

Section 20: Customer Consultation

Contacts (Lots) 3, 4, 5 and 6 Scope of Work Summaries

LOT	SCOPE
Lot 3: Electrical Testing & Repairs	<ul style="list-style-type: none">• The Contractor shall carry out an Electrical Installation Condition Report (EICR) in accordance with the current edition of BS 7671 (IET Wiring Regulations), within occupied dwellings and communal block areas, including all associated inspections, testing, reporting, and handover requirements to assess the safety and condition of the electrical installation.• Review available electrical documentation, previous certificates, and site information.• Confirm access arrangements, supply isolation requirements, and any operational constraints with the customer.• Identify any known risks, limitations, or special conditions prior to testing.• Conduct a full visual inspection of the electrical installation to identify damage, deterioration, non-compliance, unsafe conditions, and signs of overheating or misuse.• Inspect the condition and suitability of:<ul style="list-style-type: none">- Consumer units and distribution boards- Wiring systems and containment- Socket outlets, switches, and accessories- Lighting points and fittings- Earthing and bonding arrangements- Labels, warnings, and circuit identification• Testing shall be carried out in accordance with BS 7671 and shall include, but not be limited to:<ul style="list-style-type: none">- Continuity of protective conductors and ring final circuits- Insulation resistance testing- Polarity verification- Earth fault loop impedance testing- RCD testing- Functional testing of protective devices- Verification of supply characteristics and phase sequence (where applicable)



	<ul style="list-style-type: none"> - Assess the condition, compliance, accessibility, and labelling of the consumer unit(s). - Verify adequacy of protective devices, including MCBs, RCBOs, RCDs, and surge protection where applicable. - Identify any signs of thermal damage, overloading, or defects. - Verify circuit schedules against installed circuits. - Identify unlabelled or incorrectly labelled circuits and update records where practicable. - Record all observations and defects using standard classification codes - Clearly document limitations, inaccessible areas, and any restrictions encountered during inspection. <ul style="list-style-type: none"> • Provide a completed Electrical Installation Condition Report (EICR) including: <ul style="list-style-type: none"> - Test results - Observation codes - Overall assessment outcome - Recommendations and remedial guidance - Issue electronic and/or hard copies as agreed with the Client. • Carry out any remedial works identified during the EICR. • Reinstate power supplies upon completion of testing. • Remove minor waste generated during the works and leave the area clean and safe. • Provide all completed documentation.
<p>Lot 4: Complex Repairs & Major Voids</p>	<ul style="list-style-type: none"> • Responsive Repairs – Urgent and routine repairs to building fabric, services, and fixtures. • Larger / Complex Works – Multi-trade repairs, structural repairs, major renewals, and complex access works. • Disrepair Works – Remedial works arising from surveys, legal claims, environmental health notices, or internal inspections. • Void Properties – Full property reinstatement, safety compliance works and re-letting standards. • Attend site to carry out a detailed survey and condition assessment where applicable. • Confirm scope, specifications, access requirements, resident needs, and safeguarding considerations.



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| | <ul style="list-style-type: none">• Identify health and safety risks, asbestos requirements, temporary works, and welfare arrangements.• Provide method statements, risk assessments, and programmes where required.• Liaise with Housing Association representatives and residents to agree work sequencing and access arrangements.• Arrange and manage asbestos surveys and removal where applicable.• Isolate, protect, or divert services as required.• Implement temporary protection to occupied homes, communal areas, and neighbouring properties.• Ensure compliance with CDM Regulations, building regulations, fire safety standards, gas, electrical, water hygiene, and environmental legislation.• Coordination of statutory inspections and certification.• Works arising from disrepair surveys, expert reports, and legal instructions.• Moisture ingress remediation, structural stabilisation, major renewals, and latent defect rectification.• Phased programmes and decant coordination where required.• Detailed progress reporting and photographic evidence.• Strip out of defective or obsolete fixtures and fittings.• Full property refurbishment to Housing Association letting standards.• Safety compliance checks (gas, electric, fire, legionella, asbestos).• Deep cleaning, waste clearance, and final handover readiness.• Operate internal quality inspections and cooperate with client audits.• Provide resident communication, appointment management, and access coordination. |
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- Maintain site security, safeguarding, and emergency response procedures.
- Manage waste responsibly and promote recycling where possible.
- Provide works completion reports, certifications, warranties, and photographic records.
- **Foundations** - Excavation, concrete footings, underpinning, foundation repairs, making good.
- **Groundworks** - Excavation, backfilling, slabs, paths, kerbs, drainage trenches, reinstatement.
- **Fencing and Gates** - Supply and install fencing, posts, gates, boundary repairs.
- **Brickwork** - Brick/block laying, repointing, cavity repairs, lintels.
- **Masonry** - Stonework, concrete blocks, sills, copings, structural masonry repairs.
- **Roofing** - Tiles, slates, flat roofs, flashings, gutters, roof repairs.
- **Carpentry and Joinery** - Doors, windows, floors, kitchens, stairs, ironmongery.
- **Plasterwork and Other Finishes** - Plastering, dry lining, ceiling repairs, rendering.
- **Wall and Floor Tile and Sheet Finishes** - Wall/floor tiling, vinyl flooring, floor preparation.
- **Painting and Decorating** - Internal/external painting, staining, wallpapering.
- **Cleaning and Clearance** - Builders clean, waste removal, garden clearance, fly tipping.
- **Glazing** - Glass replacement, safety glazing, boarding.
- **Plumbing** - Pipework, sanitaryware, leak repairs, hot and cold systems.
- **Heating, Gas Appliances and Installations** - Boilers, radiators, gas appliances, controls.



	<ul style="list-style-type: none"> • Electrical - Sockets, lighting, testing, fault repairs, minor rewires. • Disabled Adaptations and Minor Works - Grab rails, ramps, level access showers, door widening. • Specialist Treatments - Damp proofing, timber treatment, asbestos encapsulation. • Specialist One-Off projects, Tarmac, Insurance works, Disrepair claims, etc. • One-Off Kitchen, Bathroom, Door & Roof replacements - see separate scope of works.
<p>Lot 5: Mould Surveys, Cleans and Remedials</p>	<ul style="list-style-type: none"> • Damp and Mould Surveys – Visual and intrusive inspections, moisture diagnostics, and causal analysis. • Remedial Treatments – Mould removal, biocidal washes, surface sterilisation, and preventative treatments. • Redecoration and Making Good – Full reinstatement of affected areas following treatment. • Attend site to carry out a detailed property inspection and risk assessment. • Confirm access arrangements, resident needs, safeguarding considerations, and vulnerability requirements. • Review property history, previous repairs, and complaint records where available. • Identify any asbestos risks and arrange surveys where required. • Provide method statements and risk assessments for intrusive works and chemical treatments. • Undertake a comprehensive assessment to identify the type and cause of dampness, including: <ul style="list-style-type: none"> - Condensation. - Penetrating damp. - Rising damp. - Plumbing leaks and building defects.



- Carry out moisture profiling using calibrated meters and thermal assessment where required.
- Inspect ventilation performance, heating provision, insulation levels, and lifestyle risk factors.
- Record photographic evidence and site measurements.
- Provide a written survey report including:
 - Findings and root cause analysis.
 - Risk assessment (including health implications).
 - Recommended remedial actions and prioritisation.
 - Scope of repair and estimated timescales.
- Identify any immediate safety or safeguarding concerns.
- Protect residents, furnishings, and adjacent areas prior to works.
- Apply approved biocidal / fungicidal washes in accordance with manufacturer's guidance and COSHH requirements.
- Mechanically clean affected surfaces to remove visible mould growth and spores.
- HEPA vacuuming where required for spore control.
- Apply stain blockers, anti-mould primers, or sealers where specified.
- Report back repair defects contributing to damp ingress or condensation, including:
 - Roof, guttering, downpipes, and external fabric repairs.
 - Brickwork, pointing, seals, and flashings.
 - Plumbing leaks and defective pipework.
 - Ventilation upgrades and extractor installations.
 - Insulation improvements and draught sealing.
- Coordinate multi-trade repairs as required.
- Prepare treated surfaces including drying, filling, sanding, and priming.
- Apply mould-resistant paint systems to affected walls and ceilings.
- Replace damaged finishes, skirtings, or minor joinery where required.
- Reinstall fixtures and fittings removed during works.



	<ul style="list-style-type: none"> • Leave all areas clean, safe, and ready for occupation. • Provide clear communication with residents regarding access, drying times, safety precautions, and reoccupation requirements. • Provide advice on ventilation, heating, condensation control, and moisture management. • Minimise disruption and maintain clean working areas in occupied homes. • Maintain adequate ventilation during treatment works. • Manage waste materials and contaminated items safely and responsibly. • Provide photographic completion records and warranties where applicable. • Provide survey reports, treatment records, product data sheets, and aftercare guidance.
<p>Lot 6: Scaffolding</p>	<ul style="list-style-type: none"> • Responsive Repairs – Short-notice access solutions for emergency and urgent repairs. • Roofing/Heating Programme Works – Planned scaffolding for re-roofing, repairs, and renewal projects. • Complex and High-Risk Access – Chimneys, high-rise elevations, confined access, and restricted sites. • Occupied and Void Properties – Including residential blocks, houses, communal areas, and mixed-use buildings. • Attend site to undertake access surveys and feasibility assessments. • Identify hazards, public interface risks, traffic management requirements, and protection needs. • Confirm loadings, working heights, tie requirements, and ground conditions. • Provide design drawings and calculations where required by TG20/SG4/NASC guidance.



- Liaise with the Housing Association, principal contractor, residents, and local authorities as necessary.
- Provide scaffold design where required in accordance with:
 - Work at Height Regulations
 - NASC TG20:21 Compliance Guidance
 - SG4:22 Preventing Falls in Scaffolding
- Obtain pavement permits, highway licences, hoarding licences, and local authority approvals where required.
- Provide signage, lighting, fans, alarms, and pedestrian management systems where applicable.
- Maintain full insurance, competence certification, and training records.
- Supply, erect, and hand over scaffolding systems suitable for the intended works, including:
 - Independent scaffolds
 - Birdcage scaffolds
 - Temporary roofs and tin hats
 - Edge protection and handrails
 - Debris netting, fans, and Monoflex sheeting
 - Loading bays and hoists (where specified)
 - Provide other means of access equipment as required i.e. aerial platform
 - Ensure safe access and egress is provided at all times.
- Carry out statutory scaffold inspections:
 - On handover
 - Every 7 days
 - Following adverse weather or alteration
- Maintain inspection records and tags on site.
- Respond promptly to damage, alteration requests, and safety concerns.
- Modify scaffolds to suit changing work requirements, phased programmes, or additional trades.
- Coordinate scaffold sequencing to align with roofing programmes and project milestones.
- Provide weather protection, temporary roof systems, and phased dismantling to minimise disruption and water ingress.



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| <ul style="list-style-type: none">• Maintain safe pedestrian routes, protective fans, hoarding, and signage.• Secure scaffolding against unauthorised access, including ladder removal and alarms where required.• Provide resident notifications and access coordination support.• Maintain tidy sites and clear access routes.• Provide handover certificates, inspection registers, design documentation, and permits.• Maintain digital records where required by the Housing Association.• Provide completion sign-off and dismantling certification.• Safely dismantle scaffolding upon instruction or completion of works.• Reinststate ground surfaces, landscaping, and access areas affected by scaffold installation.• Remove all materials and leave sites clean and safe. |
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