

KNOWES HOUSING ASSOCIATION LTD	
Procedure Name	Maintenance And Procurement Procedures
Procedure Category	Technical Services
Procedure Number	MPR29
Previous Review	November 2023
Next Review Date	November 2026
Links to other Policies	MDS03
Consultation	Internal

1. INTRODUCTION

- The Association has a Maintenance Policy to guide staff through the aims and objectives for maintenance and procurement procedures. The procedure is intended to provide guidance to deal with the various elements of the processes related to the administration of contracts and procurement.

2. APPOINTING A CONSULTANT – QUANTITY SURVEYOR/C.D.M./ARCHITECT

- Pre Contract
- Prepare a brief for the consultant outlining the requirements of the contract referred to in the RICS standard form of consultants.
- Prepare tender document to accompany brief.
- Issue invitation to tender, assess and award in line with Procurement Reform Act (Scotland) 2014, Procurement (Scotland) Regulations 2016 and Public Contracts Scotland guidance
- Appoint single consultant, or form consultant Framework
- Prepare tender report for Management Committee.
- Meet with Consultant (Pre start Meeting).
- Discuss and outline requirements for Consultant to prepare contract brief specification.
- On receiving the bill and specification from the Consultant the Head of Property Services (HOPS) and Technical Inspector will check bill and specification prior to the tender being issued.
- QS will prepare cost plan – prior to tender invitation. HOPS will check that cost plan is within Association budget and take appropriate action.

- Tenders housed on the Scottish Gov tender portal will be opened by the Cost Consultant who prepares the tender for publication
- Tenders will be received via post or electronic web.
- Prepare tender report for the Committee.

3. BUDGET FILES

- Assess the current budget profiles for reactive repairs, gas service and maintenance and project budgets profile for the following year and agree any adjustments with the management team.
- Extract the information contained in the Asprey system which contains the latest stock condition survey and compile a five year plan. Take the information for the current year and discuss proposed projects with the management team.
- Prepare report for the Management Team and the Committee following discussions on the planned maintenance, repairs, gas, landscape etc. and budgets.
- Agreed budgets and spend profiles and provide agreed version to be sent to the Head of Finance.
- Following Finance Committee approval, set up file on the server and in filing cabinets with the agreed budget and one for the mid-year review together with a copy of Finance Manager's approved budget report.
- Report agreed five year plan for staff and committee and update business plan.

4. INFORMATION ON PROPOSED PROJECTS

- Send list of addresses to QS.
- List projects in bar chart with projected timescales and duration for the contracts.
- Identify Owners involved in common projects and send notification letters 4 months in advance. Scan letters into scan file.
- Check owners shares in divisor spreadsheet and check with Finance Officer to confirm most updated records are correct.
- Send the address list information for the projects to Corporate Services to be included in staff handbook.

- Obtain List of addresses from the Asprey system for projects into the appropriate contract file, update owners and tenant's names.
- Create tenant information leaflet, using information leaflets from previous contracts.
- Once cost information received from QS, send out cost letters to all owners involved in the contract (for example paint costs) Send copy of final list of owner's involved in the contract with a breakdown of the costs to the Finance Officer..
- Send notification to the Finance Officer on completion of contract to issue owners bills/invoices.
- Tenant/owner consultation on painting contract. Send colour choices with voting slips and where majority of residents in close are owners send voting slip (for decision on whether contract will to go ahead or not. All information to be logged on spread sheet scanned into contract file and scanned into tenant/owners files on scan file.
- On completion of contract and sign off by Technical Inspector, send out satisfaction surveys to all residents involved in the contract. Pass returned surveys to the Senior Corporate Services Officer to collate and report.
- Load addresses and detail required into Asprey Data Uploader
- For Gas heating installation contracts and paint contracts refer to check lists in Appendix 1&2.

5. SET UP FILES FOR EACH CONTRACT

- An electronic file will be set up for each project
- QS/CDM payment certificates/info
- Tender Report, Letter of Acceptance & Priced BOQ (original).
- Payment Certificates. Contract Administrators Instruction / CPC/ CMGD/ final measure
- Meetings/Agenda
- General Correspondence
- Owners.

- Technical Inspectors Reports/ COW (if applicable).
- H&S.
- Defects (copies of raised works orders) this is not a folder but it is a tick box on the checklist and list can be obtained from computer records.

6. PRE CONTRACT

- Accept contract using standard letter of acceptance.
- Arrange pre start meeting.
- Check flow chart and ensure H&S plan has been adequately progressed; issue letter to contractor prior to contract start date.
- Agenda for pre start – standard agenda.
- Minutes – recurrence of meetings.
- Set up calendar of meetings.
- Receive programme of work from contractor.
- Letter residents regarding surveys and start dates, updating mailing list spreadsheet with this information.

7. ON SITE

- All changes to contract must be documented and instructed using a contract administration instruction (CAI). These will be used at the end of the contract when settling the contingencies.
- When TI has signed off all work as complete, Issue CPC (certificate of practical completion) entering date in programme of work spread sheet. One year after the CPC date put expected Certificate of Making Good Defects (CMGD) date in spreadsheet and send an outlook diary invite to the TSM and TI. Set a date one month before it to enable TI to carry out random inspections. A report of any defects outstanding will be issued and works orders raised for them with appropriate classification and priority.
- Send out customer satisfaction survey immediately on completion of work, (to be send in batches as work is completed and signed off by TI) entering all returns on

the mailing spreadsheet noting any comments made by the residents on their surveys. Pass surveys to Senior Corporate Services Officer (SCSO) to collate and prepare the report for Committee meeting.

8. REPORTING DURING CONTRACT - WEEKLY/MONTHLY

- Update the contract progress on Programme.
- Details of work signed off are in TI weekly inspections in the contract file on computer, copy in contract file.
- Highlight problems to contractor and minute these at the progress meetings

9. End of Contract

- TI /COW to check defects are complete.
- TI /COW sign off defects liability.
- Issue CPC.
- Copy of CPC to Contractor, COW, QS, CDM Co-ordinator, File.
- 11 months after CPC date, TI to carry out random inspection of work carried out, if satisfactory and no other work outstanding on the contract, issue CMGD.
- Ensure QS had agreed and prepared the final account.
- Ensure Principle Designer has completed H&S file.
- Ensure copies of; Pre-construction H&S plan letter on file.
- Construction Phase, H&S File Complete.
- Contractor Evaluation form to be completed by Technical Inspector.
- Consultant Evaluation form to be completed by Property Services Manager.
- Copy all files from Drop Box into scan file.
- **FINAL AUDIT CHECKS ON CONTRACT FILES PRIOR TO BEING SCANNED**

Appendix 1

GAS CENTRAL HEATING/BOILER INSTALLATION CONTRACT - CHECK LIST.

DESCRIPTION OF TASK	ACTION REQUIRED	Responsible Personnel	Date Complete
Appoint QS	Once appointed prepare bill and specification	BC - TSM	
Tender Project	Tender project in accordance with the maintenance policy.	HOPS	
Produce list of all tenant's properties within the programme for the coming year.	Check and circulate to team and the relevant Housing Officer. Ensure all properties have a gas supply. If new installation give tenant the information req to order a meter.	HOPS	
Create information leaflet	Prepare information leaflet, incorporating information gathered in the previous satisfaction survey.	HOPS	
Create spread sheet/ mailing list with <ul style="list-style-type: none"> • names • addresses • Phone numbers • Comments • march in date 	Set up an excel spread sheet with these headings. Create a separate tab for uploading into Asprey.	HOPS	

<ul style="list-style-type: none"> • installation dates • Lunch Vouchers if required • CP12 Rec'd • Elec. Cert. Rec'd • March out • Satisfaction 			
Prestart Meeting, agenda	Arrange pre start meeting, send agenda and invites electronically	HOPS /TSA	
Letter tenant with projected 'march in' date and send out information leaflets		HOPS	
Scan all letters as they are issued into house files on scan file		HOPS	
Notify tenants, team members and housing officer of install dates (giving copy of leaflet as well)		HOPS	
On completion of install ensure all Certificates of installation, CP12 & electrical certificate are scanned into house files.	Copy of CP12 to be given to TSA	HOPS	
Contractor should provide certificates not later than the date of the march out which should be no later than 2 days after the system is commissioned.		Contractor/TSA	
TSA to update IT system and maintenance spreadsheets to show certificate		TSA	

received for each property. This information to be passed to TSA			
TSA will update gas servicing records on ITsystem and advise the Gas Service & Maintenance Contractor of the additional properties and those with upgraded systems to fall into the 10 month servicing programme after the DLP.		TSA	
Scan documentation into scan file and contract file.		TSA	
Snagging reports		TI	
Complaints/ Call backs			
Customer Satisfaction Surveys. To be issued on completion of the installation		TSA/SCSO	
Debrief meeting to take place to reconcile all records to ensure Knowes have all information		All	
TSA to ensure Gas contractor has update of all new installations and the type to be added for next service		TSA	

ON SITE/ COMMUNICATION

- All changes to contract must be documented and instructed using a contract administration instruction (CAI), including the settlement of contingencies.
- Technical Inspector/COW to advise Technical Services Assistant on completion and sign off of each installation so that customer satisfaction survey can be sent out. On receipt of returns prepare a report with any recommendations for improvement. Pass survey to SCSO for collation and reporting.
- Record all defects through IT system throughout the defects period raising works orders with appropriate classification and priority.
- Prepare a file for all defects raised on IT within contract file and scan these into the file on computer.
- 11 months from Certificate of Practical Completion Date (CPC) date, issue instruction to COW to carry out random inspections and list any defects.
- Raise all outstanding defects as works orders and send to contractor, obtain date/programme for these to be completed and monitor the completions.

Appendix 2

PAINT CONTRACT CHECK LIST

DESCRIPTION OF TASK	ACTION REQUIRED	Responsible Personnel	Date Complete
Create spread sheet/ mailing list with <ul style="list-style-type: none"> • names • addresses • Phone numbers • Comments • paint start date • colour choice letter sent • colour choice? • Satisfaction Survey sent • Satisfaction survey received • Comments • Owners page with same details as above. • New file in drop box 	Create necessary files and lists	TSA/PSM	
Produce list of all tenants and owners in properties within the programme for the coming year.	Run Results report from Asprey. Check and circulate to team and the housing officer.	HOPS /TSA	
Identify Areas for Asbestos ID	Check asbestos Register and plan	HOPS/TSA	
Send list of Properties & asbestos information to Q.S.	Email post information to Q.S.	HOPS/TSA	
Identify Owner Occupiers and their shares of the	Check Asprey system and run results report. Check	TSA	

repair on excel spreadsheet.	title deeds for relevant information on charges. Sent letter advising owners of coming contract 4 months prior to contract starting.		
Prepare Colour Chart options, photo copy charts with voting slips	Contact paint manufacturer to prepare colour options.	TSM/TSA	
Arrange Pre Start Meeting.	Set date for meeting and send invitations through outlook. Prepare pre start standard agenda.	TSM/TSA	
Owner's information to be included on main mailing spreadsheet. Information to be checked by TSO/FO before letters is sent.	Ensure spread sheet includes all owners and the breakdown of cost and responsibilities check divisors prior to letters going to owners.	TSA/TI/FO	
Pass owner recharge information to FO.	Send copy of spread sheet with owners cost breakdown to FO.	TSA	
Insert Information into letters for owners with cost breakdown	Diarise time to create letters and check information.	TSA	
Mail merge tenant letters and colour choices	Create tenants letter and photo copy colour schemes.	TSA	
Create options sheet with tick boxes for paint colour choices	Copy options sheets.	TSA	
Photo copy colour choices on colour photo copier.	Diarise time to get this done.	TSA	
Envelope 1. Letter explaining the contract content. 2. Colour choices. 3. Choice tick sheet. 4. Return pre paid envelope.	Collate all information for sending out. Set aside time to envelope all information.	TSA	
Meet with contractor and Technical Inspector to agree programme and		PSM/TI	

colour schemes			
Technical Inspectors Daily/Weekly	Prepare report of daily events and compile weekly report to ensure all activities are documented.	Technical Inspector	
Completion of Gutters	On completion of Gutter cleaning, write to all residents.	TI - TSA	
Completion of close paintwork	Tenants are carded by contractor.	Contractor/ Cards Supplied by KHA	
Arrange calendar of progress meetings and set these up in diary and notify Admin for committee room calendar.	Send invitations to all parties to ensure meetings are pre-set.	TI- TSA	
Snagging reports	Ensure all snagging on reports are complete.	COW/Technical Inspector	
Complaints/ Call backs	Ensure complaints are logged on spread sheet.	TSM/TI/TA	
Customer Satisfaction Surveys. Prepaid envelope	Send out immediately on completion of all work.	TI- TSA	
Customer Satisfaction Report	On return pas to Senior Corporate Services Officer to compile report for committee.	TI - TSA	
Debrief	Arrange meeting to discuss outcomes.	BC – PSM/TST/ Contractor	