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<b>Policy:</b>	Standard Housing Brief for Technical Consultants
<b>Legal Requirements:</b>	There are no legal requirements applicable to this policy.
<b>Regulatory Standards:</b>	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
<b>Equality and Diversity:</b>	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
<b>Complaints:</b>	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
<b>General Data Protection Regulation (GDPR):</b>	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
<b>Policy Author:</b>	Lesley Bryce
<b>Policy Review:</b>	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of November.
<b>Policy Approval:</b>	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 5th of December 2019.



### Statement of Policy Aims and Principles

5 Yoker Housing Association ("the Association") will maintain a standard housing brief for technical consultants which will detail the Association's expectations of those involved in the development process. This will allow the Association to achieve its aim of providing quality housing through its development contracts.

10 The standard housing brief for technical consultants will be made available to the Association's professional consultants. This will ensure consistency with the standard appointment procedures for the procurement of professional consulting services.

### Policy Details

15 The Association will maintain a standard housing brief for technical consultants, which will cover the requirements of new build and refurbishment works in development contracts. The brief will cover the following aspects of the development process:

- information of a general nature which applies to Registered Social Landlords;
- specific information relating to Yoker Housing Association;
- information which is specific to a given project;
- matters which require approval of the Management Committee;
- contract administration;
- a property completion checklist;
- final snagging;
- resident's handbook;
- procedures for dealing with defects;
- the Health & Safety file.

25 The dynamic nature of the building industry and changes in the statutory and regulatory framework will all have an impact upon the work of and expected from consultants. It is therefore essential that the brief is updated as a matter of routine in order that it may accommodate such advances.

30 Regular review of the brief should therefore be undertaken, and this review should involve all sections of the Association. Housing Management and Maintenance as well as Development should therefore have input to the review process.

35 Feedback from tenants and owners will also be considered when reviewing the guide.



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5  
1.0 INTRODUCTION

The purpose of this document is to bring together the Association's current practice with regard to briefing consultants from the inception stage right through until the completion of a contract.

1.1 The Purpose of the Brief

1.1.1 The purpose of the brief is to familiarise existing and new consultants with the Association's procedures in order to achieve the necessary degree of co-ordination over projects within the development programme.

1.1.2. The content of the brief is not to be altered or amended without prior consultation and written approval of the Development Officer. It is the Association's intention to produce minimum standards which will produce good quality developments which will not be a future financial or maintenance burden on the organisation. Unless there are good reasons to the contrary the brief will not be changed.

1.1.3. Notwithstanding the above, if Consultants are particularly concerned about a particular aspect of the brief they should raise this in the first instance with the Development Officer.

1.1.4. It is the responsibility of the consultant to refer as necessary to this brief but particularly at the beginning of each stage.

1.2 Implementation

1.2.1 It is the Development Officer's responsibility to ensure that these procedures are complied with.

1.2.3. It should also be noted that they are not open to amendment without internal consultation taking place.

1.3 The Contents of the Brief

1.3.1. The brief is a set of information which will allow consultants to bring forward a project for development and in general includes three types of information:

1. That which applies to Registered Social Landlords in general
2. That which is unique to this Housing Association
3. That which is unique to the project under discussion

Each of these will be outlined in turn.

This is then followed by reference to various subjects which form part of the Association's current policy and practice and are to be considered part of the Brief.

2.0 INFORMATION WHICH APPLIES TO REGISTERED SOCIAL LANDLORDS IN GENERAL

2.1 Under this heading may be included the following:

1. Standards
2. Cost Limits
3. Procedures



2.2 **Standards**

2.2.1. All projects must comply with the relevant Statutory Acts and building, fire and planning regulations. In particular roads, pavements, parking areas, sewers, drainage, lighting and any other relevant areas or services should be finished to a standard which will ensure that they are adopted by the local authority or the Housing Association for maintenance. Consultants are expected to have the resources to keep up to date with developments in these various fields.

2.2.2. Reference should be made to the relevant Scottish Government Legislation and Guidance Notes. Reference should also be made to guidance issued by Glasgow City Council.

2.2.3. All material should comply with British Standards where an appropriate standard is available.

2.3 **Costs**

2.3.1. Consultants should be familiar with the cost criteria employed by Glasgow City Council in the appraisal of projects.

2.3.2. Designs should be capable of being built within the cost guidelines set by the Scottish Government.

2.3.3. With regard to the cost criteria, consultants are asked to note that from time to time information may be issued which will update any changes to regional cost variations in the appraisal of projects. This information will be available from the Development Officer.

2.4 **Procedures**

2.4.1. Procedures which will generally apply to Housing Association projects have been produced by the Scottish Government. Consultants are expected to be familiar with these procedures, in particular the terms of reference within which projects will be appraised in terms of objectives, context, parameters and criteria, information required and procedure for appraisal.

2.4.3. Consultants should carefully examine the requirements prior to submissions to Glasgow City Council.

**3.0 BRIEFING INFORMATION WHICH IS UNIQUE TO THIS ASSOCIATION**

3.1. This section deals with briefing information which is unique to this Association and comes under the headings of:

1. Rehabilitation Projects
2. Standards and Design
3. Costs
4. Procedures

3.2 **Rehabilitation Projects**

3.2.1. The Association will make available dimensional information from any existing feasibility study and will advise the Architect to obtain available drawings from local authority archives.

3.2.2. A detailed survey will require to be carried out by the Architect to ascertain the extent of replacement and / or renewal required. This survey work is of critical importance. The Architect should inspect all the property and a sample survey will not be acceptable.



- 5 3.2.3. With the constraint that some of the houses may be occupied, the Architect must carry out this survey work as thoroughly as possible. A programme of visits to all of the properties will be arranged by the Association. The Architect in liaison with the Engineer will be expected to look for evidence of dry / wet rot and structural distress. Advantage should be taken of empty property to enable more thorough checks to be carried out, such as arranging for under floor inspection by lifting selected floor boards, particularly on the ground floor.
- 10 3.2.4. With regard to rehabilitation projects where earlier constraints prevented an exhaustive survey there will normally be a march in inspection when the furnishings and fittings of the existing residents have been removed.
- 10 3.3 **Standards and Design**
- 15 3.3.1. Projects should be developed within the terms of the Association's Housing Design Guide which will be made available separately.
- 15 3.3.2. In order to restrict maintenance costs and the cost of major repairs or replacement contracts, the consultants should consider the projected life span of any alternative finishes and fittings proposed and indicate likely costs. The life span for improved units should be 30 years and 60 years for new build.
- 20 3.3.3. It is assumed that interior flat finishes will be more important to tenants than any other part of the dwelling. Ideally, design and cost priorities should therefore be in the following sequence:
- 25 a) Flat interiors  
b) Front elevations  
c) Common internal areas  
d) Backcourts  
e) Rear elevations
- 30 3.3.4. Consultants should liaise with Glasgow City Council Planning Department with respect to external finishing materials for new build projects. That is, whether of finish brick, or blockwork, or a combination of both.
- 30 3.3.5. Outlooks from dwellings should not be obstructed. Best views should be in the following priority:
- 35 a) Wheelchair housing  
b) Amenity housing  
c) Single person housing  
d) Family housing
- 40 3.3.6. The Association expects high quality designs. With new build, the general construction should have simple frontages, finished in good quality materials, a plain roofline with pitched roofs and strong elevational detailing. Complicated detailing and wasted spaces should be avoided. Tenement rehabilitation works should also be designed to a high quality.
- 45 3.3.7. Buildings should be designed to be energy efficient and therefore, form, orientation and layout should be an important consideration. Given the predominance of low income households in the Association's area of operation, careful consideration must be given to the likely running costs of the proposed design options. In particular, the inter-relationship between the capital costs of heating systems, insulation levels and the projected running costs for tenants are to be investigated.
- 50 3.3.8. Odd shaped flats or fixtures in awkward locations should be avoided as this affects and minimises the location of furniture. Bathrooms and kitchens should be in close proximity to minimise pipe runs. Each dwelling should have a good sized store off the hall, with the door opening out. Long narrow stores should be avoided as this does not optimise the use of the space.
- 3.3.9. No room should be entered from another room except a kitchen from a living room or dining room. One person dwellings should not be less than two apartments.



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- 3.3.10. Amenity housing for the elderly should not be above the first floor, and for wheelchair users, the ground floor only UNLESS LIFT ACCESS IS AVAILABLE.
- 5 3.3.11. Where possible, family houses should have access back and front and have an area of private garden. The Association wishes consultants to give due consideration where appropriate as to how tenants' special needs can be met within the design proposals.
- 3.3.12. The design and specification should consider any adjacent noise sources.
- 10 3.3.13. Where new build homes have private gardens, it should be possible to carry out rubbish etc from the garden to the front of the house without going through the living or dining rooms. Private and common gardens should have strong boundaries and gates capable of keeping out animals and neighbours and they should be overlooked from living rooms or kitchens.
- 15 3.3.14. Corridor access should be avoided, and forms of shared access should be for a limited number of flats. Detailed consideration must be given to the design, safety and security, maintenance and accessibility of all common areas. Such areas should be easily supervised, adequately lit and capable of being easily managed.
- 20 3.3.15. Access to common areas such as gardens and back courts must be restricted to those residents who require the use of such areas. Materials used in common areas should be attractive, hard wearing, easily cleaned and maintained. Common areas should be accessible where appropriate, regardless of disability; in fact, they should be barrier free. Accordingly, thought should be given to door widths, ramped access and the provision of handrails etc.
- 25 3.3.16. Paths should follow the most direct routes between houses and off site facilities. The design should prevent shortcuts through landscaped areas.
- 3.3.17. Refuse stores in new build developments should be located for ease of access and in agreement with Land and Environmental Services and should be designed to prevent misuse.
- 30 3.3.18. Where possible, parking spaces should assume a minimum of one space per dwelling for main stream housing and should, if necessary, meet the requirements of the Local Authority
- 3.3.19. The main services will be hot and cold water, extract ventilation and heating. Since services will be a direct charge to the residents they should be specified with economy in mind.
- 35 3.3.20. Service vehicles, for example, cleansing, fire, ambulance etc should have unrestricted access to the front of the dwellings.
- 3.3.21. Landscaping should be an integral part of the design and should assist in defining the boundaries of the site, differences in site levels and patterns of circulation. Landscaped areas should have a low maintenance commitment.
- 40 3.3.22. Landscaping should assist tenants' privacy and security and should exploit southerly aspects and good views or be used for screening where appropriate. There should be opportunities for residents to sit outside or do gardening protected from prevailing winds. Landscaping proposals affect the image of the area. They should not be considered as an afterthought and proposals should be well developed at design stage.

45 **3.4 Local Authority Investment Planning**

- 3.4.1. Cognisance should be taken of the current Local Authority Strategic Housing Investment Plan.

50



3.5 **Cost Plan to Tender Stage**

3.5.1. The Association expects the Quantity Surveyor and the Architect to provide necessary costings and drawings for consideration and that there has been adequate input from the Principal Designer.

3.5.2. It is important that costs and design details at cost and design stage are well advanced.

3.5.3. Once approval has been given by Glasgow City Council at cost and design stage it is not permissible for consultants to materially alter the design if this will have major implications for costs approved by Glasgow City Council.

3.5.4. There should be a full Bill of Quantities prior to tenders. This is important in order that the contractor gives a fully competitive tender for the work, to minimise risk to the Association and to prevent consultants from materially altering the design on site or introducing new design aspects. Consultants who introduce new work which could have been billed for will be financially responsible for the implications.

3.5.5. The prelims, provisional sums and prime cost sums should be agreed in advance with the Development Officer.

3.5.6. The consultants should ensure that as much of the work as possible is fully billed for pricing on a measured basis by the tenderers. The use of prime cost sums and provisional sums should be minimised. The Association will not nominate sub contractors or suppliers under any circumstances.

3.5.7. It is important that the descriptions in the Bill of Quantities are precise and avoid ambiguities which could later cause difficulties. All the necessary work should be covered and there should be no discrepancies either within the Bill of Quantities or between the Bill of Quantities and the contract drawings.

3.6 **Glasgow City Council/The Scottish Government**

3.6.1. The Association works to the various procedures and guidelines issued by Glasgow City Council/The Scottish Government for new build and rehabilitation projects.

3.7 **Programme**

3.7.1. The consultants are required to produce an outline programme for the pre-contract work and an estimated programme for work on site. The programme should be constantly updated as necessary. The programme should be adhered to and any slippage should be explained.

3.8 **Reporting and Presentation**

3.8.1. There will be regular monthly pre-tender progress meetings which will be chaired and minuted by the Contract Administrator. The Contract Administrator will be responsible for convening the meeting and involving other consultants as and when required. He will also be responsible for distributing the minutes to all parties in good time for the next meeting.

3.8.2. All correspondence between consultants should be copied to the Development Officer. This includes drawings.





3.9 **Reporting and Presentation to Committee**

3.9.1. In addition to regular ~~monthly~~ Management Committee meetings at which the Development Officer will report on the progress of each project, consultants will be expected from time to time to report to Committee.

3.9.2. A list of specification and design items requiring Committee approval are attached to this brief (see Part 5). It is normally expected that the Architect will present this information to Committee. All approvals will be required before tenders are sought for the project.

3.10 **Tender and Contract Procedure**

3.10.1. Procedures will be in accordance with Scottish Government Legislation and Guidance.

3.11 **Contract Administration**

3.11.1. See Section 6.

3.12 **Completion and Handover**

3.12.1. The Contract Administrator will ensure that the Certificate of Practical Completion is issued as the contract or any part thereof is handed over. The Quantity Surveyor will submit to the Association the certificates indicating the value of work over the property completed and indicating the retention to be made.

3.12.2. The Clerk of Works should be satisfied that prior to properties being handed over that the normal checks on installations (water, electricity, gas etc) have been properly carried out and confirmed in writing by the Contractor.

3.12.3. The Association will not prejudice the position of the Contract Administrator by arranging for the occupation of the properties prior to the Contract Administrator being satisfied that they are practically complete.

3.12.4. The following information is attached to this brief and forms part of it:

1. A checklist on completion and hand over of properties (Part 8)
2. A note regarding final snagging procedures (Part 7)
3. Information which should be contained within a Resident's Handbook and which should be distributed to all residents prior to handover (Part 9)

3.13 **Defects Liability Period**

3.13.1. There is a section (Part 10) with regard to procedures for dealing with defects during the liability period.

3.14 **Record Drawings**

3.14.1. The Contract Administrator will make available record drawings at completion showing particularly the position of main services and controls as well as the general construction of the buildings. These drawings will form part of the health and safety file and will be collated by the Principal Designer.



4.0 **BRIEFING INFORMATION WHICH IS UNIQUE TO A PARTICULAR PROJECT**

4.1 In view of the fact that all projects will be different it will be necessary for the Development Officer to prepare a brief specific to the site and the project. Prior to consultants being appointed, the Development Officer will have identified a suitable site for development and will have received the Management Committee's approval to appoint consultants.

4.2 The following criteria of assessment will be used on the site evaluation and in the preparation of a feasibility study:

1. **Background Information**

General information on the area, including health, shopping, transport and facilities.

Economic profile of the area, including any changes in the local economy which may have an effect on property use and condition.

Description of and current condition of properties designated for development as well as surrounding properties.

Local Plan designation.

Any interest by other public or private developers.

Site ownership.

2. **Technical Information**

A list of professional / technical consultants

Definitive location

Site Plan

Site Size

Housing Need

Proposals for new / improved housing provision

Proposals for special needs housing

Sketch design and layouts

Outline specifications

Environmental information

Structural Surveys

Mineral Valuer's report

Estimated costs (e.g. works costs, fees, etc)

Sources of funding

Any other relevant technical details

Development constraints

Development opportunities

Project programme, with key dates

Project spend profile



**5.0 ITEMS REQUIRING MANAGEMENT COMMITTEE APPROVAL**

5.1 It is the Development Officer's responsibility to ensure that all of the items below are approved by Committee on each project. In this connection, he/she will require to liaise closely with the Architect.

**a) Road, Street Lighting and External Works**

1. Road surface
2. Kerbs
3. Footpaths (public)
4. Paved areas and car parking
5. House footpaths
6. Screen walls and fencing
7. Anti-vegetation strips
8. Drying green surfaces
9. Clothes poles
10. Bin stores
11. Landscaped areas
12. Street lighting

**b) House Finishes (External)**

- \*\* 1. Walls (type and colour of facing brick)
- \*\* 2. Roofs (type and colour of roof tiles)
3. Facia
4. Soffit
- \*\* 5. Windows
- \* 6. Doors
7. Gutters
8. Downpipes

**c) House Finishes (Internal)**

1. Floors
2. Walls
3. Ceilings
4. Partitions
5. Doors
- \*/\*\* 6. Kitchen layout and type of units
- \* 7. Bathroom layout and type of fittings (including floor finish)

**d) Public utilities, mechanical and electrical installation and communication systems**

**e) Common Stair Finishes**

1. Floors and stair heads
2. Walls and dados
- \* 3. Handrails and balustrades
4. Ceilings
- \*\* 5. Windows (including escape windows)



- 5.1
- 5 f) **Common Facilities (External)**
1. Walls (type and colour of facing brick)
  2. Roofs (type and colour of roof tiles)
  3. Facia
  4. Soffit
  5. Windows
  6. Doors
  7. Gutters
  8. Downpipes
- 10
- g) **Common Facilities (Internal)**
1. Entrance hall (floor, walls and ceilings)
  2. Common room (floor, walls and ceilings)
  3. Kitchen (floor, walls and ceilings)
  - \* 4. Kitchen layout and type of units
  - \* 5. Laundry layout and type of units
  6. Guest bedrooms (floor, walls and ceilings)
  7. Shower room (floor, walls and ceilings)
  - \* 8. Shower room layout and fittings
  9. Warden's Office (floor, walls and ceilings)
- 15
- 20
- 25 5.2 It should be possible to group items together for presentation to the Management Committee at either:
- a) Cost plan and design approval stage
  - b) Pre-tender approval stage
  - c) Post tender approval stage
  - d) On site stage
- 30
- 35 5.3 The Development Officer will require to ensure that the Management Committee has been given adequate notice to allow a full and proper discussion on the proposals and to ensure that there is a complete minute of the agreement.
- 40 5.4 The Development Officer must also ensure the full involvement of the Housing Officer and Maintenance Officer at each stage.
- \* Detailed drawing required.  
\*\* Sample fitting or material required.
- 45



6.0 **CONTRACT ADMINISTRATION**

6.1 **Introduction**

6.1.1. The purpose of this Section is to draw together the current practice of this Association with regard to contract administration and to minimise any degree of risk to the Association. The comments below regarding the various aspects of this subject cover procedures from projects starting on site until their completion.

6.2 **Contract Procedures**

6.2.1. The procedures outlined below should be read in conjunction with the following:

- 1) The latest funding Procedures.
- 2) Any other relevant Guidance Notes.

6.3 **Briefing Consultants**

6.3.1. These procedures should be copied to Consultants as part of the overall Brief issued to them at the beginning of each project.

6.4 **The Contract**

6.4.1. The Development Officer is responsible for ensuring that a contract document has been signed between the Employer (that is, the Association) and the main Contractor. It is the Quantity Surveyor's responsibility to prepare this document for signing.

6.4.2. There should be agreement regarding the tender figure accepted less any savings, which have been negotiated. Any savings should have been previously agreed by Committee and should be deleted from the Contract by way of an Architect's Instruction or other appropriate method as advised by the Quantity Surveyor.

6.5 **Commencement Date**

6.5.1 It should be normal practice that the commencement date should be not later than one month following acceptance of the Tender. Delays longer than this are not to be encouraged as they will affect the Association's ability to meet its annual grant planning target agreed with Glasgow City Council.



6.6 **Insurances**

6.6.1. The Development Officer is responsible for ensuring that copies of the contractor's and consultants' insurances are retained on file and that these insurances adequately cover the duration of the contract.

6.6.2. The Finance Officer is responsible for the property insurance and the Development Officer should liaise with the Finance Officer on this matter.

6.6.3. It should be emphasised that on no account should contract works proceed until the Development Officer is satisfied that all relevant insurances are in place.

6.6.4. Where there is private funding being provided by a lending authority, the lender's interest should be noted with regard to the contractor's insurance. It is the Development Officer's responsibility to ensure that this is done.

6.7 **Building Control and Planning Approval**

6.7.1. It is the Development Officer's responsibility to ensure that the necessary building control and planning approvals have been received prior to works commencement and that the original of the approvals are held on file in the Association offices.

6.8 **March-In Inspections**

6.8.1. It is the Contract Administrator's responsibility to maintain a record of march-in inspections, together with a photographic record where necessary of any existing properties to be rehabilitated as well as adjoining properties. Or, in the case of new build, any boundary structures, etc. Where adjoining owners are involved, this is particularly important.

6.8.2. With regard to rehabilitation projects where earlier constraints prevented an exhaustive survey, there will normally be a "march-in" inspection when the furnishings and fittings of the existing residents have been removed.

6.9 **Site Compound**

6.9.1. Any permission for the temporary use of roadway, pavement or other areas for off-loading or depositing materials, or placing huts, portacabins, etc is entirely the main contractor's responsibility, not the Housing Association's.

6.10 **Disconnection and Reconnection of Main Services**

6.10.1. Similarly, any permission required for the disconnection and reconnection of main services is the main contractor's responsibility.

6.11 **Site Signboard**

6.11.1. It is the Development Officer's responsibility to ensure that a prominent signboard is placed at a suitable location on the site. It is also important that the signboard is erected timeously.

6.12 **Site Security**

6.12.1. Site security is the main contractor's responsibility.

**6.13 Site Meetings**

- 5 6.13.1. Site meetings should start timeously. The Contract Administrator will chair site meetings. He/she will take and circulate minutes. The minutes should be distributed well in advance of the next site meeting.
- 6.13.2. Accommodation for site meetings should normally be on site and be appropriate for the number of people attending.
- 10 6.13.3. Site meetings are progress meetings and not for the purposes of discussing technical details. The Development Officer has a certain responsibility to ensure that site meetings do not become embroiled in the discussion of technical issues, which can be solved outwith a site meeting, normally at a technical meeting held between the Architect and the contractor.

**6.14 Contract Administrator Instructions**

- 15 6.14.1. The Contract Administrator should issue instructions timeously. If they are not issued timeously, it is difficult for the Quantity Surveyor to maintain cost control over the contract. Since cost control features significantly in all contracts, it is important that the Development Officer emphasises the need for instructions to be issued as soon as possible when the contractor requires them.
- 20 6.14.2. All instructions should be provisionally priced by the Quantity Surveyor. The Association should be able to reconcile the monthly cost reports with the instructions previously issued.
- 6.14.3. Liaison and good communication between all involved in the contract are paramount.
- 25 6.14.4. Instructions between personnel should normally be issued in writing.
- 6.14.5. The Development Officer should ensure that all personnel with whom the Association is dealing have the authority to act on behalf of the firm they represent.
- 30 6.14.6. A confirmation of verbal instruction or Clerk of Works direction issued on site should be confirmed in writing by the Architect. It is important that any such instructions are relayed timeously to the Architect in order that he can issue the formal instruction.
- 35 6.14.7. The Development Officer should ensure that he/she and the Clerk of Works receive copies of all correspondence and drawings, even those issued between the consultants or between the consultants and the contractor. He/she should also ensure that any correspondence between the Clerk of Works and the Architect is copied to himself/herself.
- 6.14.8. Correspondence passed to the Development Officer, which appears to have a cost implication for the contract, should indicate the final sums involved.
- 40 6.14.9. Prior to works commencement, the Development Officer will write to all consultants advising them not to exceed the tender sum approved by Glasgow City Council unless compensatory savings are made and approved by the Association.

**6.15 Policy Matters**

- 45 6.15.1. Any enquiries of a technical nature should be raised in the first instance with the Clerk of Works. Any enquiries of a policy or of a nature material enough to change the design should be raised in the first instance with the Development Officer.
- 6.15.2. The Development Officer is expected to use his discretion in referring policy issues to either the Director or the Management Committee as appropriate.
- 50 6.15.3. The Development Officer should inform consultants that they should not make any material change to any decision taken by Committee. Where any such material change has taken place without the prior approval of the Committee, the Development Officer should make the consultants aware of their financial responsibility for making such change without prior approval.



6.16 **Drawings**

- 5 6.16.1. Copies of all drawings with any subsequent amendments should be given to both the Clerk of Works and the Development Officer. Thereafter, the Development Officer will make arrangements with regard to the recording and storage of drawings for present and future use.
- 10 6.16.2. The Clerk of Works should be given the opportunity to check all drawings prior to works commencement in order to ensure that these comply with the agreed design and specification and that they comply with normal Association practice.
- 15 6.16.3. The Clerk of Works should also be given early opportunity to examine any amended drawings in order to ensure that these also comply.
- 6.16.4. It is the Clerk of Work's responsibility to notify the Architect as soon as possible if there are any discrepancies in the drawings. This should be done in writing.

6.17 **The Clerk of Works**

- 20 6.17.1. The Clerk of Work's responsibility is to the Association and to act solely as an inspector on behalf of the employer. The primary duty of the Clerk of Works is to ensure that the works are carried out precisely in accordance with the contract drawings, specification and Bill of Quantities. The Clerk of Works will have the power to condemn or reject works or materials which fall short of the specified standard. These powers will be subject to formal confirmation by the Contract Administrator. The Clerk of Works is not expected to authorise or give instructions on other matters, but to report these to the Contract Administrator.
- 25 6.17.2. It is the Clerk of Work's responsibility to inform the Development Officer of daily progress on site. The Clerk of Works is expected to use his discretion in drawing the Development Officer's attention to any matters affecting the contract which concern him. Any matters, which are a cause for concern, should be dealt with as appropriate. This may take the form of:
- 30 a) the Development Officer communicating his concern to the Contract Administrator  
b) a site visit  
c) a meeting of the various parties concerned  
d) reporting this matter to the Development Officer who would consider whether the matter should be reported to the Director and if necessary to the Management Committee  
35 e) the Development Officer or the Director asking the Clerk of Works to deal with the issue in a manner to be agreed between them
- 40 6.17.3. The Development Officer will consider the most suitable course of action under the circumstances.
- 6.17.4. It is important that the Clerk of Works and the Development Officer work as a team representing the best interests of the Association, making sure that the Bill of Quantities is complied with, that information is being passed timeously between the Architect and the Contractor, that there is regular progress on site and that there are no labour problems or any other problems.





6.18 **Architect's Report**

6.18.1. The Architect is expected to complete a site inspection report on a weekly basis. This will be the result of a site inspection carried out by the Architect and the Clerk of Works. They may be accompanied on this site inspection by the Development Officer and the site agent. Copies of the site inspection report should be distributed to all parties by the Architect or by the Clerk of Works.

6.19 **Quantity Surveyor's Report**

6.19.1. The Association may arrange monthly meetings with the Quantity Surveyor, the Architect and the Development Officer.

6.19.2. The Quantity Surveyor will prepare a monthly report to the Development Officer on cost control. The Development Officer should be particularly concerned to note any material variations under cost implications. It is important therefore that the cost report is checked very carefully, and explanations sought from consultants on changes which have a significant cost implication. The Cost Report will be circulated to the Association's Management Committee.

6.19.3. Any variations which increase the contract sum should be explained in writing by the Architect.

6.19.4. The format of the Quantity Surveyor's reports should be agreed with the Development Officer.

**7.0 FINAL SNAGGING**

The Clerk of Works will ask the contractor to confirm to him when the work, or section of work, is ready for final inspection.

The Clerk of Works and the Contract Administrator will carry out a pre snagging inspection in order to determine that the general standard of finish has been achieved.

If it is clear that there is a substantial amount of work below this standard, then the Clerk of Works can refuse to inspect any further work. He may, at his discretion, issue a list of snagging for a part of the work in order to indicate the standard of finish which is to be achieved. This will then be passed to the contractor via the Contract Administrator.

It should also be made clear to the contractor that the Clerk of Works will not act as the contractor's quality controller. Quality control is the contractor's responsibility.

When the Clerk of Works is satisfied that he is being given a proper standard by the contractor, then he will arrange for an inspection of the work by the contractor's representative, the Contract Administrator, and himself. The Contract Administrator and the Clerk of Works will then formally issue a list of final snagging.

The contractor will carry out all snagging prior to acceptance of the works by the Contract Administrator.



8.0 CHECKLIST ON COMPLETION OF PROPERTIES

PLEASE NOTE: HANDOVER SHOULD BE ON A MONDAY. THE CONTRACTOR WILL VERBALLY ADVISE THE DEVELOPMENT OFFICER FOUR WEEKS BEFORE THE HANDOVER DATE AND IN WRITING TWO WEEKS BEFORE THE HANDOVER DATE.

5

	ACTION		RESPONSIBILITY
1.	Building Control and Practical Completion Certificate		Development Officer/Contract Administrator
2.	Sound Test		Contractor/Building Control/Contract Administrator
3.	Cleansing Department		Development Officer
4.	Gas and Electricity Supplies		Clerk of Works/Contractor
5.	Gas and Electricity Readings		Clerk of Works/Housing Officer/Development Officer
6.	Resident's Handbook		Development Officer/Architect
7.	Planning Permission and Building Warrant Approvals		Development Officer/Architect
8.	Health and Safety File		Development Officer/Architect/Maintenance Officer
9.	Cost Report Update		Development Officer/Quantity Surveyor
10.	Certificate of Non Completion (if applicable)		Development Officer/Contract Administrator
11.	Ascertainment of Liquidated and Ascertained Damages (if applicable)		Development Officer/Architect/Quantity Surveyor
12.	HAG Completion		Development Officer/Quantity Surveyor
13.	Check Keys/Locks		Clerk of Works/Development Officer
14.	Keys to Housing Management		Clerk of Works/Development Officer
15.	TV Leads		Clerk of Works/Development Officer
16.	Manufacturers'/Suppliers' Guarantees		Development Officer/Contractor
17.	Visit to all residents' flats		Clerk of Works/Development Officer/Housing Officer/Architect/Site Agent/Owner/Tenant



	ACTION		RESPONSIBILITY
18.	Rot and Damp Proofing Guarantees (where applicable)		Development Officer
19.	Gas Safety Certificates		Contractor / Contract Administrator / Development Officer
20.	Electrical Completion Certificates		Contractor / Contract Administrator / Development Officer
21.	Service Agreements (e.g. Warden Call)		Housing Officer
22.	Clarification of first year's landscaping responsibility (e.g. grass cutting, weeding)		Architect/Development Officer
23.	Adoption of roads and footpaths (where applicable)		Architect/Engineer/Development Officer/Contractor



**9.0 RESIDENT'S HANDBOOK**

Responsibility for preparing the Resident's Handbook will rest with the Architect, although normally this will be done in liaison with the Development Officer, Housing Officer and Maintenance Officer.

The purpose of the handbook will be to provide information to the residents on how to use and to care for their properties.

The handbook should contain information on the following:

- The Association's procedures on the reporting of defects
- The Association's policy on alterations and improvements
- A guide to the services within dwellings
- The general features of the property
- The construction, operation and maintenance of the windows
- The close door entry system (if applicable)
- Central Heating and Hot Water System
- Programmers
- Ironmongery
- Gas Supply
- Electrical Consumer Unit
- Wall Mounted Boiler (where applicable)
- Location of stop cocks
- Plumbing in washing machines
- Cooker Connections
- Hanging Pictures
- Fire precautions and means of escape
- Ventilation
- TV aerial and installation of satellite
- Refuse disposal arrangements
- Clothes drying facilities
- Decoration
- Environmental Features
- Water And Energy Saving Information
- Recycling And Waste

Where possible, any instructions should be accompanied by diagrams.

This list is not exhaustive and may include other features of particular projects. The handbook should also include typical property layouts.



## 10.0 PROCEDURES FOR DEALING WITH REPAIRS AND DEFECTS DURING THE DEFECTS LIABILITY PERIOD (EXTRACTED FROM YHA POLICY ON DEFECTS PROCEDURES)

5 A "Defects Liability Period" exists to deal with maintenance problems during the initial weeks and months following completion of a housing development project. The Defects Liability Period runs for twelve months from the date when each part of the building was handed over to the Housing Association. During that period, the building contractor is contractually responsible for the rectification at his cost, of any defects, which occur in the flats, in the common areas or in the buildings as a whole. Defects in this context are faults other than those resulting from ordinary wear and tear, accidental damage, vandalism, or the like.

### 10 Information to Residents

10 New residents will be informed of the mechanism to report defects through the "Resident's Handbook", which will be issued when they are given the keys to their new / refurbished property.

### 15 Notification of Defects

15 Residents will be notified that defects, which come to light during the twelve month Defects Liability Period must be reported directly to the Housing Association, either by email, telephone, in writing or by calling in to the office.

20 The Maintenance Section will be responsible for the recording and processing of reported defects. Defects will be recorded on a "Defects Action Sheet" and copies of this sheet will be passed immediately to the Contractor, Architect and the Clerk of Works.

20 In certain instances, the Clerk of Works will be required to make inspections of reported defects and to liaise with the Contractor and Architect over the rectification of these defects. In those instances, the Maintenance Section will inform the Development Section who will instruct the Clerk of Works accordingly.

### 25 Emergency Defects

25 The Maintenance Section will notify emergency defects, which are reported within office hours, to the contractor immediately by telephone. Confirmation of the defect will be processed by the Maintenance Section through the normal defects reporting procedure.

30 Some emergency defects will inevitably occur out with office hours. In these cases, the following procedure will apply. The contractor will provide emergency contact numbers for a plumber, joiner and electrician. These numbers will be published in the "Resident's Handbook" with instructions to residents that they should contact the contractor's appropriate emergency number if an emergency defect occurs out of office hours.

35 There may be occasions when residents are unable to contact the contractor's emergency numbers out of office hours. In these cases, the Association's out of hours emergency service will deal with the problem and any costs incurred will be contra-charged to the contractor. Confirmation of the defect will be processed by the Maintenance Section through the normal defects reporting procedure. The contractor will be advised of the nature of the emergency defect and who carried it out. The contractor will also be advised that he will be charged for this work.

### 40 Response Times for Defects

40 The Association's Policy on "Repair Response Times and Categories" will be built in to the contract documents to ensure that the Contractor responds to defects within the same times and categories as the Housing Association.

### 45 Final Defects Inspections

45 The Architect and the Clerk of Works will carry out final defects inspections of all properties one year following practical completion of the contract. Where there has been a sectional hand over, then the inspections will take place one year following the date of partial possession.

50 It is the Architect's responsibility to ensure that all items listed on the final defects inspections are completed prior to the release of the Certificate of Making Good Defects.

The Development Section will be responsible for notifying residents of the proposed inspection dates.



Latent Defects

Latent defects are defects which come to light following the end of the one-year defects liability period. It is not always easy to establish whether the latent defect is due to:

- ◆ problems with design
- ◆ problems with workmanship
- ◆ a combination of both

As such, effective co-operation is required between the contractor, the consultants and the Association to ensure that a satisfactory conclusion can be reached.

Individual cases involving latent defects should be discussed on their own merit. Depending on the nature of the problem, the Maintenance and / or the Development Section will co-ordinate the work that requires to be undertaken and will liaise with the contractor and consultants.

**11.0 HEALTH AND SAFETY FILE**

11.1 In accordance with the Construction, Design and Management Regulations, it is the responsibility of the Consultant Principal Designer to compile, complete and hand over to the Association the appropriate Health and Safety File.

11.2 This should be in the possession of the Association as soon as possible after Practical Completion of the Contract.

11.3 Copies of the Health and Safety File will be retained jointly by the Development and Maintenance Sections.