

## Framework Agreement for works less than £25k Contractor Procedures

### Works Instructions

Contractors working within the framework agreement may receive instructions to carry out work from two different sources within the Housing and Property Service. One source will be Maintenance Officers who will raise a works order of the type shown in [Appendix 2](#) and the other source will be the in – house Building Maintenance Team who will raise a works order of the type shown in [Appendix 1](#).

Both the examples show the key features of the works order including details of the customer, the address, the type of work, health & safety information, a unique order number and any special restrictions or instructions for access to a property.

All works will be instructed in advance using either type of works order with the only exception being some emergencies or out of hours instructions which will be issued verbally by phone followed by a confirmation works order.

### Method of Transmission of Works Order

Orders for work will only be issued by or on behalf of the Housing and Property Service and payment will not be made for any works instructed by other Council Services including ECS and Social Work.

Work instructions will normally be issued by fax, E mail or hard copy. In case of emergencies instructions may be phoned to contractors but will be confirmed by an official works order as soon as possible.

### Definition of Engagement to Undertake Works

Work will be undertaken either on a fixed price basis previously agreed or based on labour, materials and travel costs. These are defined as follows;

Labour Rate: Hourly rate per person to include vehicle and standard trade tools

Materials: Actual materials used to complete works at net cost plus previously agreed mark up.

Mileage Rate: only applicable for total travel to jobs in excess of 25 miles radius of office issuing works order. Multiple mileage claims for jobs in the same vicinity on the same day will not be accepted.

## Target Times

All works orders will have a target date/ time for completion determined by the issuing officer. This is necessary so that the Housing and Property Service can fulfil their commitments with regards to customer satisfaction levels and nationally set statutory performance indicators. Performance against target times will be monitored as part of this framework agreement.

Note: Completion time/date will require to be recorded on invoices for payment.

Description of target types and reaction times

Response repairs to all Council houses, Public Buildings and Schools, outbuildings, garages, garden ground and common areas, including works of an emergency nature which may have to be carried out outside normal working hours.

Contractors will generally be expected to carry out works during normal working hours which are defined as;

Monday to Friday 08.00 to 17.00

At any other times contractors may be requested to carry out emergency repairs or other specific works (including designated Council holidays).

Emergency work is defined as work necessary to remove immediate danger to people, avoid serious damage to property or to make the property secure. Initial work may only be done to make the situation safe with a further works order issued later to fully rectify the situation.

Repairs will fall into the following categories and work will be completed within the timescales shown:

Emergency call out (out of normal hours): immediate response (max completion time 24hrs)

Emergency during normal working hours: immediate response ( max completion time 24hrs)

High Priority : within 3 working days

Medium Priority: within 7 working days

Routine: within 20 working days

Low Priority: within agreed timescale

Minor Works: by quotation and within agreed timescale

## Access Arrangements

A range of access arrangements are in place for accessing the different types of properties where work will be carried out by contractors. These arrangements are designed to ensure the health, safety and wellbeing of the occupants of the building, the contractor's staff and the general public and

therefore must be strictly adhered to at all times. They are also designed to ensure maximum levels of customer satisfaction and compliance with target timescales for completion of works. The following procedures relate to access to several different types of properties.

### **Occupied Council Houses**

Contractors should arrange access either by visiting or phoning as soon as possible after receipt of an order in order to ensure that works are completed within the prescribed timescale. If they cannot gain access they should try again at least 24hrs later and if access is still denied they should notify the Building Maintenance office which issued the works order.

If they cannot gain access to respond to an emergency works order either within or outwith working hours then this should be reported immediately after the first attempt to the local Building Maintenance depot or standby officer who raised the order.

Where access is gained but work cannot be completed for any reason including the requirement to order specific materials then this should be reported to the local Building Maintenance depot as soon as possible.

Contractors should always ensure that they carry a copy of the works order when visiting a housing property as a means of identifying themselves to a tenant as working on behalf of Housing & Property Service.

### **Un-occupied Council Houses**

Work to un-occupied or void Council houses will be carried out by arrangement with the local Building Maintenance Supervisor or Foreman who will either provide keys or access codes for properties. It will be the contractor's responsibility to ensure that the property is secured when they leave and that any keys are returned promptly to the local depot.

### **Schools**

To be confirmed

### **Public Buildings/ Council Offices**

To be confirmed

## Pre-Work Assessments

### Risk Assessment

Suitable and sufficient risk assessments must be in place for all works prior to commencement on site. Details of known hazards will be provided on works orders issued to contractors and their risk assessments should take account of these and all other foreseeable hazards to ensure that control measures are put in place. Where works are assessed with low risk or are of a minor/repetitive nature they are generally covered by generic risk assessments and method statements.

### Method Statement

Where works have been identified with medium or high risk, a method statement will required to be produced by the contractor and agreed with the Maintenance Officer or Building Maintenance Supervisor **before** any work can commence on site. See [Plan in Place Procedure](#)

## On Site Instructions

### Arrival on site to undertake work

On arrival at a site the contractors should immediately make contact with the appropriate person, identify themselves and the work to be carried out. In the case of Council houses this will be the tenant or occupier and for other Council properties it will be the Responsible Premises Officer. (In schools this is normally the Head Teacher.)

### Standards of Customer Care

The Council prides itself in having very high standards of customer care and expects that its contractors will conduct themselves in an appropriate manner while carrying out repairs on its behalf. In addition to making sure that there is no risk to the occupants of the buildings being repaired contractors should ensure that all their staff conduct themselves in a polite and professional manner at all times. Any issues liable to lead to dispute with customers should be referred immediately to the Maintenance Officer or Building Maintenance Supervisor.

### Site Rules

Contractors should familiarise themselves with any applicable site rules including emergency procedures prior to starting work. Details of how to access Information on the presence of asbestos in our properties is available on the Terms and Conditions page

On completion, contractors should ensure that the site is left in a clean and tidy condition with any waste being removed for appropriate disposal. Prior to departing they should notify the customer of the status of the work and that they are now leaving the site.

### **Variations**

Where a contractor finds that the actual work required for a repair to be satisfactorily completed on site is different from that which is specified on the works order then they should seek authorisation from the issuing Maintenance Officer or the Building Supervisor. Small variations are acceptable but must be recorded in detail on the works order or invoice. It is worth noting that customers may on occasions attempt to have additional works carried out but these should be politely declined and referred to the Maintenance Officer or Building Supervisor.

## **Completion of Work and Invoicing Arrangements**

### **Timescales for return of works orders and submission of invoices**

Invoices showing a unique invoice number must be submitted to the depot or office of issue within a maximum of 21 days after the target date for completion of the work.

### **Detailed information required on invoice**

A copy of the original works order should accompany the invoice. If for any reason this not possible then all relevant information associated with the work should be included on the invoice. This information should include details of the date and time at which the work was completed, detailed information on any variation from the original instructions or specification and a full breakdown of the cost of labour, plant and materials including any mark-up.

### **Payment arrangements**

Invoices presented for payment will normally be paid within a maximum of 30 days of receipt of the invoice by the office or depot issuing the works order. The Council has internal performance targets which mean the invoices may often be paid much quicker than this but delays can occur if they do not include the correct information as outlined in the previous section.

## **Monitoring of work**

It is the aim of the Housing and Property Service to work closely with contractors within this framework to provide a high quality, customer focussed repairs service which ensures the safety of all staff and customers. A measured amount of monitoring of works will be undertaken to ensure this is achieved and the Service will work with contractors to ensure that continuous improvements in a range of performance issues is achieved.

The following measures provide the five main headings by which contractors will be monitored and are similar to those used for our in-house workforce. The targets and criteria for some elements are still under development and will be updated on the website through revisions of this document in due course. Once fully in place, failure to achieve acceptable standards in any of the elements could lead to restrictions on the volume or type of work being issued to a contractor. ( see also [Terms and Conditions](#))

### **Customer satisfaction surveys**

Housing and Property Service will regularly undertake customer satisfaction surveys by telephone through its call centre base in Alness. Where appropriate, the information from these surveys will be used to measure a contractor's performance against set criteria and information will be shared with contractors in order to ensure continuous improvement in satisfaction levels. The details of the criteria to be used will be published in due course but as a minimum will contain performance on target times, politeness towards customers, cleanliness of work area during and after works and quality of repairs.

### **Monitoring of costs**

All invoices for completed work will be scrutinised to ensure that claims are appropriate in terms of time taken for the works, the labour rates used are in line with indicative rates or quotations provided and that both the quantity and cost of materials are reasonable or as agreed prior to works commencing.

### **Quality of works including materials**

A percentage of all works will be inspected after completion to ensure that they have been completed to the appropriate standard in terms of the quality of workmanship, quality of materials used and match with the original specification.

### **Achievement of target times – works orders and invoicing**

Contractors will be monitored and provided with regular feedback on their performance on meeting target timescales for both completion of work and presenting invoices.

### **Health and safety performance**

In addition to producing risk assessments and method statements, contractors will be regularly monitored on site to ensure compliance with the measures agreed for control of risks and to ascertain that all contractor's employees have received suitable training and that they have been made aware of the significant risks of the particular task they are undertaking.

Any breaches of health and safety legislation will be recorded against the particular contractor and an accumulation of minor breaches could result in the allocation of certain types of work being restricted until there is evidence of improved systems being put in place to prevent a re-occurrence of similar

breaches.

Serious breaches of health and safety regulations will result in an immediate suspension of the contractor from undertaking any further work until an incident has been fully investigated. Any authorised Council representative visiting a site has the power to stop the works if they suspect that a serious breach of health and safety regulation has taken place or is imminent due to the actions of a contractor.

Maintenance Officers and Building Supervisors will normally be available to discuss any safety concerns with contractors to ensure that they can be addressed at an early stage.