



Defence Infrastructure Organisation

Secretariat

Defence Infrastructure Organisation

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E-mail:

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Our Ref. FOI2015/01799

Your Ref:

14 April 2015

Dear

Thank you for your email dated 15 February 2015 requesting the following information:

I live in a married quarter at the above address. In May 2014 I experienced a refurbishment by the DIO contractor MHS and their contractors of various companies. I have now found out that far too much work was conducted by the contractor, MHS, that that was supposed to happen. I would like the below information under the Freedom of Information act.

- 1)What actual work should have happened as opposed to what actually happened to my property.
- 2)The cost of the work both actual and what was supposed to have happened.
- 3)A copy of the noise risk assessments for occupants detailing the max noise levels prior to PPE being issued to occupants.
- 4)A copy of the security protocols for contractors showing that all contractors hold security clearance and to what level.
- 5)How much revenue has been lost with the Shackleton Rd, Gosport project, from when the project first was discussed. Loss of revenue from rent, disturbance allowance, removal costs, security cost.
- 6)Details of the surveys and the different surveys for each type of house.

I am treating your correspondence as a request for information under the Freedom of Information (FOI) Act 2000.

A search for the information has now been completed within the Ministry of Defence (MOD), and I can confirm that some information in scope of your request is held.

The information in scope of your request can be found attached but some of the information falls entirely within the scope of the absolute exemptions provided at section 40 (Personal Data), and therefore personal information has been redacted.

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

1) Details of the work that should have happened to Service Family Accommodation of Type D is in the attached document "Asset Replacement Programme Strategic Brief v1_3" – dated 15 May 2013. This is a generic document applied across the whole programme encompassing approximately 2000 Service Family Accommodation properties. Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that what should have been carried out (according to the attached document) is one of kitchen or bathroom replacement, and a boiler replacement. The request for recorded information of what actual works were carried out at [redacted] is not held but you might find it helpful to note actual works that were carried out at [redacted] were: a reroof, door & window replacements, kitchen replacement, bathroom replacement, boiler replacement, fencing renewed, patio installed, new washing line installed and new shed doors.

2) Information on the scope of costs for individual properties is not held. The costs of works that have occurred are detailed in the attached spreadsheet which shows contracted cost proposal for the project; a restricted works package for the Type D (including [redacted]). The intent that the Service Family Accommodation should have elements of a boiler and one bathroom or kitchen on the basis of 'most in need' carried out under a separate project (Asset Replacement Project). It was for the project locally to decide which of the bathroom and kitchen should be replaced. The constrained project for Type D was due to lack of available decant accommodation at the time, with the intent that the Defence Infrastructure Organisation (DIO) would then in a later programme address those elements that were omitted as it was considered that the full scope was required to meet life cycle replacement requirements in a 3 year time period.

3) Noise risk assessments are not carried out for works to Service Family Accommodation of this nature, so no information within the scope of your request is held. Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note there were no works that were of long enough duration or significantly noise producing that would have necessitated the need for Personal Protective Equipment (PPE) for the occupants. This would have been short duration hammer drills at best.

4) The section 40(2) exemption has been applied in the instance of this request as it could disclose data relating to individuals, which is governed by the Data Protection Act 1998. Section 40 is an absolute exemption and therefore no requirement to consider the public interest in making a decision to withhold the information. Under section 16 of the Act (Advice and Assistance) you may find it helpful to note all the Altius operatives (contractors employed by Defence Infrastructure Organisation) were security cleared and they signed in at the MHS office daily and recorded their ID numbers, which were sent each week to DIO officials for spot checking as required. The DIO has also undertaken audits on this project with no issues being revealed.

5) Information on how much revenue has been lost is not held. Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note revenue loss is not strictly quantifiable; it is not possible to quantify revenue lost for [redacted] individually. Out of the 84 Service Family Accommodation where a void period was required in order to carry out works, 37 relocations took place specifically for the project at a cost of £68,302.00 (Disturbance Allowance £996.00, Removals £850.00 per SFA). No security costs were incurred specifically for this project.

6) There were no building surveys undertaken. Under section 16 of the Act (Advice and Assistance) you may find it helpful to note in deciding to carry out works on a specific estate, the projects team considers a number of factors including standard for condition, response repair costs and local information from Defence Infrastructure site visit is then undertaken to validate the information, and a decision taken as to whether to proceed. No specific building surveys were undertaken as the works was for refurbishment and elemental improvement and no structural works were carried out. You may also find it helpful to note we do however hold asbestos surveys and bat surveys if you would like a copy of these instead, we suggest if you do you make a specific request for these under the act.

Yours sincerely,

DIO Secretariat

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Head of Corporate Information, 2nd Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, www.ico.gov.uk.

**MINISTRY OF DEFENCE
DEFENCE INFRASTRUCTURE ORGANISATION
FY 13/14 ASSET REPLACEMENT PROGRAMME
STRATEGIC BRIEF**

Contract No: CB/DE/0206/049

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APPENDICES

Appendix A – Schedule of Sites for Improvement

QUALITY ASSURANCE

REPORT TITLE:	:	Strategic Brief
		FY 13/14 ASSET REPLACEMENT PROGRAMME
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REPORT STATUS		Issue
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JOB N°	:	Contract No:CB/DE/0206/049
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DATE	:	15 May 13
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PREPARED BY		
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REVIEWED BY	:	
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ISSUE RECORD SHEET

Title of Document: FY 13/14 ASSET REPLACEMENT PROGRAMME.

Document No: Contract No: CB/DE/0206/049

Issue No.	Date	Revision to page No.	Revision to paragraph No.	Originator	Approved by	Authorised for issue by DIO IPT	Comments
1.0	26 Nov 12	Document	All				
1.1	7 Mar 13	Document	All				
1.2	15 May 13	App 1 – Scheme list					

AMENDMENT RECORD SHEET

Title of Document: Strategic Brief, FY 13/14 ASSET REPLACEMENT PROGRAMME.

Document No: Contract No: CB/DE/0206/049

Edition	Revision	Date	Section	Signature
1	1	7 Mar 13	1.2.3, 2.2, 4.1, 4.2, 7.2	
1	2	15 May 13	App 1	Addition of 7x SFA Headley Court, 1x SFA Windsor

1.0 INTRODUCTION

1.1 Preamble

This Strategic Brief outlines the detailed output requirements of Defence Infrastructure Organisation for the improvement of SFA at in England & Wales via the through life Asset Replacement Programme within the terms of the guidance contained in this Brief.

There are 39 identified packages of work for the programme, this figure may vary depending on results of any departmental changes to requirement on the proposed sites.

The types of SFA are Types 2 – 5S and B - D. Type 1 JS3 SFA are excluded from the programme; these will be upgraded under a separate programme.

1.2 Title

FY 13/14 ASSET REPLACEMENT PROGRAMME.

1.2.1 Location

Core & retained SFA sites in England & Wales.

1.2.2 Project No.

Contract No: CB/DE/0206/049.

HUP 01-13

This Project Number is to be included on all correspondence and payment claims associated with this Project.

1.2.3 Requirements

The overall requirement of the Authority for the properties is as follows:

- a. KUR 1: carry out elemental improvements to SFA for each estate as listed at Appendix A.
- b. KUR 1a: Provide an appropriate level of site resources for management and targeted communications for each scheme.
- c. KUR 2: Provide scheme completion deliverables as detailed at Para 7.2.

The requirement is to improve SFA in accordance with this Strategic Brief. Repairs and improvements are to be carried out to these properties as indicated within this Strategic Brief, utilising the data gleaned from the stock condition survey and asset management data. Site surveys of SFA should be carried out where appropriate to validate inclusion in the programme of works.

Those individual properties where it is considered that the KUR 1 scope of works is likely to exceed £40K are to be notified to the Progs Dev1.

SFA that are designated as COWE, MISP, IDIS, or SDIS are to be excluded from the programme. Where it is considered that their inclusion would be appropriate e.g MISP in a block of flats in doors & windows scheme, it is to be brought to the attention of the IPTL assistant who will advise on the action to be taken.

SFA that are occupied by Irregular Occupants (IO) are to be programmed by schemes as the last SFA addressed; if the IO has not vacated at this stage, the SFA is to be omitted from the scheme and details passed to DIO Ops Accn Progs accordingly with a negative change to the MPTC.

The Authority requires that the works be carried out during Financial Year 13/14. DIO Ops Accn Delivery have been advised of the programme. The opportunity may be taken to commence some schemes in FY 12/13, and these will be notified on a case by case basis. Candidates for this are; Pirbright, Brize Norton, Rowner, Culdrose.

These properties are to be used as Serviceman Families Accommodation as defined by JSP 315 Scales 21 & 22. JSP 315 is a guidance document, with the provisions within it an aspiration. It is accepted that in cases where the as built design of an SFA precludes meeting the fixtures and fittings element, the most space and ergonomically efficient fittings are to be provided that maximise use of available space.

1.3 Pre-Contract Requirements

MHS are requested to provide an MPTC with costings by site for elements that are to be replaced e.g kitchen, bathroom, doors & windows etc. Evidence is to be provided that these individual costs appropriate to the task to be carried out are comparable to a market benchmark of both historic costs and tendered schedules of work.

The MHS Pre-Delivery PM is to carry out a scoping exercise where a scope of work, including numbers of SFA to be included, is to be agreed. Works to SFA are to be carried that preclude a requirement for a decant of the occupant bar exceptional circumstances. DIO are obliged to fund removal costs in such circumstances and consider that the best use of the available funding is to deliver elemental improvements without incurring decant costs. Therefore no single SFA will have both a kitchen and bathroom replacement carried out in FY 13/14 unless specifically authorised. The programme should reflect this accordingly.

It is envisaged that individual visits to all listed SFA will not be required, rather the MHS staff will survey/visit a sample of a minimum of 30% of SFA on the estate that is being considered.

MHS are requested to provide details by package of works of their staffing level requirements as described in this Brief.

2.0 PRELIMINARIES AND BACKGROUND

Name: FY 13/14 ASSET REPLACEMENT PROGRAMME

Location: SFA Estates England & Wales

2.1 Timescale for Completion of the Construction Work

The provisional duration of these works on site are as follows:

Commence Works - FY 12/13

Complete Works - FY 13/14

2.2 IPTL Assistant

The designated directing IPTL assistant at Pre-Delivery for this programme will be::

Telephone number:

will be the client H&S/CDM focal point for the programme.

The designated IPTL assistants for the delivery phase of this programme will be the Regional Technical Managers (RTM). They will be responsible for the signature of F10 and agreement of SP09, and oversight of CDM as client representatives. Their role may be delegated to local DIO staff as they consider appropriate and they will inform MHS accordingly

North, East & West

DIO Ops Accn Regional Technical Manager
Building 14

Telephone number: [redacted]
Mobile number: [redacted]
E-mail: [redacted]

South East & Central

DIO Ops Accn Regional Technical Manager
156-158 Greenwood
Walters Ash
High Wycombe, Bucks
HP14 4XE

Telephone number:
Mobile number:
E-mail: [REDACTED]

South West

DIO Ops Accn Regional Technical Manager
Heath House
Heath Square
Larkhill
Wilts
SP4 8NR

Telephone number:
Mobile:
E-mail: DIO Ops Accn-EMH Prog Dev4a

At conclusion of each scheme/site, completed project H&S files are to be issued to the relevant RTM who will manage the distribution to relevant site/scheme DIO staff, collate responses and liaise with the MHS CDM Manager.

3.0 THE SITES

3.1 England & Wales.

The estates/sites listed at Appendix A are either Core or Retained sites in England & Wales, serving MoD units in their locality. All SFA are within the MHS main contract for maintenance.

Due to the nature and duration of the programme, the number of void SFA cannot be confirmed at this time. Prior to commencing works on each site the status of occupation should be established accordingly utilising either DIO Ops Accn Delivery or MHS Core Services information.

MHS will be obliged to comply with local requirements as far as access and working hours are concerned. Any fencing and access in and out of the works is to take into account that SFA undergoing works and adjacent properties will be occupied for the duration the works. The extent of any fencing is to be confirmed and agreed with the Authority prior to erection.

Appendix A lists the sites.

3.2 Existing Mains Services

Electricity– connection from Authority maintained system.
Water - connection from Authority (Brey) maintained system
Foul and Surface Water drainage – as for Water.
Gas Supply
Telephones

3.3 Access to the Site

Access to sites varies, with some SFA being located 'behind the wire'. The circumstances are to be established during scoping and provision made with any nominated contracted company or staff accordingly for access arrangements in good time prior to the commencement of works.

4.0 OVERVIEW OF THE CONTRACTOR'S DESIGN

4.1 Design Documents for Review

The Prime Contractor shall provide as a minimum a schedule of works prior to works starting on site. Design Documents will be required as appropriate to the scope of works, for example:

Floor plans for each house type (with style variations noted) showing:

Roofing layouts

Heating layouts including radiator layouts and pipe runs

Electrical / socket outlet points

Kitchen and bathroom layouts

Design proposal for shower installation to meet the Brief requirements

Utility Room layouts

The contractor is to submit schedule of works and/or design proposals prior to commence works that demonstrate compliance with this Strategic Brief.

4.2 Record Drawings and Documents on Completion

On completion, the contractor is to provide; details of where asbestos surveys have taken place; details of where IEE 17th Ed certification – or higher standard if in place - has been carried out. Where none are currently recorded/provided it is not expected to see a cost apportionment for this service. Details of revised condition data and a methodology and confirmation that such information has been provided to update the master data held accordingly.

Prior to completion where alterations have taken place drawings shall be prepared on ISO format sizes.

Scales used on drawings shall be selected appropriately to clearly convey the proposals. The following scales are suggested as appropriate minimums:

Location Plans	1:500
Site Layouts	1:200
General Arrangements	1:100, 1:50
Elevation and General Sections	1:100

Drawings shall be produced such that they refer to a single definable aspect or section of the works.

Where changes to the SFA layout are agreed with the Authority, the Estate Agent Detail drawings are to be updated through the MHS Asset Management Team – this will constitute a change on the contract.

Where feasible photographs of completed kitchen and bathroom are to be provided to the MHS Asset Management Team following the agreed naming convention. No occupant possessions are to be included in the photographs.

4.3 CDM Regulations (2007)

The Prime Contractor will be the Principal Contractor as defined by the CDM 2007 Regulations.

The Client Representative for these works during the delivery phase is as detailed at Paragraph 2.2.

The CDM Project Coordinator for each estate/site/works package is to be appointed by MHS and notified to the authority prior to the start of any design / works being undertaken.

For each estate/site/works package a Project Execution Plan (PEP) is to be provided, commensurate with the value and volume of works being executed. The Prime Contractor is to expand upon the Pre-Construction Information to produce a Construction Phase Health &

Safety and Welfare Plan in accordance with the latest CDM Regulations and fully reflecting any site constraints.

4.4 Crown Fire Standards

The process for approvals under Crown Fire Standards as detailed by DIO EBMS Process 2.8 shall be followed as far as practicable in line with the nominated Project Fire Officers requirements, but is to include as a minimum production of 'line drawings' showing floor layouts, location of FDS and a schedule of fenestration such that a Certificate A can be issued by the PFO prior to the commencement of the project for all SFA where there is proposed to be a full internal upgrade, change of fenestration or installation of FDS. The programme has been notified to the appropriate DFRMO Regional Fire Safety managers and nominated DFRMO SFO will be advised by scheme in due course.

4.5 Secure by Design

Where doors & windows are being replaced, MHS are to provide certificated evidence that the installed system complies with the requirements of Secure by Design level 2.

5.0 SITE CONSTRAINTS

5.1 Establishment Regulations Generally

Comply with the Establishment Regulations affecting the site. Smoking will not be permitted on the site except in designated areas which must be signed and strictly controlled, equipped with fire fighting equipment and receptacles for the safe disposal of smoker's materials and inspected to guard against the risk of fire.

5.2 Waste

Skips are to be placed only in places designated by the Authority and are to be of the enclosed type or netted when not in active use to prevent dispersal of material. The Prime Contractor shall not under any circumstances use Skips or similar receptacles provided by agencies other than the Prime Contractor. Site fencing is to include adequate protection measures to prevent wind blown waste moving out of the construction area. Regular checks of the site are to be carried out of the Contractor's fence line to remove any debris or rubbish that may be wind blown to other areas.

Waste is not to be disposed of in occupant's council provided bins; all waste arising from construction activities is to be removed from site and is the responsibility of MHS or their nominated agent to dispose of.

Due cognisance is to be paid to the principles of sustainability, with ethical disposal of waste through recycling to be carried where ever feasible.

5.3 Protect The Following:

Existing Services

Before starting work check positions of existing services. Where positions are not shown on drawings obtain relevant details from service authorities or other owners.

Observe service authority's recommendations for work adjacent to existing services.

Adequately protect, and prevent damage to all services. Do not interfere with their operation without consent of the service authorities or other owners.

If any damage to services results from the execution of the Works, notify IPTL Assistant and appropriate service authority without delay. Make arrangements for the work to be made good without delay to the satisfaction of the service authority or other owner as appropriate.

Replace any marker tapes or protective covers disturbed during site operations to the service authority's recommendations.

Diversions, drainage works and connections of new into existing are to be programmed by the Prime Contractor in such a way as to cause minimal disruption to other facilities on the site.

Any interruption of existing services, which will affect occupied properties will require prior approval by the IPTL Assistant to whom 21-calendar days notice is to be given. Any planned interruption to services is to be notified directly to any occupied property at least 48 hrs prior to

the interruption.

For the duration of the works the existing roads between sites and the public roads are to be protected and access is to be allowed at all times.

6.0 FACILITIES / TEMPORARY WORK / SERVICES

6.1 Generally

The site compounds are to be located at positions to be agreed with the IPTL Assistant.

Inform the nominated IPTL Assistant of the intended siting of all spoil heaps, temporary works and services.

Maintain and alter, adapt and move temporary works and services as necessary. Remove when no longer required and make good.

7.0 CLIENT REQUIREMENTS

7.1 Financial Management

DIO Ops Accn as at Mar 13 are profiling £12.3M to carry out the programme of works in FY 13/14, including site surveys and project risk with an additional £1.7M likely to become available during the course of the FY. The proposed financial profile is to be considered finite, and the completion of sub-asset improvements to SFA is to be managed accordingly. Therefore should an excess of SFA require considerable sums (>£40K) to be expended, the numbers to be completed in year would reduce accordingly. MHS are to provide regular – at least monthly – forecast reports against this strategic brief which is to include cost estimates by estate/site/works package and projected completions.

Due cognisance is to be paid to alternative funding sources that would provide reduced costs for the programme. Any return via schemes such as ECO are to be clearly identified to DIO who will advise where this funding will be re-invested. Payment applications for individual schemes should account for such reductions in over all cost accordingly.

MHS are to provide proposals for packaging of work by site(s) or region to deliver most benefit and cost efficiency to DIO.

7.2 Scope of Works

KUR 1: carry out elemental improvements to SFA for each estate as listed at Appendix A.

For all works Contract provisions for quality, as defined under Annex AQ of the contract, are the required minimum standard. In addition, due cognisance is to be paid to the principles of sustainability in the fixture and fittings installed e.g. low flow taps. The requirements detailed below are to be reflected in the agreed specification issued to supply chain members

Kitchens: Replace existing kitchens including floor covering. Design to account for; requirements of JSP 315 for storage area (however this is guidance only and should be met where feasible) and location of existing boiler installation or planned if included in FY programme. Cooker extract provision should be externally vented through an external wall as the default design option however it is accepted that this may not be practicable and an internal integral cooker hood and separate kitchen extract can be installed. General guidance is that if the closest edge of the cooker is 1 metre or less from a suitable external wall, external venting should be provided. Electrical installation is to include FDS & CO detection for the SFA to LD2 Cat D as a minimum. Each internal pedestrian door access to the kitchen from habitable rooms within the SFA is to be fire rated at FD30 or greater.

Occupants are to have working sink unit and cooking facility at cease of work each day. Resource profiling of works are to be scheduled such that access to the facilities at 1700 by the occupant is feasible. In the event that occupants cannot access facilities for food preparation, any reasonable costs will be borne by MHS.

Where provision of storage to meet JSP 315 cannot be met but a utility room is present, storage to JSP 315 kitchen requirements as a minimum should be included in the utility area. Works to utility area should consist of minimal work bench shelving, floor covering replacement and such electrical works as to make best use of the space available. Plumbing in utility should only be addressed where present and can be utilised; new plumbing

installation should be considered an exception. All such works to utility areas where additional costs would be incurred require prior approval from DIO Ops Accn Progs.

Each SFA is to take no more than 15 days to complete the kitchen installation, including snagging subject to the constraints of project risk. A target of 10 days to complete a kitchen is preferred.

Bathrooms: Replace existing primary bathroom and WC including floor covering. To include installation of thermostatic shower unit of type most suitable for SFA taking account of local water supply and as installed heating system. Sustainable through life system to degrade carbonation in hard water areas to be provided within the design submissions, where appropriate. Bathroom extract is to be an 'over rated' system in excess of Bld Reg requirements to deliver a greater volume of air change than statutory requirement, however any installed unit should not require annual statutory inspection due to its design rating. Where appropriate, removal of partition wall between bathroom & WC may be considered.

Occupants are to have access to working WC and washing facilities at cease of work each day, including running hot & cold water.

Each SFA is to take no more than 10 days to complete the bathroom installation, including snagging subject to the constraints of project risk. A target of 5 days to complete a bathroom is preferred.

Secondary bathrooms and WC are to be deliberately excluded from the schemes unless in an extremely poor state of repair, advice is to be sought on a case by case basis from the DIO Delivery PM. MHS are to advise on the condition of the WC and if it should be considered in future programmes of work.

Doors & Windows: Replace doors and windows, to include all fenestration in the SFA (not garages or sheds) primary front & rear access doors and patio doors where present. Installation to meet Crown Fire Standards and SDB Level 2.

SFA are to be left in a secure condition at cease work each day.

Boiler Replacement: Replace existing boiler with most appropriate type to meet requirements of installed heating system, preferred location to be kitchen or utility. Where removing back boilers located in reception rooms allow for JSP 315 requirements for heating reception room from primary heat source – wet system is to be considered the primary heat source. Allow for replacement of focal point fire in such cases with electrical fire with aesthetic detail for surround to be considered. Where micro-bore wet systems are installed consideration for the replacement of the full system should be made but is not the default option in such cases. In such cases, surface mounted insulated 'polypipe' or copper pipe with appropriate casing can be provided.

Boiler installation is to include a device to prevent or reduce particle build up within the boiler, and a regulating timing device that interrupts supply at 12 month intervals in line with CP12 requirements. The device is to be set on the occasion of the CP12 testing on installation.

Where back boilers are scheduled to be replaced, the individual programmes are not to commence until June 2013 – unless a joint kitchen/boiler scheme – and the design solution is to account for the back boiler replacement trial carried out on Lyneham SFA estate.

Occupants are to be left with heat source and running hot & cold water at cease of work each day.

Oil Tank Replacement. Replace existing domestic oil storage tank with a durable self-bunded tank with a minimum life expectancy of 20 years. Tank is to include an integral alarm system that sounds on breach of the internal skin, or build up of fluid through the external skin to the outer partition. Location of tank to meet current regulation, where this is not feasible DIO Ops Accn Progs are to be informed at the design stage for consideration of further action.

Where ground contamination is visible present, provide a cost to carry out evaluation of level of contamination and remediation works; a project risk item.

Replacement of oil supply pipe work from the tank to the boiler Unit is to be considered where required, accepted as a project risk.

Consumer Units. For kitchen and bathroom replacement where MCB/RCD is not to current standards install stand alone MCB/RCD as appropriate to latest IEE/Building Regulations, or full MCB/RCB unit which ever is most practicable and financially efficient. Test and commission. Where rewirable fuses present the unit is to be changed for a MCB/RCB and electrical test carried out accordingly. In the event of electrical test failure incremental remedial works to be carried out to rectify, with full rewire of the SFA as last resort; early notification of such an event to DIO is to be made in order that occupation can be managed accordingly.

Roofs. Replace existing roof covering comprising felt, batten and tile, replace with appropriate covering. Where change of appearance occurs, ensure appropriate clearances provided. Replacement of timber – truss, rafter feet etc – is a project risk item.

Standard for Condition. Assess all SFA where an F&G condition survey has not been carried out, and Northgate provides a SfC of 3 or 4; carry out minimum works to bring to S2fC. This includes SFA where F&G survey has not been carried out but WM does score at S1 or 2 fC by defaulting to the lowest score where a single or several elements have had work carried out.

Assess all SFA projected to fall to S3&4fC in FY 13/14 and carry out the minimum works required to bring to S2fC.

Other Schemes. Requirements for other schemes listed will be provided by DIO Ops Accn Progs in consultation with MHS Pre-Delivery.

KUR 1a: Provide an appropriate level of site resources for management and communications for each scheme.

Management. A management service to be provided including but not limited to contractor, cost, quality and safety management appropriate to the size and duration of the scheme comprising a service delivery drawn from the following MHS staff descriptions: Area Contracts managers (ACM), Regional Quantity Surveyor (RQS), Project Quantity Surveyor (PQS), Project Manager (PM), Site Agent (SA) and Customer Occupant Liaison Officer (COLO/OSLO). Provision for delivery of individual service elements are to be made to cover periods of authorised absences and extended periods of sick leave or unauthorised absences. Where the Authority requests increased levels of service provision, mandates a change to the scheme that extends the time period on the agreed programme duration, or increases over all funding within the stated level for the Improvement programme, costs arising for increased service delivery will be the responsibility of the Authority.

Communications. A communication and liaison service including but not limited to communications with SFA occupants, local DIO staffs, Establishment Welfare staffs and statutory bodies is to be provided. Occupant communication and liaison is paramount and eases the progression of schemes and reduces complaints; appropriate consideration is to be

given to the level of resource applied in respect to the type of work, nature of family group in SFA and duration of works.

A communications strategy is to be in place by Apr 13 that includes electronic media for display of site/scheme programmes, noting that individual addresses are not be displayed.

Head of Family – Deployed Operations. Where the head of family/licence holder is deployed away from the Establishment for an extended period, and the remaining family group are reticent in having works carried out without head of family being present, consideration in scheduling of works to the SFA must be made, with appropriate liaison with DIO and Establishment staffs. Disclosure of the occupant responses will be made during the pre-delivery phase of schemes to assist in management. If access presents too many issues to the family group, consideration for removal of the SFA from the current programme is to be made in conjunction with DIO and Establishment staffs. The aforementioned is to be applied in welfare cases.

KUR 2: Included in the deliverables for each scheme are the requirements listed below. The scheme will not be considered complete and the final MSP by scheme will not be authorised for payment until suitable confirmation has been received that each deliverable has been met. Where not listed, statutory and mandatory reporting requirements as advised in the HPC are considered extant.

- a. SFA Drawing Schedule – where alterations have been made to the floor layout of the SFA, the CAD dwg – where held – is to be updated and provided to the MHS Asset Management Team (MHS AMT) who are to provide an update to the Estate Agent Details held by DIO Ops Accn ISM (project risk).
- b. Asbestos Survey Information – where Type 3 asbestos surveys have been carried out and/or asbestos has been removed or encapsulated, the Asbestos management Plan is to be updated at the completion of works accordingly.
- c. Asset Condition Data – where works have been carried out that impact on the asset condition score, details are to be provided to the MHS AMT to enable update of the asset database accordingly.
- d. Asset Energy Performance Data - where works have been carried out that impact on the asset energy performance score, details are to be provided to the MHS AMT to enable update of the asset energy data accordingly.
- e. Health & Safety – Health & Safety files are to be completed in line with CDM 07 guidance and issued to DIO Ops Accn for approval. It is accepted that DIO Ops Accn will have 5 calendar weeks from date of issue to return comments/acceptance; failure to meet this timeframe removes the requirement to meet this deliverable and MSP application for this element will be approved on submission accordingly.
- f. PPM Schedule – where any works carried out require a change or variation to the routine Pre-planned maintenance schedule under core services, confirmation is required that the revised maintenance schedules have been put in place and that the MHS Helpdesk information is updated accordingly.
- g. Building Control – where required, the notification to DIO PTS of completed building control works in accordance with PI 02/10 are carried out.
- h. Response Charging – where failures of installed elements are addressed through Helpdesk/response maintenance callouts, evidence of cross charging to the project are to be provided prior to agreement of final account.

7.3 Removals

The contractor is not required to provide a full professional packing and removals service for this project. For kitchen projects costing is to be provided, with expenditure held as a DIO risk, for the clearance and packing of kitchen cupboard contents; this service for use when the head of household is absent on detached duty or similar.

For kitchen projects allowance is to be made for the provision of storage boxes 'on request' for the occupants use, and occupants are to be informed that this provision is available.

Movement of White Goods: Provision is to be made for the disconnection and movement of white goods in kitchens to another location in the SFA – including garage or sheds- and their reinstatement/connection in position appropriate to the kitchen design where the head of household is away or there is a medical or welfare need to assist the occupant. This is a project risk item.

7.4 On Completion

- a) Test, certify and commission all systems as appropriate including central heating and hot water, cold water, electrical and gas installations to all properties.
- b) For SFA void at the time of commencement of work; clean all properties and leave in a domestically and hygienically clean and tidy condition at handover, to move out standard.
- c) For SFA where works have taken place while occupants in situ; Clean all properties and leave in a domestically and hygienically clean and tidy condition at completion, where works have taken place or detritus has arisen within the SFA from the works.
- d) Clean site. Any arisings from the works are to be removed from site on completion, all waste and detritus is to be properly stored or removed during the execution of the works.
- e) Gardens. Remove all rubbish and arisings from works, leave in condition found.

7.5 Asbestos data.

Asbestos data is available from the Asbestos Register. It is incumbent on MHS to carry out Type 3 surveys on those assets and elements where they consider prudent, and include such provision within the cost breakdown by asset.

7.6 Sustainability

Due cognisance is to be paid to the DIO sustainability targets, and where feasible, principles of sustainable construction and procurement are to be adopted, recorded and provided to the DIO PM at the conclusion of the project.

8.0 Performance Recovery System.

The Authority does not require a Performance Recovery System to be implemented in accordance with the Terms and Conditions of Contract, however due cognisance is to be paid to management of sub-contractor performance and comment provided within the submission on how poor performance will be managed and rectified.

APPENDIX A

Schedule of Sites for Improvement

See Excel Spreadsheets