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| **North Star Communal Standard** | | | | |
| Component / Service Area | Specification | Replacement cycle | Contractor | Service charged |
| General condition | | | |  |
| Cleaning | All communal spaces are cleaned on a cyclical basis,  The cycle for cleaning is dependent on the size and use of the building.  General needs buildings will be cleaned on a monthly basis.  Supported schemes will vary on the needs of the service in each building.  All properties on the cleaning programme also receive a monthly window cleaning service.  Your building should have a cleaning rota located in the communal space which will be signed by the cleaner after each visit. | N/A | Hi Spec Cleaning services | Yes |
| Flooring | All flooring surfaces are checked on a Stock Condition Survey every 5 years and placed in a programme for replacement.  Hard flooring has an estimated lifespan of 30 years but may replaced before or after the 30-year date depending on its condition.  We ensure that all flooring is maintained through cleaning and is free from trip hazards. | 30-year hard flooring | Various | No |
| Lighting | Lighting is replaced on a planned basis with responsive replacement of failed items should they break of be defective. | 30 years | N/A | No |
| Suspended Ceilings | Assessed as part of stock condition Survey we expect ceiling to have a 30-year lifespan and will repair areas that are damaged on an ad hoc basis. | 30 Years | N/A | No |
| Grounds Maintenance | Undertaken where external areas have grassed or communal gardens | N/A | Green Fingers | Yes |
| Gritting | Carparking areas to car parks that directly serve a communal space are gritted as required during winter months. | N/A | C.G Robinsons | Yes |
| Utilities | | | |  |
| **Gas** | All Electric, gas and water supplies in communal spaces are managed by North Star, the market for the supply of utilities companies is tested on a regular basis to ensure we get the best prices for our customer. Usage costs are service charged back to tenants. | N/A | SEFE | Yes |
| **Electricity** | N/A | Electric – Opus / EDF | Yes |
| **Water** | N/A | Water – Wave | Yes |
| Compliance Health & Safety | | | |  |
| Lifts | Receive a Quarterly Service | 30 years | MMC | Yes |
| Automated Doors | Receive an Annual Service | 30 years | Tees Fire | Yes |
| Door Entry Systems | Receive an Annual Service | 15 years | Tees Fire | Yes |
| Partition Doors | Receive an Annual Service |  | Tees Fire | Yes |
| Fire Doors | Fire Doors have a 30-year replacement cycle. However, doors are inspected annually by an independent fire assessor all repairs or replacement are actioned to ensure the integrity of the door. | 30 years | Tees Fire | No |
| Power Assisted Door Openers | Annual Service | 15 years | Tees Fire | Yes |
| Fire Alarms | The type of alarm in place is dependent on the building. Smaller buildings may be served by smoke detection, but larger buildings will have a fire panel all systems are serviced on a six-monthly servicing cycle. | 15 years | Tees Fire | Yes |
| Fire Extinguishers | Fire extinguishers are placed in buildings that are manned by staff and serviced on an annual servicing cycle. | N/A | Tees Fire | Yes |
| Emergency Lighting | Replaced on failure and serviced on a six-monthly cycle. | N/A | Tees Fire | Yes |
| CCTV | CCTV is not provided as standard in communal areas and is generally restricted to Supported Schemes where there is capacity for monitoring by staff.  Annual Service |  | Tees Fire | Yes |
| Warden Call | Receive an annual service | 15 years | Tees Fire | Yes |
| Legionella | All communal buildings are to receive a biannual Legionella Risk Assessment, a maintenance plan is developed to reduce the risk of legionella as part of this assessment. Servicing and testing servicing are then undertaken as recommended. | N/A | Hydrochem | Yes |
| Electrical Safety | All communal spaces have electrical PIR tests every 5 years any Category 1 hazards are undertaken with immediate effect. | N/A | Caseys | Yes |
| Gas safety | All communal spaces that contain a gas installation receive an annual gas service for all gas appliances. | N/A | 0800 Repair/ HCS | Yes |