Accommodation Service for LAC and Care Leavers: Appendix 1 APPENDIX 1

**The Service Provider shall:**

(a)

Manage and administer the accommodation maintenance service.

(b)

Inspect each unit of accommodation at least once every calendar month. A standard Inspection Report template will be agreed by the Council Main Contact in advance of the first inspection.

(c)

Ensure that no unit of accommodation falls into the Health and Safety categories 1 and 2 as defined within the Housing Health & Safety Rating System 2006.

(d)

Re-assess all accommodation units that having been assessed as being in categories 1 or 2 as applicable under relevant law, are subject to maintenance to reduce risk.

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9.1.4 Any defect which has been assessed as “unsafe” or “severe” must have action taken to remedy the situation within the response times defined in Appendix 1. A new inspection must be carried out to check this work within seven days of completion.

9.1.5 A full auditable record of all maintenance inspections and works undertaken must be provided on request by the Council Main Contact and monthly as part of the regular monitoring process.

9.1.6 Service Users must receive within 5 working days notice, in writing that maintenance work is planned for the accommodation where they reside

**ACCOMMODATION STANDARDS**

**1. INTRODUCTION**

1.1 There are four (4) distinct standards of the accommodation to be provided for the use of Service Users. These levels are:

(a)

Safe;

(b)

Habitable;

(c)

Fit for purpose;

(d)

Correctly equipped.

1.2 The Service Provider is required to ensure that all accommodation used to accommodate Service Users under this Contract at all times meets the required standards set out in this Appendix 1.

1.3 The Council shall have no liability whatsoever for any unintentional damage to, or loss of any assets, premises or property of the Service Provider which is caused by any Service User, and any such damage or loss shall not affect the Service Provider’s obligations to comply with the provisions of this Contract.

1.4 Where there is deemed to be intentional damage by the Service User to the property, the Council will reimburse the Service Provider for the costs of repairing the damages and will deduct an appropriate sum from the Service User’s allowance to cover the cost of the damage.

1.5 The financial arrangements in the case of damages by the Service User to accommodation are provided in Schedule 2 to this Contract.

**2. SAFE ACCOMMODATION**

2.1 The following criteria will result in accommodation being regarded as **Unsafe** and requiring the immediate vacation by the Service Users:

(a)

Gas leak;

(b)

Structural instability;

(c)

Flooding or free standing water within the accommodation;

(d)

Water penetration through the structure of the accommodation resulting in pooling;

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**LEGISLATION**

3.1 The Service Provider shall note that Service Users are supported by the Council under The Children Act 2004 and the Children Leaving Care Act 2000 as either Looked After Children or Care Leavers.

3.2 The Service Provider shall note that Service Users who are Unaccompanied Asylum Seeking Children (UASC) are subject to all relevant Immigration legislation.

3.3 The Service Provider will be required to ensure that all the Accommodation Services to be provided as set out within this Service Specification comply with all of the following Housing legislation:

(a)

Health and Safety Work Act 1974 legislation and any orders, regulations and codes of practice relating to Health and Safety which may apply to the delivery of the services pursuant to this Contract.

(b)

Furniture and Furnishings (Fire) Safety Regulations 1988 as amended.

(c)

Gas Safety (Installation and Use) Regulations 1988 and any subsequent amendments.

(d)

The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007.

(e)

The Houses in Multiple Occupation (Certain Converted Blocks of Flats) Modifications to the Housing Act 2004 and Transitional Provisions for Section 257 HMOS (England) Regulations 2007.

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(f)

The Regulatory Reform (Fire Safety) Order 2005.

(g)

Building Regulations 2010 and Building (Approved Inspectors) Regulations 2010.

(e)

Damaged or friable asbestos linings or insulation products;

(f)

Fire damage;

(g)

A health and safety assessment of Category (a) or (b) as defined within the Housing Health and Safety Rating System (HHSRS) 2006.

**3. HABITABLE ACCOMMODATION**

3.1 The following criteria will result in the accommodation being regarded as uninhabitable and having **Severe Defects** and requiring the emergency action by the Service Provider:

(a)

No mains water supplied;

(b)

No gas supplied where gas is normally supplied;

(c)

No electrical power supplied;

(d)

Falling or unstable ceiling fabric;

(e)

Hole in or weakened floor(s);

(f)

Bare or exposed electrical wiring;

(g)

No operational smoke or fire alarms;

(h)

No operational hot water supply;

(i)

No operational space heating system;

(j)

Blocked drainage either inside or outside the accommodation that affects the accommodation;

(k)

Plumbing leaks that give rise to potential flooding within the accommodation or in other accommodation or property;

(l)

No valid gas and/or electrical certification;

(m)

Broken glazing; and,

(n)

Ground floor windows and other accessible windows and any entrance doors which are not capable of being closed and locked.

**4. FIT FOR PURPOSE – ACCOMMODATION GENERALLY**

4.1 The following standards must be met for accommodation to be regarded as fit for its intended purpose:

(a)

The accommodation is of the type appropriate to the identified needs of the Service User;

(b)

The interior structure of accommodation and all fixtures and fittings are safe and free from defects or artefacts that may pose a hazard to Service Users;

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(c)

Windows and balconies to be fitted with protection against falling for vulnerable occupants as defined in clause 4. (Service User) of the Specification text;

(d)

Roofs, walls, and external windows and doors are weatherproof;

(e)

Internal ventilation sufficient to prevent dampness and condensation and be adequate for energy consumption and waste air, smoke, fumes and gas extraction;

(f)

Smoke and/or heat detectors fitted on each floor and in compliance with the relevant British Standards, Building Regulations and Local Authority requirements. In houses of multiple occupation detectors to be mains powered with battery backup and inter-linked to BS 5446 or its equivalent and to meet local Fire and Rescue Service requirements;

(g)

Doors and windows capable of being secured to the minimum standards recommended by the Police and the Association of British Insurers;

(h)

All windows above ground floor level to have appropriate restrictors where vulnerable occupants may be present;

(i)

Drinking and other cold water supplies are available on demand and of sufficient pressure to operate heating installations;

(j)

If a full space heating system is not installed then appropriate fixed heating appliances are fitted in the living areas. **Paraffin or bottled gas heating systems shall not be used in any circumstances;**

(k)

Plumbing operational and leak free;

(l)

Adequate notices explaining action to be taken in the event of fire or other emergency and identifying fire emergency exits in the accommodation premises. Notices (which shall include diagrams showing location of emergency exits) are to be in a language Service Users understand or in such diagrammatic form that Service Users are capable of understanding irrespective of their ability to read in any language;

(m)

In houses of multiple occupation all bathrooms, shower rooms, toilets, and bedrooms have locks capable of being secured from the inside;

(n)

Kitchen fit out to include cupboard space within the constraints of the existing structure;

(o)

Kitchen units easy to clean and maintain;

(p)

Bathrooms equipped with a bath or shower, toilet, wash hand basin, all in working order and a towel rail;

(q)

Floor covering in kitchens and bathrooms easy to clean and moisture resistant;

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(r)

The accommodation is free from pest infestation;

(s)

The accommodation has a telephone line installed or is capable of having such a line installed.

**5. ACCOMMODATION DECORATIVE ORDER**

5.1 On move in of a Service User, accommodation will not be regarded as fit for purpose if the internal and external aspects of the accommodation are not in good decorative order. The following shall apply:

5.1.1 Paint or emulsion surfaces to be free of:

(a)

Significant holes and cracks in walls, ceilings, floors, doors and any plastered surface;

(b)

Extensive peeling, flaking or blistering;

(c)

Ingrained dirt which is not possible for the Service User to remove;

(d)

Discoloration or variation of colour due to, for example, partial redecoration, removal of paint surface by cleaning materials etc.; and,

(e)

Signs of dampness and mould growth.

5.1.2 Wallpapered surfaces to be free of:

(a)

Holes and cracks in walls, ceilings and any plastered surface

(b)

Ingrained dirt which is not possible for the Service User to remove;

(c)

Discoloration or variation of colour due to, for example, partial redecoration, removal of paint surface by cleaning materials etc.; and,

(d)

Signs of dampness and mould growth.

5.1.3 Wall tiles and floor tiles to be free of significant damage.

5.1.4 Wood and painted wood surfaces to be clean.

5.2 Internal and external aspects of the accommodation must be cleaned prior to Service Users taking up occupancy:

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(a)

Loose dust, debris and all refuse removed;

(b)

All surfaces including walls, tiling, sills, fireplace surrounds, worktops, interiors and exteriors of cupboards and drawers to be washed down, cleaned of grease and other natural and unnatural deposits or coatings and disinfected where appropriate;

(c)

Floors and floor coverings to be washed down or cleaned of grease and other natural and unnatural deposits or coatings and disinfected where appropriate;

(d)

Sinks, baths, shower units and other sanitary-ware to be cleaned, and free of stains and other material deposits and disinfected as appropriate;

(e)

Windows and frames to be washed down and disinfected and cleaned of deposits of grease or other natural and unnatural coatings and marks where appropriate.

**6. FIT FOR PURPOSE – DISABLED PERSONS**

6.1 The Service Provider shall, when required, provide accommodation for disabled persons that is fit for purpose and can be used for their intended purpose by disabled Service Users in compliance with the Equality Act 2010.

6.2 The Service Provider shall ensure that accommodation provided for vulnerable persons (defined in clause 4. of the Service Specification) is compliant with relevant law.

**7. FIT FOR PURPOSE – PUBLIC AREAS**

7.1 The following standards must be satisfied in respect of the internal and external structure and internal and external areas directly associated with any accommodation for that accommodation to be regarded as fit for its intended purpose:

(a)

Floors, doors, stairs, walls, ceilings, parapets, balustrades, hand rails free from defects or artefacts that may pose a hazard to people;

(b)

Floors, doors, stairs, walls, ceilings, balustrades, stringers, panels and parapets free from litter, fly-posters, accumulated debris, natural detritus, impacted soilage, drip marks, graffiti and other marks capable of being cleaned;

(c)

Lifts maintained in accordance with manufacturers’ specifications and in working order;

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(d)

Lighting in all areas in working order;

(e)

Porch canopies and flat roof areas free of debris and organic matter;

(f)

All drainage, guttering and other water channels in working order with no pooling of water, leaks or overflows;

(g)

All areas free from pest infestation;

(h)

Walls, stairway structures, ceilings and floors free from holes, cracks, loose plaster, spalling concrete and other surface structure defects as applicable;

(i)

Doors, hatches and other coverings free from holes, securable where appropriate and in proper operating order;

(j)

Other areas: walkways and pavements, stairways and steps, walls, balustrades, hand rails free from defects or artefacts that may pose a hazard to people;

(k)

Walkways and pavements, stairways and steps, walls, ceilings, balustrades, and parapets free from litter, fly posters, accumulated debris, natural detritus, impacted soilage, drip marks, graffiti and other marks capable of being cleaned.