

APPENDIX 'G' PROJECT MANAGEMENT

REPLACEMENT WINDOWS TO EXISTING HOMES

1.0 SCOPE OF WORKS

- 1.1 The works shall comprise the supply and installation of new double-glazed PVC-u replacement windows (to include french doors and patio doors etc) to specified properties of differing age and design; and shall embrace all associated works which shall be deemed to include:-
- the installation of lintels to all unsupported external leaf brickwork;
 - the making good of damaged external decorations;
 - all associated internal and external builders' work and making good as required and directed by the client Association's Contract Administrator.
- 1.2 Works to entire properties to *include* all adjoining brick-built extensions/projections and separate brick-built stores - unless specifically directed otherwise by the client Association's Contract Administrator.
- 1.3 Works to entire properties to *exclude* timber-built porches, conservatories and stores/sheds etc - unless specifically directed otherwise by the client Association's Contract Administrator.
- 1.4 Works to entire properties to *include* renewing all fixed lights adjacent to external doors with new double-glazed hermetically sealed units of toughened glass (both leaves). Where the replacement of the frame is impracticable, the rebate of the existing frames are to be deepened as necessary; retaining the same profile externally, and providing replacement matching beads as required internally.

2.0 SPECIFICATION

- 2.1 The Manufacturer/Supplier's installation team(s) shall replace all of the existing windows to each of the designated properties with new double-glazed hermetically sealed PVCu units that comply in every respect with the 'Design & Installation Preambles' ([Appendix 'E'](#)).
- 2.2 The Manufacturer/Supplier's installation team(s) shall install new IG "L10" steel angle lintels (with 150mm min end-bearing) to all unsupported external leaf brickwork/blockwork above each opening.
- (6mm min. thick galvanised or stainless steel bars may be used where there are 'Finlock' gutters immediately above).
- NBs. Ensure structure above is adequately supported at all times.
Mortar colours to match the existing.

- 2.3 The Manufacturer/Supplier's Contract/Accounts Manager (or appointed representative) is to inform the client Association's Contract Administrator:-
- 2.3.1 immediately in the event of discovering instances of no supporting lintels.
 - 2.3.2 of any areas of soft or rotten timber.

3.0 OPERATIONAL PROCEDURES

- 3.1 The relevant client Association's Contract Administrator shall:-
- 3.1.1 provide the Manufacturer/Supplier's Contract/Accounts Manager with advance notice of a proposal to prepare and implement a planned programme of replacement windows to existing properties.
 - 3.1.2 carry out all necessary property inspections and prepare a work schedule of all of the properties to be included in the planned programme of works, to include all basic information such as:
 - * the Address.
 - * the Resident's Name.
 - * the Resident's Telephone Number,
 - * the Property Type.
 - * all relevant Features (eg. rendered).
 - * (whether it is anticipated) lintels will be required ?
 - 3.1.3 liaise with Area/Regional Housing Managers as appropriate to:
 - * inform them of the properties included in the planned programme of works.
 - * check that there are no properties included in the work schedule that should be excluded (eg. because they are the subject of a current Asset Management Review, or a current Right to Buy application, or there is an ongoing Rent Arrear dispute etc).
 - * ensure that the work schedules include sold leasehold properties where appropriate, and that all consultation and approval procedures are being undertaken in accordance with Section 20 of the Landlord & Tenant Act (1985).
 - 3.1.4 undertake a monthly review of the extent of the planned programme of works, the progress being made, and the work quality with the Manufacturer/Supplier's Contract/Accounts Manager.
 - 3.1.5 send a **standard letter** to the resident(s) of each property included within the agreed work schedule; advising them of the Association's proposals, and providing them with the opportunity to withdraw within 2 weeks of the date of the letter.
 - 3.1.6 inform the Manufacturer/Supplier's Contract/Accounts Manager immediately upon receiving notice from a resident wishing to withdraw from the programme.

- 3.2 Within 3 weeks of receiving a new or updated work schedule, the Manufacturer/Supplier's Contract/Accounts Manager, shall:-
- 3.2.1 issue a **standard letter** to each resident informing them that the Manufacturer/Supplier's surveyor will be attending their property on a specified date; ideally providing at least 1 week's notice.
 - 3.2.2 present both the existing and proposed fenestration layouts (together with prices and manufacturer's working details) to the client Association's Contract Administrator for approval.
- 3.3 The client Association's Contract Administrator shall:-
- 3.3.1 inspect and measure the windows to selected properties as required so as to be satisfied that quoted sizes are generally accurate.
 - 3.3.2 aim to agree the fenestration layouts and the costs for each property with the Manufacturer/Supplier's Contract/Accounts Manager within 1 week of receipt, and confirm by means of a formal instruction:
 - * Window styles G, M, N, P, R, T, V, W, X, Y & ZA comply with the Performance Specification in full and should be used wherever possible.
 - * Typical Instruction: 109 Tudor Drive, Newbury - 1 x A1, 2 x G9, 1 x G35 1 x T(S)1 & 2 x P13 / 7 lintels / Rendered Mid T = £2,950.00.
- 3.4.1 Upon agreeing the layouts and costs for each agreed batch of properties, the Manufacturer/Supplier's Contract/Accounts Manager shall present a revised programme outlining the proposed sequence of events for all outstanding works. This shall be updated on a weekly basis.
- 3.5 The Manufacturer/Supplier's Contract/Accounts Manager shall:-
- 3.5.1 send a **standard letter** to each resident requesting access to install, giving no less than 1 week's notice. Any revisions to the programme as a result of these letters to be forwarded to the client Association's Contract Administrator.
 - 3.5.2 commence installation within 2 weeks of agreeing the fenestration layouts for each new batch of properties.
 - 3.5.3 upon the completion of the works to individual properties, submit to the client Association's Contract Administrator a [Site Inspection Form \(Appendix 'H'\)](#) for each property; showing that the Manufacturer/Supplier's Contract/Accounts Manager has checked and confirmed that each individual window is in good condition, has been well fitted, is operating correctly, that any making good to reveals etc has been completed satisfactorily, and that all other works relating to the property have been completed **in full**.
 - 3.5.4 not consider that Practical Completion has been achieved on a property until all damaged surfaces, internally and externally, are reinstated to the condition they were prior to the commencement of works on site.

3.6 Upon receipt of the Manufacturer/Supplier's [Site Inspection Form \(Appendix 'H'\)](#), the client Association's Contract Administrator shall inspect the properties with the Manufacturer/Supplier's Contract/Accounts Manager and prepare a typed-up snagging list; presenting it to the Manufacturer/Supplier's Contract/Accounts Manager by e-mail within 3 days of the inspection.

3.7 The Manufacturer/Supplier's Contract/Accounts Manager shall, subject to reasonable access, complete all snagging items within 3 days of receiving the snagging list for a particular property.

Nb. Problems regarding access shall be immediately referred to the client Association's Contract Administrator.

3.8 The client Association's Contract Administrator shall reinspect all properties, with the Manufacturer/Supplier's Contract/Accounts Manager, within 7 days of the original inspection and, if necessary prepare and issue a revised snagging list.

3.9 The client Association's Contract Administrator shall confirm on a weekly basis all properties to which the works have been completed in their entirety, and to his full satisfaction.

3.10 At the end of each calendar month, the Manufacturer/Supplier's Contract/Accounts Manager shall issue a summary of invoicable works carried out to date; ie all works have been completed *in full*, including snagging items.

Nb. Where the contractor experiences delays in making good redecorations (*for example*) due to persistently wet weather conditions, appropriate applications for payment may be sought for properties where all other works, including snagging items, have been completed in full.

3.11 The client Association's Contract Administrator shall:-

3.11.1 agree the valuation with the Manufacturer/Supplier's Contract/Accounts Manager within 1 week of receiving the summary.

3.11.2 then arrange payment within the specified period.

3.12 All replacement window works shall be undertaken in full accordance with the above procedures.

3.13 All site queries and administration queries to be directed to the Manufacturer/Supplier's Contract/Accounts Manager or client Association's Contract Administrator.

4.0 CONTROLLING THE WORKS

4.1 The operational procedures seek to promote installation within 6 weeks of the Manufacturer/Supplier having been provided with an initial schedule of properties, or additions to an existing schedule.

- 4.2 Where a large replacement window programme is proposed, the client Association and Manufacturer/Supplier may elect to agree:-
- * an initial batch of properties, followed by further batch(es) at the end of each subsequent month.
 - * a timeframe in which to complete the works.
 - * the rate (*eg. in terms of properties per month*), by which the replacement upvc windows (together with all associated works) are to be completed.
 - * liquidated and ascertained damages to be levied (*eg. £50.00 per property per month*), at the end of each month (following an initial agreed programme establishment period), for each property not completed (in full).
- 4.3 The Manufacturer/Supplier's Contract/Accounts Manager shall provide the client Association's Contract Administrator with a detailed Method Statement showing how the contract shall be administered in relation to matters not specifically detailed in this Partnering Proposal Document, to include:-
- * lead-in time(s),
 - * surveying patterns,
 - * number of fitting teams and dedicated contract/team supervisors/administrators etc.
- 4.4 The client Association retains the right to reduce the number of total properties initially allocated to the Manufacturer/Supplier, but to cover any incurred associated costs.

5.0 PAYMENTS

- 5.1 Applications for payment are to be received and processed on a monthly basis; for all properties to which all works have been completed **in full**, including snagging items.
- 5.2 The cost of the works to each property are to be detailed separately; in the form of a typical instruction (see 3.3.2 above).
- 5.3 Where the contractor experiences delays in making good decorations etc due to persistently wet weather conditions, appropriate applications for payment may be sought for properties where all other works, including snagging items, have been completed in full.
- 5.4 Failure to complete outstanding making good etc during good weather will result in payment on those properties being withheld until such time as they have been completed in full.
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