on snag sheets produced at handover by our Clerk of Works team.*

*Where this is the case we do not consider that we have provided final sign off to affected plots. (Definition of expected plot presentation is provided in employers requirements ER v.18 Section 1 – Procedural Issues – Plot Presentation at Handover)*

*For this reason, where a contractor is notified that plots are not presented to the expected standard at handover, it is our expectation that decorative and cosmetic items identified by Great Places during back checking (within a 21-day period post-handover) are remedied in accordance with the contractors standard customer care procedures for residual handover snag items.*

*The Clerk of Work's handover/backcheck snag sheet will record where plots have not been sufficiently clean to allow a complete inspection.*

#### **Defects will be classed as EMERGENCY, URGENT or NORMAL works.**

Classification of typical repairs (not exhaustive), and maximum response times are listed below. Please refer to 'Defects Priority Categorisation List' for more comprehensive information.

#### **EMERGENCY WORKS (Priority 1)**

Serious electrical faults Burst pipes Security related items Blockage in drainage or plumbing systems Structural danger	To be repaired within 24 hours of notifying Contractor
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Major structural faults - made safe required within 24 hours

#### **URGENT WORKS (Priority 2)**

Non dangerous electrical faults Roof leaks and items which are likely to cause additional damage to property if left unresolved Door entry system faults Safety orientated items Items likely to cause tenant discomfort	To be made safe/ repaired within 7 days (includes non-working days) of notifying Contractor
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#### **NORMAL WORKS (Priority 3)**

Easing of doors and windows Re-fixing loose tiling Faulty kitchen units	To be repaired within 28 days (includes non-working days) of notifying Contractor
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#### **SUNDRY ITEMS (Priority 4)**

Other Sundry items such as Blemishes to painted areas, Runs to painted areas, Minor /infrequent damage to paintwork (less than 20 areas no greater than 10pence coin per room), Minor /infrequent overpaint/ splashes to brassware/ glazing/ hinges and handles, Plaster bumps or screw pops, Wall/ ceiling/ screed surface cracking less than thickness of 10pence piece - may be left to end of Warranty/Rectification Period (RLP).

The twelve month Warranty Period starts from the date when the property was 'build complete', which may be earlier than the occupation/ sale date.

**Residual defects at handover will only be permitted if they are classed as NORMAL WORKS (Priority 3) and SUNDRY ITEMS (Priority 4) – There are to be no known Priority 1 and 2 defects at point of practical completion.**

**If Priority 1 and 2 defects exist then Great Places will defer handover until such time as the EMERGENCY WORKS and URGENT WORKS are rectified.**

Excessive NORMAL WORKS of a similar nature (More than 20 of same type of defect within a property (decoration classified on a room by room basis)) will be up-rated to URGENT WORKS and addressed in accordance with priority 2 requirements.

Excessive SUNDRY ITEMS of a similar nature (More than 20 of same type of defect within a property (decoration classified on a room by room basis)) will be up-rated to NORMAL WORKS and addressed in accordance with priority 3 requirements.

Please note that warranty provider and/ or building control approval and/ or certification does not constitute compliance with Great Places ERs and/ or contracted quality requirements. Where these exceed minimum requirements of regulatory/ warranty compliance, CML and or stage inspection sign offs will not be accepted as evidence of compliance with Great Places ERs and quality requirements.

**Residual defects for all schemes reaching practical completion will be administered as below. Tenants are advised of these procedures in Home User Guide/ Home Information Pack.**

**Residual Defects Procedure**

- The ‘**Residual Defects at Handover**’ schedule will be provided to tenants.  
Residual defects at handover constituting NORMAL WORKS (Priority 3) are to be rectified within **14 days** (includes non-working days). These will be logged at handover and a repair request will issued to the appropriate defect contractor.  
**Please note this is more onerous than further NORMAL WORKS reported during the Rectification Period.**
- The GPHG team will utilize Aareon 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 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 GPHG team. Minimum 5 attempts to arrange and two attempted visits following arrangement must be carried out and recorded by contractors prior to declaring repair abortive.
- Customers chasing non-attendance to repairs will be handled by the hub.
- 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 on the portal.
- Residual defects will be back-checked by Great Places on, or after, 14 days post-handover and issue of the ‘**Residual Defects at Handover**’ schedule.
  - Plumlife sales advisors are to complete the backchecking of Shared Ownership properties not yet sold/empty.
  - Sold/occupied properties will be back-checked by representatives from the Development Team.
- 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 Rectification Period will be addressed by the defects contractor including chargeable repairs. Where a contractor attends a property where the repair is not a defect, they must make contact with the customer care team in order to agree that they can undertake the repair works.
- Any residual defects still outstanding at this time, following notification to defects contractor, 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.

**Items which generally do not fall in the category of defects are:**

- Loss of water, electricity or gas supply – check with the supplier that there has been no interruption to the service.
- Gas smell – report to National Grid 0800 111999
- Blocked toilet or drains contained to the property
- Third party damage, for example wear and tear or vandalism.
- Replacement keys/lock changes
- Faulty/ dead light bulbs
- Condensation – this is likely to occur in new buildings from the moisture contained within paints/ plasters etc used during the construction process. Residents are advised to open windows, ensure trickle vents on the windows are open, and put heating systems on low to aid the drying out process, which typically takes a year to normalise for new build homes. Further guidance on managing moisture in the home and how to report issues with damp and mould can be found here

<https://www.greatplaces.org.uk/customers/looking-after-your-home/damp-mould-and-condensation/>

**Great Places will arrange to carry out an end of defects inspection with customers prior to the end of the rectification period.**

**The following items do not fall in the category of reportable defects until the end of the rectification period at which time they will be addressed and resolved by the contractor/ developer in accordance with the *ERs Section 1 – Procedural Issues – DLP Inspections*:**

- Blemishes to painted areas, Runs to painted areas,
- Minor /infrequent damage to paintwork (less than 20 areas, no greater than 10pence piece per room),
- Minor /infrequent overpaint/ splashes to brassware/ glazing/ hinges and handles,
- Plaster bumps or screw/ nail pops.
- Wall/ ceiling/ screed surface cracking less than thickness of 10pence piece
- Side/ rear gate adjustment
- Loose door handles
- Cracks on the skirting boards running up the staircase