Clarion Housing Group

Window Cleaning Specification

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1. Overview

1.1 Introduction

This Service Specification defines Clarion's requirements for the provision of window cleaning services across Clarion's portfolio of properties as listed in the pricing matrix. The contractor shall perform the services in accordance with the requirements set out in this specification.

2. General Requirements

2.1 Health & Safety

Contractors will be responsible for ensuring that all cleaning activities are to be carried out in line with all relevant Health and Safety regulations and statutory duties and with particular attention to the requirements: of:

- The Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Environmental Protection Act 1990
- British Institute of Cleaning Science standard (BICSc)
- Working at Height Regulations 2005

Contractors will need to complete and pass the Clarion Health & Safety appraisal prior to the contract award. Contractors are subject to H&S review at periods of no less than 18 months to ensure continued compliance with required standards.

The Contractor will provide Clarion with their Health and Safety Policy, Risk Assessments, CoSHH Assessments, training for employees on the annual anniversary of the contract.

2.2 Clarion Policies

Contractors must comply with the following Clarion policies

- Appendix 1 – Clarion Code of Conduct
- Appendix 2 – Clarion Data Protection
- Appendix 3 – Complaints Policy
- Appendix 4 – Safeguarding

2.3 Equality and Diversity

The contractor must work with Clarion to offer vulnerable residents, residents with language needs, or those with hearing/reading impairments the option of language services, larger print text, or audio services.

The contractor's staff must demonstrate good customer service skills and have an awareness of safeguarding and duty of care issues.

3. Scope of works	
The scope of works will be to provide: • Cleaning of internal and external windows across a range of Clarion managed properties • All windows shall be cleaned as set out in the Cleaning Frequency schedule and	

shall include for cleaning associated frames, heads, cills, panels, window fixtures and fittings and all other miscellaneous window furniture.

All properties are listed individually within a spreadsheet (called the Pricing Matrix) and separated into Lots.

To improve our records, the Contractor must work with Clarion to update and/ or provide accurate property/ service data.

- **Prospective Tenderers should ensure that they know exactly how many windows are to be cleaned at each property before submitting their tender.**

3.1 Cleaning standards

The contractor is expected to maintain the standard of cleaning at all sites to the standards set out in:

- **Appendix 1 for Type A properties; and**
- **Appendix 1 and 2 for Type B properties.**

Delivery and adherence to the specification is expected within the annual fixed cost. The annual fixed cost is to include all labour, plant, materials and all required consumables to fulfil the tasks.

It is the responsibility of the Contractor to ensure that sufficient resources are allocated for every property.

3.2 Frequency of Visits

The frequency of visits is defined in the pricing matrix associated with the property in question.

A review of frequencies will be completed at each contract review to ensure that the level of service is sufficient.

The contractor will provide a monthly schedule of works to the Clarion representative a month prior to works being carried out on the 2nd Friday of every month.

The schedule of works to be displayed in communal areas and kept up to date

3.3 Definition of Frequencies

On Every Occasion	The task is to be carried out each and every time the property is visited as detailed in the list of properties.
As Required	The task is to be assessed on every visit and carried out when required, i.e., no authorisation from the Client is required to do this task and included as part of the standard cost.
Quarterly	The task is to be carried out four times within 12 months within 3-month intervals.

3.4 Review of Frequencies

A review of frequencies will be completed at each contract review to ensure that the level of service is sufficient

3.5 Contract Management

Contractors will meet Clarion representatives on site a minimum of four times a year

throughout the term of the contract to review service delivery and quality.

Additionally, Contractors will attend monthly meetings with Clarion representatives throughout the term of the contract, to review service delivery and quality. The frequency of meetings is subject to change based on the performance of the contractor.

All day-to-day contract issues must be reported to the local Clarion representative for the area or scheme.

Serious contract matters/acts of aggression/incidents including health and safety incidents should be reported to a Clarion representative within four hours, followed by a written report, for investigation.

3.6 Hours of Work

Normal working hours shall be 8am to 8pm, Monday to Friday. Saturday cleaning must only be between the hours of 8am – 2pm.

The definition of 'normal working hours' is subject to change to meet the needs of the business, but any variation will be confirmed in writing.

Work must not be undertaken on a Sunday or public holidays without permission from Clarion Housing. Any works that fall on public holidays, will be required to be made-up in the following week.

3.7 Inclement Weather

The Contractor will perform works in accordance with the Specification and schedule of works regardless of weather or climate conditions.
In exceptionally adverse weather conditions the contractor will seek Clarions approval to delay all or any of the service.

Any window cleaning that is due to be carried out will be undertaken in line with full regard to the Health and Safety implications.

3.8 Reporting of Defects

The contractor will report any defects in glazed surfaces (cracks/chops) or other window furniture to be cleaned to a Clarion representative immediately.

3.9 Bulk Waste/Fly-Tipping

- The contractor is responsible for reporting all items of bulky refuse and household items dumped on the site(s) to a Clarion representative on the same day.
- The contractor is responsible for reporting any items left in communal areas to a Clarion representative along with a description on the same day.
- Where fly tipping is located the contractor's operatives to investigate any if there is any immediate evidence as to who has done the fly tipping. Evidence to be provided to a Clarion representative.

3.10 Uniform and protective clothing

- All operatives working on behalf of the Contractor must wear appropriate workplace clothing and if required personal protective clothing (PPE) at all times.
- Operatives must wear identify badges and/or labelled uniform clothing which can be clearly identified by both residents and staff.
- The Contractor shall ensure that all uniforms are kept properly laundered and shall be replaced as necessary. When requested to do so or when communicating with other persons as representatives of the Contractor employees shall disclose their

identity as an employee of the Contractor and shall not avoid doing so.
3.11 Resident and Community Involvement
• Clarion actively encourages all residents to be involved in the management and development of the area where they live. • Contractors are required to support this through attendance at resident and community events as and when required and notified in advance • Resident Community Inspectors will have the option to attend contract meetings
3.12 Social Value - to be reviewed and updated by the SV team for each procurement
• Clarion Housing Group actively encourages all residents to be involved in the management and development of the area where the live. Contractors must be able to support this through attendance at resident and community events as and when required/possible. • Contractors to work with Clarion Futures to provide details of any job vacancies, to allow Clarion residents to have the opportunity to apply for any vacancies. • Contractors to work with Clarion Futures to provide details of any apprenticeships, to allow Clarion residents to have the opportunity to apply.

4. Requirements	
4.1 External Windows	
Service providers must: • Use clean water and eco-friendly cleaning products made with biodegradable formula • Use clean, fresh water so that after cleaning all windows, frames, heads, cills, panels, windows fixtures, fittings and window furniture are clean, clear, free of loose dust, soilage, stains and are smear free. • Allow for disposing of water off site • Appropriate use of ladders, water fed pole systems and where necessary scaffolding or a cherry picker	Refer to pricing matrix
• All windows on all levels are to be cleaned • Ground floor window panes to be cleaned and dried without smearing • Clean and dry sills and trickle vents. • As appropriate, clean and wipe windows, frames, ledges and window furniture.	Refer to pricing matrix
• Remove stains, bird excrement and minor graffiti • Remove moss from window cills • Deep clean to remove lime scale on windows, frames and cills • De-cobweb	As required
4.2 Internal glazing	**Frequency**
• Glazing in all windows and doors to be cleaned • Remove dust, dirt, finger marks and other superficial marks from internal glass panels, frames, and ledges on all windows in the properties identified. • Remove sellotape, stickers, blu tack and graffiti using appropriate tools and materials from any window surfaces or frames • All internal communal glazing on all levels, are to be cleaned	As above

• Glazing shall be cleaned using clean purified water containing appropriate cleaning solutions as necessary (cleansing solutions are not added to purified water when using water-fed pole method). The water and solution shall be changed with sufficient frequency to avoid contaminating the surface being cleaned with dirty water. • If necessary, the Contractor shall polish dry with a lint-free cloth to remove streaking and cleaning marks • The use of the appropriate equipment to be used to clean Velux or hard to reach windows. • Glass and window cleaning materials and tools must not be left unattended.	
4.3 Cleaning products NOT to be used	
For avoidance of doubt, Cleaning Products with the following ingredients MUST NOT be used: • Optical brighteners Chlorine compounds including bleaches e.g. sodium hypochlorite and toilet blocks e.g. paradichloro-benzene (PDCB) • Synthetic perfumes or colours including Musk Xylene Alkyl Phenol • Alkyl Phenol Ethoxylates (APE's) • Chlorofluorocarbons (CFC's) or other similar ozone depleting substances	

5. KPI's and Monitoring

- KPI's as per the window cleaning KPI dashboard
- Please see the attached document

6. Monitoring

- A regional Contract Manager will manage each contract/lot; the contract manager will manage the day-to-day activities, including schedules, compliance with KPI's and complaints.

- KPI's will form part of the contract so that performance is monitored and expectations for quality of service are clear to the contractor.

- Regular contract meetings will be held to discuss all aspects of the contract. Contract meetings will take place every month for the first 6 months, then providing the contract is performing well these will be reduced to quarterly meetings.

    - The contractor will provide reports, KPI information, complaints, expenditure, and invoices 5 days prior to all contract meetings.

7. Portal – to be reviewed by cyber security for each tender – include **a** flexible option for SME's as they may not have a portal, may not be needed for smaller contracts and schemes

The Contractor will be required to provide a client portal to allow Clarion staff access live data and reports.

The minimum requirements for the portal are:

- All datacenters must be ISO27001 accredited.
- Secure Software Development Lifecycle (SSDL) must be followed and evidenced

- The portal must have an annual penetration test carried out by an external CREST accredited supplier. There should also be evidence of any findings being mitigated in a timely manner.
- The company must hold at least Cyber Essentials or be able to demonstrate equivalent

8. Notification of Improvement

- Any sites not maintained as required by the agreed programme, or which fail an inspection will be brought up to standard within one week.
- Those sites that are not brought up to standard within this timeframe will be subject to an improvement plan.
- Contractors to carry out no less than 5% post works inspections

9. Billing

- Contractors must produce an invoice on receipt of a valid Purchase Order and within 30 days of completion of works
- Invoices to provide a breakdown of works.

10. Appendix A – Example of glazing

For clarification purposes Clarion uses the below window classification when counting windows as referred to in the pricing matrix.

Class this type of window as 1 (whole area)

Class this entrance as 2 (2 doors, therefore two windows)

Class this entrance as 2 (multiple windows, still 2 sections – door & paneled window)