

Capital Programme Management Procedures

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MONITORING ARRANGEMENTS & REMITS

The Area Housing & Property Managers will:

- Act as effective and accountable clients for Area programmes to achieve SHQS and other policy commitments
- Finalise address lists with Project Teams ahead of programme approval at Committee
- Advise tenants and Ward Managers/Councillors of proposed works and regularly update them with progress.
- Attend Area meetings prior to HQ Capital Monitoring meetings to review:
 1. total spend to date (from Oracle figures)
 2. total spend to date on each budget heading
 3. direct managed spend
 4. estimated outturn projections
 5. projects at risk of slippage

The Head of Housing will:

- Provide resource-planning assumptions
- Implementation of SHQS Delivery Plan
- Develop and review Highland-wide Capital Programme Management Procedures.
- Attend monitoring meetings (as above) and from this report to Housing and Social Work Committee on programme and budget progress.

The Head of Construction will:

- Provide effective and accountable delivery of projects from design to completion
- Provide a full professional service in relation to project management
- Ensure that all projects are properly planned and executed in accordance with recognised codes of practice and current legislation.
- Attend Area and HQ Capital Monitoring meetings as above and report on projected outturns

At HQ, Finance Services will:

- Produce monthly Area monitoring reports showing expenditure and resources
- available.
- Attend Capital Monitoring meetings to report on spend to date.

PROJECT CHECKLIST

Project Number:

Project Description:

Project Manager/ Contract Administrator:

Tel.

Housing & Property Services Contact:

Tel.

Task	Notes
Long-term resource allocation	Funding levels set for all projects until 2015 – Area breakdown & Scottish Housing Quality Standard breakdown of project categories
Project & address list agreed in principle by Housing & Property Area HRA Capital Programme Group	Address list based on reporting to Scottish Housing Quality Standard: <ul style="list-style-type: none"> - Housing Information System (weekly updated stock details on \\ntpahq1\public\Residentialstock) - Stock condition surveys - SAP Ratings
Housing & Social Work Committee approval of HRA capital programme	Head of Housing to address HSW Committee
Specifications, finalised address list and timetable agreed by Area Housing & Property Services	<ul style="list-style-type: none"> ▪ Professional services identified ▪ For heating projects the Energy And Sustainability Section will: <ol style="list-style-type: none"> 1. assess insulation and heating options 2. investigate grant funding options
Letter informing tenants of proposed works & copy of Customer Care	<ul style="list-style-type: none"> ▪ To be issued by Area Housing & Property Services ▪ Possible tenant meeting arranged by Area Housing & Property Services ▪ Identify vulnerable tenants via communication with local Housing Officers
Contract Administrator appointed	Name: Contact no.
Survey letter issued	Issued by Contract Administrator following liaison with local Housing Officers
Tender document issued	

Contractor appointed	For heating projects, Energy & Sustainability Team to liaise with contractor to prepare clear operating instructions and advice on fuel tariffs (and also to identify independent advice service if required)
Clerk of Works designated	
Contractor appointment letter Issued	Issued by Contract Administrator
Pre- contract meeting	Area Housing & Property Services to attend & confirm: <ul style="list-style-type: none"> ▪ Contract start date and order of properties ▪ Copy of letters to be sent to tenants by contractor ▪ Confirmation of contact details, agreed timescales for call responses, procedures for dealings with complaints ▪ Transfer of gas safety records (if relevant) ▪ The Project Team will advise the contractors of asbestos present in properties and the potential surveys required
Contractor letter issued to tenants	<ul style="list-style-type: none"> ▪ Date of start on site agreed ▪ Advising of detailed arrangements for works
Completion of site works	<ul style="list-style-type: none"> ▪ Contract Administrators update Workload Monitoring during lifespan of project and attach appropriate property elements to each address ▪ No changes will be accepted by Project Team, post brief / outline design, without a fully approved change request procedure ▪ For heating projects, follow-up visits by contractor to check tenant has agreed operating instructions/advice on fuel tariffs and is able to operate heating ▪ For heating projects email sent to Energy Team to request Energy Performance Certificate for completed properties
Practical completion inspection and certificate issued for each property	Housing & Property staff responsible
Check of updated Workload Monitoring System	Workload Monitoring update notified to Housing & Property Business Support so they can update Housing Information System.

Customer Telephone Satisfaction Survey	Completed addresses forwarded to Service Centre For heating projects, tenants to be asked if they require further help with operating heating or fuel tariffs
Formal hand over memo from Project Team to Area Housing & Property Managers	To include: <ul style="list-style-type: none"> ▪ Practical completion inspection form; ▪ Gas and electrical certificates; ▪ Final address list (attached); ▪ Complaints register ▪ Completed Contractor Performance Report ▪ Relevant operating instructions for future tenants; To follow: <ul style="list-style-type: none"> ▪ Health and Safety file;
End of Defects inspection	
Quality appraisal of project contractor	Feedback from local Housing staff Information from Customer Satisfaction Surveys Appraisal of Contractor Performance Reports
Copy of project checklist to Project Manager and Area Housing & Property Manager	

Example Letter 1: Information to Tenants

**Issued by Housing & Property Services once addresses confirmed
(Can be combined with Letter 2 and sent out by Contract Administrator)**

**Name
Address**

**Please ask for:
Direct Dial:
Our ref:
Date**

Dear M

Project description e.g. kitchen replacement

During the next year, we plan to carry out some work to improve your home. This will consist of

Although we are not yet able to tell you when the work will start, you will be contacted well in advance by our staff and kept fully informed of when the work will start and how long it will take. Staff from Housing & Property Services will survey some properties to help them draw up plans for the work.

I have enclosed a copy of our Home Improvement Customer Care Code. You should keep this until after the work is finished as it gives details of the service that will be given to you.

If you have any special circumstances or medical condition that might be affected by the work, please let me know as soon as possible

If you have any questions about this work, please contact me at the telephone number above or write to me at

Yours sincerely

Area Housing & Property Manager

HOME IMPROVEMENTS Customer Care Code

- We will advise you about improvements that are going to be carried out in your home as soon as funding is approved –usually over 6 months in advance;
- A survey of your home may be carried out to establish what work is needed but not every house will need to be surveyed;
- Approximately two months before the work is due to start, we will advise you that a contractor has been appointed and give you an approximate start date;
- At least two weeks before the contract is due to start, the contractor will tell you the date when the work will start and when it is expected to be finished. He will also tell you what you need to do in preparation;
- The contractor will make final arrangements with you within five working days of starting work in your home;
- We will tell you if there are changes either to the work or the timing of the work;
- Normal working hours are between 8 a.m. and 6 p.m. Monday to Friday. If contractors wish to work outside these hours, they must get your permission;
- Highland Council staff and the contractor's staff will carry identity cards. These will include a photograph and name of the person and a name and telephone number for checking purposes. You should always ask to see this identification before allowing anyone into your home;
- Contractors will treat you and your home with respect and consideration. They will protect your furniture and floor coverings where these do not need to be moved. They will not be allowed to smoke in your home or play a radio or any similar equipment. Similarly it is expected that you will not smoke in your home and you will control any pets while a contractor is in attendance;
- The contractor will ask your permission to use your kitchen or bathroom and will always leave them clean and tidy;
- Certain work will mean the use of power tools that will be noisy, but the contractor will try to disturb you as little as possible;
- The kind of work being done means that there will be some dust and rubbish but contractors will clear up as they go along and at the end of the working day;

- Contractors should normally provide their own electricity supply for the use of power tools. If they need to use your electricity they will agree this with you before they use it. This will include any contribution towards the cost of electricity;
- Contractors will disrupt your plumbing, heating, water and other services as little as possible. They will tell you when these services will not be available and make adequate alternative arrangements at the end of the working day if necessary;
- The contractor will take all reasonable steps to make sure that your home is weatherproof and secure at all times;
- The Contractors insurance will cover any damage or injury caused by their negligence to the building or your possessions. The Highland Council insures the building. You should make sure that you have adequate insurance cover for your house contents. The Highland Council has its own Home Contents Insurance Scheme and you should contact your local Area Housing & Property Office for more information;
- The contractor will be responsible for giving you a list of names and phone numbers of people who can be contacted if you have any questions or problems with the work. This will include arrangements for dealing with any problems out of working hours and for contacting a person in the Highland Council should you have any problems with the contractor;
- While the work is going on and when it is finished, the Highland Council will inspect the work. During this time, any faults due to poor materials or workmanship will be put right and paid for by the contractor. For most contracts, the contractor is also responsible for a year after the end of the work;
- When the work is completed we will ask you to confirm that the work has been done to your satisfaction. Contractors will give you a form on which to record any faults that occur during the period for which they are responsible and a note of their telephone number. You will also be given the name of a person to contact in the Highland Council should you have any problems with the contractor
- When the work is completed, the contractor will give you instructions on the use of any new equipment or controls. If necessary, written operating instructions will be provided together with any accessories you need. For new heating systems, you will be offered a visit in the future by a trained energy advisor;
- After the work is finished the Highland Council Service Centre will call you to carry out a short Customer Satisfaction Survey. It is important that you provide as much information as possible as it helps us to improve our service to all tenants;
- For most contracts, a further inspection will be carried out by the contractor and the Highland Council usually a year after the work is finished. Any faults will be put right by the contractor and you will be asked to confirm that you are satisfied with the work.

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information please contact Housing & Property.

Example Letter 2: Kitchen Choice

Issued by Contract Administrator

Name
Address

Please ask for:
Direct dial:
Our ref: HC
Date:

Dear M

Kitchen Replacements in

The Area Housing & Property Manager wrote to you recently to tell you that the Highland Council intends to carry out work to replace the kitchen in your home. It is planned that the work will be done in the Autumn/Winter of I will notify you of the name of the contractor and provide you with more precise dates before the work starts. If you have any special circumstances or medical condition which might be affected by the work, please let me know as soon as possible.

In the meantime, a member of staff from Housing & Property Services may contact you to carry out some survey work. Do not worry if you are not contacted, as a survey is not necessary for all houses. Please ask to see identification before allowing anyone into your home.

In your new kitchen you have a choice of:

- (a) Grey Stratos Worktop with Can Can Beige Unit
- (b) Oak Worktop with Pastel Ash Unit
- (c) Oak Worktop with Can Can Beige Unit
- (d) Grey Stratos Worktop with Pastel Ash Unit

A brochure showing the kitchen units and worktops is enclosed. Please note that the colours may be slightly different to those illustrated as the name of the supplier could vary.

Or

Samples of the units and worktops can be seen at

Please complete and sign the attached form indicating your choice and return it in the pre-paid envelope by..... If you do not return the form by this date, I will assume that you are happy with Choice (a) and will arrange for that to be installed.

If you have any questions about this work please contact me at the telephone number above or write to me at

Yours sincerely

Contract Administrator
Enc. Tenants Colour Choice Sheet

Example Letter 3: Appointment for Survey

**Issued by: Contract Administrator to sample of homes where survey required
(list of surveyed addresses to be copied to Ward Manager/Councillor(s) and the Area Housing & Property Manager)**

**Name
Address**

**Please ask for:
Direct Dial:
Our ref: HC
Date:**

Dear M.....

Kitchen replacement

I wrote to you recently to inform you that the Highland Council is carrying out work to replace the kitchen in your home. We would like to visit your home to check and measure the existing kitchen.

..... would like to visit on(a.m or p.m option).
I should be obliged if you could arrange to be at home at this time or if you wish to make alternative arrangements, please contact me at the phone number above or write to me at

Please also remember to ask for identification when our staff call at your home.

Yours sincerely

Contract Administrator

Example letter 4: Exemption from Scottish Housing Quality Standard

To be issued by Area Housing & Property Manager if a tenant refuses works. Only to be used in exceptional circumstances. A tenant cannot refuse works if there are health and safety implications for the work not being carried out. To be forwarded to Housing Policy Team for Scottish Housing Quality Standard reporting.

**Please ask for:
Direct dial:
Our ref:**

Dear

Exemption from Scottish Housing Quality Standard

The Highland Council plans to carry out **kitchen replacement/bathroom replacement/heating replacement (delete/insert where appropriate)** in your home. This is part of the Council's housing improvement programme which is designed to meet the Scottish Government's Scottish Housing Quality Standard. I understand that you have decided not to allow this work to proceed in your home.

The Scottish Government has instructed all local authorities, including The Highland Council, to improve the quality of its properties. The Council has until 2015 to reach the Scottish Housing Quality Standard and it must advise the Scottish Government of any properties where tenants seek exemption from the Standard.

I would be obliged if you would sign the exemption form overleaf and return one copy of this letter to me at the address below, so that the Council's records can be updated with this information. Please note that this exemption only refers to the above improvement and that both you and The Highland Council retain responsibilities concerning the upkeep and maintenance of the property, as set out by the terms of your lease.

Yours sincerely

Officer name & title

Scottish Housing Quality Standard Exemption.

I confirm that I would like my home to be excluded from the **kitchen replacement/bathroom replacement/heating replacement programme (delete/insert where appropriate)**. I acknowledge that this work has been organised with the intention of bringing my home up to the Scottish Housing Quality Standard and I accept that my home will therefore not meet this Standard.

Signature of tenant(s)Date.....
(Both tenants must sign if they are joint tenants)

Tenant(s) name & address.....

Return to: **Office address details**

Example letter 5: Appointment of Contractor

**Issued by Contract Administrator
(to be copied to Ward Manager/Councillor(s) and the Area Housing &
Property Manager)**

Name

Please ask for:

Address

Direct Dial:

Our Ref: HC

Date:

Dear M.....

Project description e.g Kitchen replacements in

I am pleased to inform you that a contractor has now been appointed to carry out the works to your home.

The name of the contractor is *(name) (address)*. It is estimated that the work to your home will take about 3 days and will be carried out in the period Please let me know if you will be away from your home for a period of more than 2 weeks during this period. The contractor will write to you within the nextweeks to give you more accurate dates and will also visit you about 5 days before starting work to confirm arrangements.

If you have any questions regarding any aspect of the work, please contact me at the above phone number or write to me at

In the meantime, the contractor may request access to your home to take measurements. Please ask to see identification before allowing anyone into your home.

The contractor is responsible for carrying out the work in accordance with the Highland Council's Customer Care Code that was sent to you earlier.

If for any reason you are unhappy with the contractor's work or, in the unlikely event of any damage occurring to your property during the course of the work, please contact the Council's Clerk of Works at..... address and phone number

Yours sincerely

Contract Administrator

Example Letter 6: Contractor to tenants

**Issued by Contractor at least 14 days before work is carried out
Contract Administrator to supply details of Project Team Contacts**

Name

Please ask for:

Address

Direct Dial:

Our Ref: HC

Date:

Dear M.....

We have been appointed as the main contractor for Project Number and name of project

The work to your home will takeconsecutive days and the work is scheduled to take place in the period betweendate anddate.

Before the work starts, could you make sure thatdetail any action necessary by the tenant e.g kitchen cupboards emptied, curtains taken down etc.

Our site foreman/agent, name, will inform you one week before work commences. Your co-operation in providing access at the appropriate time would be appreciated.

When the work is finished, my company and the Council will inspect it and you will be asked to sign a form stating that you are satisfied with the work.

All our staff will carry identification and you should ask to see it before allowing anyone into your home.

A list of telephone numbers is given below should you need to contact anyone while the work is being carried out and for a year after the work is finished.

If you have any questions about this work please contact me at the address and telephone number above.

Yours sincerely

Contractor

Site foreman/ agent	Name	Tel no.
Emergency number	For use outside working hours only	Tel.no
Council site representative	Name	Tel.no
Council Contract Administrator	Name	Tel.no

Example Letter 7: Contract Late Start

Issued by Contract Administrator

Name

Address

Please ask for:

Direct Dial:

Our Ref: HC

Date:

Dear M.....

Kitchen replacement

I refer to the earlier letter informing you of the intention to carry out the work to your home inprevious contract period.

Although it is still the intention to carry out the work, there has been a delay due to.....(give details of the circumstances). It is now anticipated that the work will be carried out inrevised contract period.

I hope that this delay will not cause you inconvenience and assure you that I will **or** the contractor will contact you with more precise dates before the work starts.

If you have any questions, please contact me at the telephone number above or write to me at

Yours sincerely

Contract Administrator

- c.c. Ward Manager/Councillor (s)
- Area Housing & Property Manager
- Council Clerk of Works
- Contractor
- Principal Project Manager

CONTRACTOR'S PERFORMANCE REPORT

NAME OF CONTRACTOR:																			
CONTRACT TITLE:	REF:																		
NATURE OF WORK:																			
Contract Date of Possession:	Actual Date of Possession:																		
Contract Date for Completion:	Date of Practical Completion:																		
<p><i>Rate the contractor's performance for each of the elements listed:</i></p> <p style="margin-left: 40px;">Key 1 Excellent 2 Good 3 Poor 4 Unacceptable</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="width: 80%;"></th> <th style="text-align: right; width: 20%;"><u>Rating</u></th> </tr> </thead> <tbody> <tr> <td>(1) Standard of workmanship</td> <td></td> </tr> <tr> <td>(2) Adherence to the contract/project programme</td> <td></td> </tr> <tr> <td>(3) Standard of site organisation and supervision</td> <td></td> </tr> <tr> <td>(4) Co-operation with client staff/users</td> <td></td> </tr> <tr> <td>(5) Health & Safety management arrangements</td> <td></td> </tr> <tr> <td>(6) Quality and sufficiency of site plant and equipment</td> <td></td> </tr> <tr> <td>(7) Quality of management of the company</td> <td></td> </tr> <tr> <td>(8) Quality of the firm's management of domestic sub-contractors</td> <td></td> </tr> </tbody> </table> <p>If rating is marked 3 or 4, please attach a report stating your reasons and detailing Any corrective action taken.</p> <p>Would you recommend this company for future use? YES/NO</p> <p><u>ADDITIONAL COMMENTS</u></p>			<u>Rating</u>	(1) Standard of workmanship		(2) Adherence to the contract/project programme		(3) Standard of site organisation and supervision		(4) Co-operation with client staff/users		(5) Health & Safety management arrangements		(6) Quality and sufficiency of site plant and equipment		(7) Quality of management of the company		(8) Quality of the firm's management of domestic sub-contractors	
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Signature

Date

Project Manager

CUSTOMER TELEPHONE SATISFACTION QUESTIONNAIRE

Telephone survey carried out by Service Centre (addresses forwarded by Housing & Property Services)

Survey script:

Now that we have finished improvements to your home, we would like you to tell us about the service you have received during the work.

The information you give us will help us to improve our service. Thank you for your help.

Contract: _____

Name:

Address:

1. BEFORE WORK STARTED

a) Did you get enough information about the work from the Highland Council? YES NO

b) If you said "No" tell us how it could be improved

2. WORK STANDARD

a) What notice did you get from the Contractors before they started work? 2 weeks
Less than 2 weeks
More than 2 weeks

b) Did the Contractors start work on the date they told you? YES NO

c) Did the Contractors finish work on the date they told you? YES NO

d) If you needed to speak to the Contractors during the work were they helpful? YES NO

e) Did the Contractors protect your furniture and carpets where necessary? YES NO

f) Are you satisfied with the quality of the finished work? YES NO

g) If you said "No" to any of the above questions please give us some more details

h) If you had new heating installed, do you need a follow-up visit or call about operating the heating or about fuel tariffs? If YES, please forward details to Area Housing & Property staff

3. CONTACT WITH THE HIGHLAND COUNCIL

a) Did you need to contact the Council during the work? YES NO

b) Were you satisfied with the help you got from the Highland Council when you contacted us? YES NO

c) If you said "No" to the above question please give us some more details

4. ANY OTHER COMMENTS

HIGHLAND COUNCIL IMPROVEMENT STANDARDS

Roof covering

- To be replaced on a like for like basis upgraded to meet current standards

External doors to individual properties:

- Timber doors with exposure rating suitable for proposed location
- Water based factory finish on doors and frames
- Double glazing and toughened glass where applicable
- Multi point locks and thumb turn
- Lever handles
- Number in a prominent position where it is needed for access
- Chain for front door
- Viewer on front door if the door is not glazed
- Whole door draught proofed including letterbox

Common external doors in blocks of flats

- Door entry systems will be fitted where circumstances or conditions indicate that a door entry system is required and tenants and owner occupiers in the block agree
- At the front door of the block this will be a coded door entry system with a magnetic closing system and a buzzer and intercom to each flat.
- If there is a rear door to the block e.g. providing access to a common garden or drying area a manual keypad will be fitted

Windows

- Fully reversible windows
- Timber frames with aluminium facing
- Double glazing with low emissivity glass
- Toughened glass where there is glazing below 800mm
- Safety catches to restrict opening
- Trickle ventilation in all opening windows. .
- Timber finished ingoes

Bathrooms

Bathrooms over 25 years to be prioritised for replacement

- Vitreous china W.C and close coupled cistern
- Dual flush cistern
- Enamelled steel bath with non slip finish and grip handles
- Over bath shower fitted where this is technically feasible at a reasonable cost.
- The best technical solution for providing hot water to the shower will be identified. Generally this will be directly from the heating system but in some instances a directly heated electric shower will be provided.
- Level access showers to be provided in sheltered housing
- Timber lined framing incorporating screwed access panel
- Wet wall finish in bath and shower area
- Vitreous china wash hand basin and pedestal
- Tiles above the basin
- Taps of a modern standard with lever taps in sheltered housing
- White bath, wash hand basin, W.C and cistern
- White heavy duty plastic W.C. seat

- Thermostatic mixing valves for baths and wash hand basins in sheltered housing and other properties where a risk is identified by an occupational therapist
- Mechanical ventilation with humidistat fan
- Heating by radiator from main heating system if possible or other heating source suitable for a bathroom
- Lighting to current standards
- Non-slip floor covering
- Walls painted with emulsion paint and woodwork in water based gloss

Kitchens

Kitchens over 25 years to be prioritised for replacement

- Sink unit with sink and single drainer, double base unit and double wall unit, tall or single unit with a line of drawers above base units as minimum when space allows
- Space for plumbed in washing machine and fridge or fridge/freezer as a minimum as space allow
- 40 mm worktop with mitred joints
- 19mm carcasses on units with 180° hinges on doors
- Strengthened or solid base cutlery drawer
- Stainless steel inset sink and drainer with mixer tap
- Tiles between worktops and wall units and from floor to ceiling (or up to wall unit) behind cooker
- Electrical re-wiring on dedicated ring with partial re-wire if necessary
- A minimum of six electric sockets
- Gas cooker connection if gas in property
- Plumbing for washing machine
- Humidity controlled extractor fan
- Wall vents for tumble drier if space available on external wall
- Fluorescent tube lighting
- Tenants to be given a choice of cupboard and worktop finishes. There is currently a choice of two finishes but this could be expanded in the future.
- Non slip flooring
- Walls painted with emulsion paint and woodwork in water based gloss

Smoke Detectors

- Hard wired smoke and heat detector(s) to be fitted in every property
- Hard wired carbon monoxide detector to be fitted in every property that has solid fuel or gas

Electrical Systems

- Wiring installed to conform with current edition of IEE Regulations
- Skirting board trunking and architrave trunking to be used only where there is no alternative solution e.g. in some solid wall houses
- Lighting to be provided by pendant fittings except in the kitchen and bathroom. Kitchen to have fluorescent lighting and bathroom to have lighting to current standards
- Energy efficient bulbs to be provided for all light fittings
- External lighting to be provided at front and rear doors where required – bulk head type fitted with low energy light bulbs
- Smoke and CO2 detectors fitted if not already in property

- Extractor fans to be fitted in kitchen and bathroom if not already in the property
- External socket to be provided

Energy efficiency

- Insulation suitable for the property that together with a suitable heating system achieves an NHER rating of at least 5 (SAP rating 50/60) selected from the following range of insulation options
 - Loft insulation to current standards in individual properties and in the roof space of flatted blocks
 - Cavity wall insulation in individual properties where there is a cavity of a suitable size in individual properties and flatted blocks
 - External or internal insulation for properties which do not have cavities
 - Insulation of hot water tanks and pipes and draught proofing
- Full house central heating capable of achieving nationally recommended temperatures for each room
- Adequate controls comprising: room thermostat; thermostatic valves on radiators; control unit capable of switching the system on an off at least twice a day and able to operate the heating and hot water independently
- Taking into account insulation measures the heating system should be designed to achieve an NHER rating of at least 5 (SAP rating 50/60) in the property
- High performance hot water cylinder or thermal primary store with minimum of 50mm of spray foam insulation
- Steel panel radiators
- No focal point fire provided but double socket installed
- Where a solid fuel fire is removed an extra disturbance allowance of £500 will be paid.

Decoration and Disturbance

- Apart from the decoration to kitchens and bathrooms described above, where work affects the decoration in other rooms they will be left in a suitable condition for the tenant to decorate using a decoration allowance
- The allowance will be the same as the decoration allowance paid for each room in a void property which require re-decoration. This increases annually in line with the rent increase (from 2009-10 it is a maximum of £65 per room)
- No allowance will be paid for disturbance to any floor covering that has been laid by the tenant

Extract from report to Housing and Social Work Committee – 27th May 2009

FLOWCHART OF HRA CAPITAL PROGRAMME MANAGEMENT PROCEDURES



