



GENERAL HOUSING SPECIFICATION

Framework for Response and General Maintenance including Category 1 Void Relets to West (D15) and South Fingal 2026

SECTION B - APPENDICES

(JOB No. 26-002)

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GENERAL HOUSING SPECIFICATION

SECTION B - APPENDICES

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Appendix 'B1' - GENERAL

Scope and Standards

B1.01 As set out in Section A – Preliminaries.

Specification

B1.02 The relevant clauses of 'Sections C to X - Materials and Workmanship' of the 'General Housing Specification' apply to this Contract see Clause A31/460.

Waste

B1.03 Also see Clauses A12/220, A30/590 and A34/430

The contractor shall remove all rubbish and superfluous material from the site and work with all reasonable speed from time to time and on completion.

Disposal of all waste including domestic and white goods shall be carried out by registered waste disposal contractor only. The contractor shall provide evidence that all necessary waste disposal licenses are in place.

There shall be no overnight storage of waste. Waste skips shall be removed at the end of each working day.

Cleaning and Protection

B1.04 The contractor shall allow for the protection and cleaning down of all parts of the dwelling disturbed during the works and shall leave the whole of the works in a clean, sound and fit condition for occupation.

Where required clean all kitchen and bathroom fittings. On no account shall sanitary fittings and sink units be used for mixing materials and cleaning of tools and equipment.

The contractor shall make good any part of the existing dwelling disturbed during the works, special care to be taken where matching exposed finishes.

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Appendix 'B2' – SERVICE AND PERFORMANCE

Response Times

B2.01 Requests for response maintenance will be categorised as per table below and work shall be completed within the response time indicated, unless otherwise agreed with the Architect. For all maintenance requests a 'MRF' (Maintenance Request Form)/Job Card will be issued. The status of all MRF's to be reported by the Contractor to the Architect on a weekly basis.

Response times will be as follows:

CATEGORY	RESPONSE TIME
Special Emergency (S1) * See B2.04 below	Completed within 24 hours
Special Emergency Out of Hours (S2) * See B2.04 below	Completed within 24 hours outside of normal working hours
Emergency (EM)	Completed within 1 - 3 working days, Electrical jobs are emergency
Urgent (UR)	Completed within 3 - 10 working days, Heating jobs are urgent
Routine (RO)	Completed within 6 Weeks

*Special Emergency" calls require **immediate response** day or night.

All response calls, ie are to be the subject of immediate inspection and attention with a maximum response time for completion of as above.

Emergency Service

B2.02 It is a condition of this tender that the Contractor provide an Emergency Service for the Council at all times.
The Contractor must therefore provide a telephone contact point available at all times for the Councils' Emergency Service. **(The emergency service must cover 24 hours per day and 365 days per year).**

The Contractor will be required to furnish to Fingal County Council the name and telephone number of a contact person, who will be able to respond to an emergency situation

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B2.02A

Out of Hours Call Triaging

- The Contractor will take all out of hours calls from a nominated call centre.
- The Contractor will call the tenant and triage the call.
- If the call is an emergency the contractor will call out in the normal manner and will be recompensed in accordance with the relevant pricing document rate for an S2 Emergency call out.
- If the emergency call out is in respect of Electrical or Heating, the contractor will coordinate and forward the emergency call out to the nominated Electrical Maintenance Contractor or Heating Maintenance Contractor.
- If the call is not an emergency the Contractor will advise the tenant accordingly and request they make contact with the housing department during normal working hours.
- The Contractor will log details of all calls taken and by 12noon of every Friday for calls taken in that week issue a call log with the following details:
 - o Time of Call (Start and end)
 - o Duration of call
 - o Address of dwelling
 - o Tenants claimed emergency
 - o Action/advise undertaken
 - o Details if call was forwarded to another contractor

The out of hours calls will be from the following times:

- Monday – 5.00pm-9.00am
- Tuesday – 5.00pm-9.00am
- Wednesday– 5.00pm-9.00am
- Thursday– 5.00pm-9.00am
- Friday– 5.00pm-12.00am
- Saturday – 24hours
- Sunday – 24hours
- Any Public/Bank Holiday and office closure periods

Failure to Respond

B2.03

The Contractor will be required to carry out the necessary repairs etc. within the time scales notified with the job request. If the Contractor fails to respond by within the required time scale the works will be arranged by Fingal County Council and the any resultant extra over cost charged to the Contractor.

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Working Times and Access

B2.04 Unless otherwise previously agreed in writing by the Architect works shall generally only be carried out during **normal working hours** excepting in the event of essential work required to be carried out under a 'Special Emergency' or 'Emergency' categories (see B2.01 and B20.2 above) or as is necessary required to comply with the obligations of the Contract

Normal working hours are defined as 08.00 – 18.00 Monday to Friday and 09.00 – 13.00 on Saturdays. No work shall be carried out on Public or Bank Holidays.

Liaison with tenants will be necessary to arrange suitable times to carry out the works. Access to any unoccupied properties will be arranged through the FCC Housing Section.

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Appendix 'B3' – LIST OF DRAWINGS

B3.01 Housing Drawings and Details

DRAWING SCHEDULE:

DRAWING NO.	TITLE	SCALE	SIZE
26-002-T1001	Social Housing Master Plan 2025	NTS	A3
26-002-T2001	Plans Typical 1 Bed	1:50	A3
26-002-T2002	Plans Typical 2 Bed	1:50	A3
26-002-T2003	Plans Typical 3 Bed	1:50	A3
26-002-T2004	Plans Typical 4 Bed	1:50	A3
26-002-T3001	Kitchen Layouts Typical 1 Bed	1:50	A3
26-002-T3002	Kitchen Layouts Typical 2 Bed	1:50	A3
26-002-T3003	Kitchen Layouts Typical 3 Bed	1:50	A3
26-002-T3004	Kitchen Layouts Typical 4 Bed	1:50	A3
26-002-T4001	Windows & Doors Schedule Typical 1 Bed	1:25	A3
26-002-T4002	Windows & Doors Schedule Typical 2 Bed	1:25	A3
26-002-T4003	Windows & Doors Schedule Typical 3 Bed	1:25	A3
26-002-T4004	Windows & Doors Schedule Typical 4 Bed	1:25	A3
26-002-T5001	Typical Railing Type 1	1:25	A3
26-002-T5002	Typical Railing Type 2	1:25	A3
26-002-T6001	Typical LAS Type 1	1:20	A1
26-002-T6002	Typical LAS Type 2	1:20	A1
26-002-T6003	Typical LAS Type 3	1:20	A1
26-002-T6004	Typical Wet Room	1:20	A1
26-002-T7001	Typical Ramp Type 1	1:50	A3
26-002-T7002	Typical Ramp Type 2	1:50	A3
26-002-T7003	Typical Ramp Type 3	1:50	A3
26-002-T7004	Typical Ramp Details	1:20	A3
26-002-T8001	Typical Boundary Wall Details	1:20	A3
26-002-T8002	Post and Panel Fencing Details	1:25	A3

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