Tetlow King PLANNING

PLANNING STATEMENT

Normandy House, St Mary's, Isles of Scilly, TR21 0NY

PLANNING STATEMENT

Replacement windows and doors

Normandy House, St Mary's, Isles of Scilly, TR21 0NY

LiveWest

February 2025

OUR REF: 0805-01.RPT.M24

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Introduction

Section 1

1.1 This Planning Statement is prepared by **Tetlow King Planning** on behalf of the applicant **LiveWest**. LiveWest is a Register Provider who owns and manages affordable housing across the South West of England, including Normandy House, Isles of Scilly, TR21 0NY.

1.2 This application seeks planning permission to replace all the existing timber windows and timber doors at Normandy House, Isles of Scilly ("Application Building") with replacement uPVC windows and composite doors.

1.3 The description of development is "*Front and rear window and door replacement works."*

1.4 The proposed replacement windows and doors are to match the design of the existing windows but will be uPVC. Please refer to the accompanying plans and supporting documents as follows:

- Block Plan (2070.09.NH.00);
- Local Plan (070.09.NH.000);
- Existing and proposed windows and doors elevations (2070.09.NH.001);
- Proposed windows and doors elevations (2070.09.NH.002);
- Heritage Statement prepared by Enhance Heritage and Planning; and
- Site Waste Management Plan (0805-02.RPT.M24).

1.5 This Planning Statement provides a description of the proposed development and demonstrates the development's compliance with relevant planning policy.

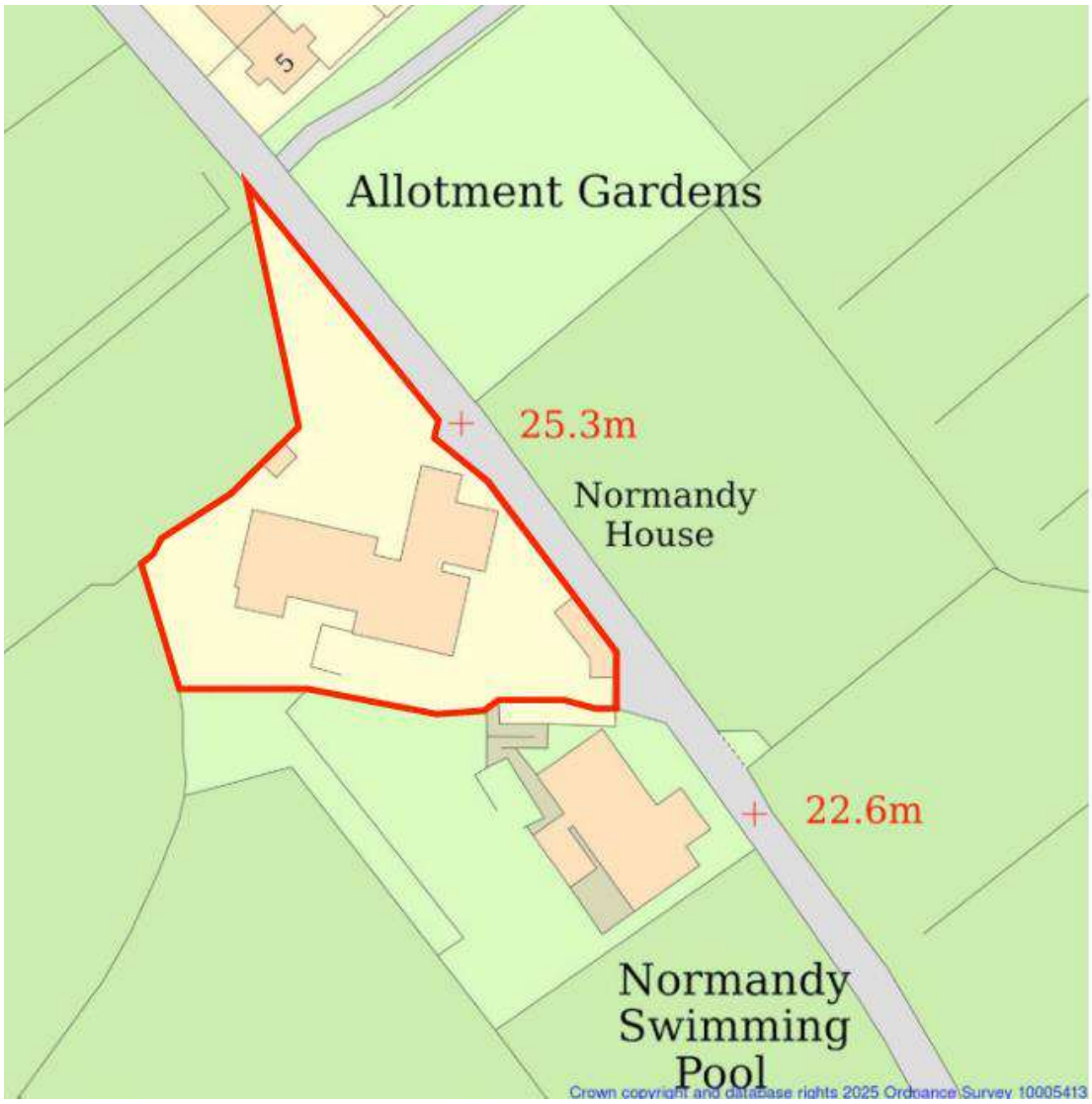
The Site and Surroundings

1.6 Normandy House, located on the south side of Carn Friers Lane, was originally a farmhouse then converted/extended into a guest house and subsequently converted into flats. The date of the conversion is unknown however the modern extensions were built approx. 30 years ago (estimated by the applicant).

1.7 Normandy House consists of three blocks of flats varying between one to three storey buildings. The main/original building is three storey, a two-storey rendered block extension to the rear and a single storey extension to the side.

1.8 The property itself is not identified to be a Listed Building and there are no Listed Buildings or Locally Important Building (a locally listed heritage asset) located within close proximity to the property.

Figure 1.1: Site Location

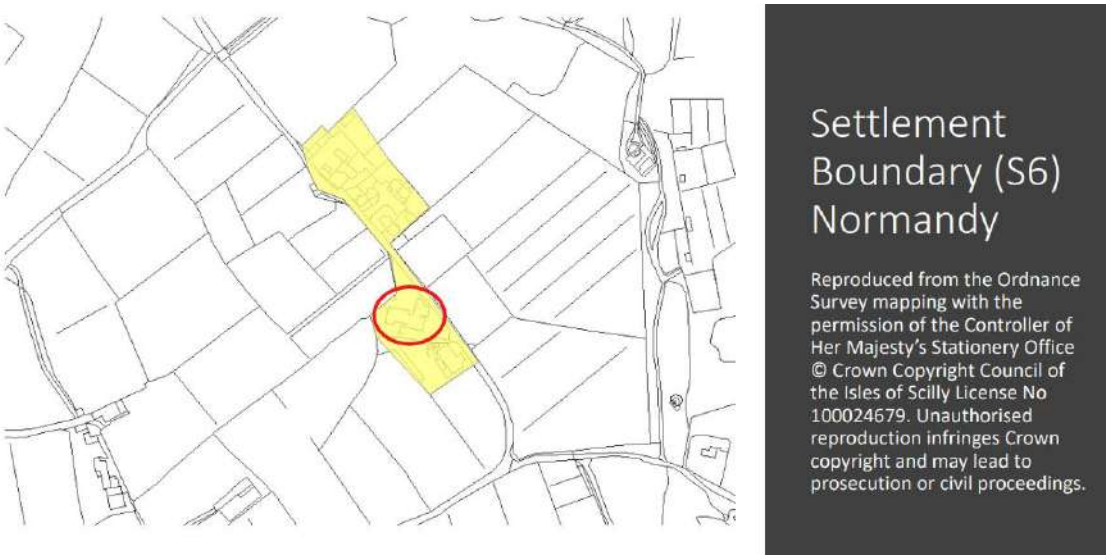


1.9 The site is bound by farmland to the north, south, west and the Council's leisure facility including a public swimming pool is to the southeast of the property.

1.10 The application site is situated on the Isles of Scilly and falls entirely within the designated Isles of Scilly Conservation Area (CA). As such, any alterations, including the replacement of windows and doors, require a formal planning application.

1.11 The site is located within the Normandy Settlement (S6) on the Isles of Scilly as indicated as the red circle on Figure 1.2. The island is wholly designated a National Landscape[1].

Figure 1.2: Settlement Boundary for Normandy



Source: Extract from the Local Plan (page 287)

1.12 Each part of the building has a slate tiled, pitched roof on a timber frame. The properties feature a combination of external finishes including pebble dash render, stucco render and traditional brickwork, all with varying levels of maintenance.

1.13 All existing windows (front and rear) are white timber casement windows. All of the existing doors (front and rear) are also timber and have poor thermal qualities and are also generally in a poor state in need of replacement. The images in Figure 1.3 below indicate this.

[1] All designated Areas of Outstanding Natural Beauty (AONBs) in England and Wales are becoming National Landscapes as of 22 November 2023.

Figure 1.3: Images of Application Building from various views

The Proposal

1.14 The proposal is to replace all the front and rear timber windows with replacement UPVC windows.

1.15 The proposal also includes replacing all timber doors on the South, North, and West Elevations with composite UPVC doors, except for the front white communal door, which will remain unchanged.

1.16 The proposed replacement windows and doors have the same openings as the existing windows and doors. Please refer to the accompanying plans for full details at listed as paragraph 1.4 of this Statement.

Planning History

1.17 There is no relevant planning application history for the application site.

This Statement

1.18 This statement is set out in the following sections:

- Section 2 identifies the relevant local and national planning policy, and relevant material considerations;
- Section 3 sets out the planning merits of the proposed new windows; and
- Section 4 concludes that the proposal accords with the Development Plan and that the application should be granted.

Planning Policy Context

Section 2

The Development Plan

2.1 In accordance with Section 38(6) of the Planning and Compulsory Purchase Act 2004 the proposal should be determined in accordance with the Development Plan unless material considerations indicate otherwise.

2.2 The Development Plan for the area comprises the Isles of Scilly Local Plan 2015 to 2030 (2021).

2.3 Other material considerations include the National Planning Policy Framework (NPPF, December 2024) and Isles of Scilly Corporate Plan 2022-2026 and Isles of Scilly Design Guide (2006).

Isles of Scilly Local Plan 2015 to 2030 (adopted March 2021)

2.4 The Foreword of the Local Plan on page 3 explains that the Council is committed to creating sustainable places:

> "*with quality homes that local people can afford, with effective and resilient transport links and appropriate services and facilities, to support our thriving island communities and ensure that Scilly remains healthy, vibrant and safe."* (Our emphasis).

2.5 The following policies of the Local Plan are relevant to this application:

Policy	Commentary
SS1 – Principles of Sustainable Development	This policy seeks to ensure that developments conserve and enhance the outstanding natural, built and historic environment. It also aims to ensure developments are designed and constructed where it makes a positive contribution to reducing the islands' carbon footprint and consumption of natural resources.
SS2 – Sustainable Design and Place-making	Policy SS2 requires that developments are sustainably designed whilst being high quality, contributing to the island's distinctiveness and respecting the character of the stie, surrounding area and neighbouring land uses. Critically, criteria K of the policy discusses that developments should maximise opportunities to reduce overall energy demand and improve energy efficiency.
OE3 – Managing Pollution	This policy seeks to ensure that development proposal that may cause pollution (e.g., noise, water, air, or light) will only be approved if it is proven that it will not negatively affect human health, the environment, or general well-being.
OE5 - Managing Waste	The policy establishes a set of guidelines for waste management on the islands, ensuring sustainable and environmentally responsible handling of waste. All new development proposals must follow best practices in waste management, align with the waste hierarchy, and submit a Site Waste Management Plan (SWMP) with planning applications. Construction and demolition waste should be minimised and reused on-island unless it poses environmental or health risks, in which case off-island disposal is required.
OE7 – Development affecting Heritage	The policy requires that development proposals will safeguard or enhance heritage assets and the character and setting of important areas including listed/locally listed buildings and Conservation Areas. Alterations to existing buildings and seeks that alterations must respect the siting, scale, form, proportions, materials, details and the overall design and character of the host building.
LC8 - Replacement Dwellings and Residential Extensions, Alterations and Ancillary Accommodation	This policy requires that the size, siting and design, as well as the use of materials of the proposed alterations to a building should not be more visually intrusive in the landscape or have a harmful impact upon the amenity of neighbouring properties. Alterations should also improve overall energy performance of the building and accord with policies SS1 and SS2.

Other Material Considerations

National Planning Policy Framework (2024)

2.6 The NPPF (December 2024) sets out the Government's national guidance on planning policy.

2.7 **Paragraph 8** of the NPPF describes the three overarching objectives that contribute to achieving sustainable development; economic, social, and environmental.

2.8 **Paragraph 11** of the NPPF sets out a presumption in favour of development. It confirms at criteria (c) that for decision-taking, this means approving development proposals that accord with an up-to-date development plan without delay.

2.9 **Paragraph 96** states that planning decisions should aim to deliver healthy and safe places, and should enable and support healthy lifestyles, especially where this would address identified local health and well-being needs.

2.10 **Paragraph 135** sets out that planning policies and decisions should ensure that developments will function well and add to the overall quality of the area, not just for the short term but over the lifetime of the development. Notably, part (f) states that planning decisions should ensure that:

> *"…places that are safe, inclusive and accessible and which promote health and well-being, with a high standard of amenity for existing and future users; and where crime and disorder, and the fear of crime, do not undermine the quality of life or community cohesion and resilience."* (Our emphasis).

2.11 **Paragraph 166(b)** states that in determining planning applications, local planning authorities should expect new development to minimise energy consumption.

2.12 **Paragraph 189** emphasises that great weight should be given to conserving and enhancing landscape and scenic beauty in National Landscapes (formerly known as Area of Outstanding Natural Beauty) which have the highest status of protection in these matters. Development within these designated areas should be limited in scale and extent, while any development within their setting must be sensitively designed to minimise or avoid adverse impacts on the protected landscape.

2.13 **Paragraph 207** advises that, in determining applications, local planning authorities should require an applicant to describe the significance of any heritage assets affected, including any contribution made by their setting.

2.14 **Paragraph 215** relates to 'less than substantial' harm. Where a development proposal will lead to less than substantial harm to the significance of a designated heritage asset, this harm should be weighed against the public benefits of the proposal including, where appropriate, securing its optimum viable use.

Isles of Scilly Corporate Plan 2022-2026

2.15 The Isles of Scilly Corporate Plan 2022-2026 sets out the Council's strategic themes and priorities for the 2022 to 2026 period. The following objectives are relevant to this application:

- Objective 4: "*Achieve a 75% reduction in carbon dioxide emissions produced by the Council relative to 2019 levels".*
- Objective 6: "*Achieve a minimum Energy Performance Certificate rating of 'C' in all Council-owned homes."*
- Objective 7: "*Seek funding to support businesses and residents to adapt to climate change and reduce their carbon emissions."*

Isles of Scilly Design Guide (2006)

2.16 The Isles of Scilly Design Guide document was published in 2006 to support the 2005 Local Plan which has since been superseded by the Local Plan 2015-2030.

2.17 Pages 86-90 of the document discusses the Council's expectations for proposals involving window and door alterations.

2.18 The document provides examples of appropriate window and door designs for replacement projects, emphasising the importance of maintaining proper proportions and selecting high-quality materials. It highlights the need for durable materials suited to the coastal environment, ensuring resilience against sand blow and high levels of daylight.

Isles of Scilly Climate Change Action Plan (2022)

2.19 The Isles of Scilly Climate Action Plan (2022) prepared by the Council sets out a series of objectives to achieve the target of being net zero by 2030.

2.20 Objective 3 states that the Council will ensure that its buildings are zero carbon and energy efficient where possible.

Conclusions on Planning Policy Context

2.21 It is clear that within adopted policy and strategies, providing energy efficient, safe, and healthy homes has long been established as, and remains, a key priority for Isles of Scilly.

Planning Merits

Section 3

The Design of the Proposed Windows and Doors

3.1 As can be seen from comparing the existing elevations (see accompanying drawings 2070.09.NH.001 and 2070.09.NH.002), the replacement windows and doors would replicate the form and method of opening of the existing windows and doors.

3.2 The design of the window and door patterns would be either very similar to, or the same as, the existing window and door patterns. Sash horns are also proposed for relevant windows to mimic the existing designs.

3.3 The only material change that this application proposes is the change from the existing timber to proposed uPVC windows and composite doors.

3.4 The replacement windows would be white and made of uPVC. The proposed white uPVC windows will be double glazed to provide various benefits to the residents.

3.5 The proposed doors replacements will be the same colour as existing, and will be composite doors, in order to provide added durability, security and energy efficiency.

3.6 Comparing the existing and proposed windows and doors, there would be very minimal visual difference. While there would be a minor increase in the thickness of the window frames, the only change will be that the proposed windows are double glazed and uPVC and doors to be composite.

3.7 As per Section 1, there is a variety of windows in the immediate vicinity of the site, the majority of which are top hung outward opening uPVC windows, as can be seen at the swimming pool located directly south of the property. As such, the proposal is consistent with the prevailing character of the area.

Benefits of the Proposals

Health and Safety of Residents

3.8 As previously mentioned[2], the Local Plan Foreword presents the Council's overall aim to ensure that the homes within the Scilly help support healthy and safe communities.

3.9 Policy OE3 (Managing Pollution) of the Local Plan sets out that consideration is given to the impact of existing levels of noise and pollution on developments to help to reduce the impact on respiratory health and other health issues.

3.10 Paragraph 96 of the NPPF states that planning decisions should aim to deliver healthy and safe places, and should enable and support healthy lifestyles, "*especially where this would address identified local health and well-being needs".*

3.11 It is the responsibility of LiveWest to ensure that the accommodation is fit to live in. The existing timber windows at Normandy House are now in a poor state of repair.

3.12 One of the main benefits of the proposal is the health benefit. The proposed modern uPVC windows will be far more successful at preventing damp and mould formation indoors than the existing poor quality timber windows. The existing windows at Normandy House have deteriorated to the point where the seals are becoming ineffective. Broken window seals cause air to seep between the panes and create condensation. Excess condensation often leads to mould and mildew growth due to the amount of moisture present in the air. Prolonged exposure to high levels of condensation indoors can reduce lung function and cause, or worsen, chronic health problems such as asthma.

3.13 Untreated excess moisture can turn into black mould, which can release dangerous toxins that are harmful to humans and has an unpleasant odour. When more severe, condensation and mould can structurally affect walls, or soak into wallpaper, paintwork, and furniture.

3.14 An additional benefit of the proposals are the security benefits. Given the age of the existing timber windows and doors, they are becoming increasingly difficult to keep secure. Windows that do not open and close properly pose a security threat given that it makes it easier for criminals and/or unwanted guests to gain access to the

[2] Paragraph 2.4 of this Statement

property. The fitting of modern uPVC windows and composite doors would ensure that the accommodation is kept safe and secure for its residents.

3.15 Furthermore, products manufactured by Sovereign group have been designed to be in compliance with Secured By Design (SBD), to maximise security performance for homes. **Appendix TK1, TK2** sets out a number of hardware security features which are presented on the proposed windows and doors.

3.16 Given there is a road directly outside the northeastern elevations of the building and there is a public swimming pool to the southeastern elevation, with a high foot traffic, the proposal would help to reduce any outside noise transmission into the property. This is recognised as an important consideration for residential buildings as regular or consistent noise intrusion can have a harmful effect on health and well-being. The noise reduction benefits are highlighted at paragraph 9.9 of **Appendix TK1** whereby the proposed windows would achieve a rating of noise reduction levels of 35dbA or better.

3.17 The replacement windows and doors will contribute to reducing the ill-health of residents and is in accordance with local and national policies.

Energy Efficiency

3.18 Policy SS1 (Principles of Sustainable Development), SS2 (Sustainable Design and Place-making) and LC8 (Replacement Dwellings and Residential Extensions, Alterations and Ancillary Accommodation) of the Local Plan all seek to ensure developments will be designed to a high quality using sustainable materials which would reduce overall energy demand and therefore improve energy efficiency.

3.19 The NPPF seeks to support the transition to a low carbon future in a changing climate, with paragraph 162b stating that in determining planning applications, local planning authorities should expect new development to *"minimise energy consumption"*.

3.20 The Isles of Scilly Climate Change Action Plan (2022) states on page 13 that the authority has "*ambitions to be net zero carbon by 2030".* In order to achieve this, energy efficiency improvements to existing buildings such as replacement windows and doors is significant to contributing to the Council's sustainability targets. Page 15 of this document also acknowledges that providing energy efficiency measures for properties would improve the rating of Energy Performance Certificates (EPC) which would again lead to reduced utility bills for tenants who are already on lower incomes.

3.21 The proposed uPVC windows are more energy efficient than the existing timber ones, being made to current standards rather than those which applied when the existing windows were installed over 30 years ago. Old single-glazed windows can have U-Values of around 5.8 W/m2K, and older double-glazed windows can be around 2.8. U-Values today are now much lower, with a good U-Value for replacement windows sitting below 1.6 W/m2K. The uPVC Casement Window Specification is attached at **Appendix TK1** and sets out the U-Value for the proposed windows. The Specifications show that the U-Value[3] of the proposed glazing has a maximum U-value of 1.3 W/m2K; the proposed uPVC windows have a low U-Value and will minimise heat loss.

3.22 The current lack of energy efficient windows at Normandy House means that the costs of heating the property is greater than would be the case than with proposed windows. Improvements to reduce the cost of living are particularly pertinent in the context of the current energy and cost of living crisis.

3.23 Typically, modern windows feature a sealed gap between each pane of glazing that is filled with gas, usually argon gas[4]. Argon gas is a suitable element for the job as it is thick and therefore acts as an effective thermal barrier. While the argon gas layer is intact, the added thermal resistance reduces the amount of heat that escapes from indoors. As previously mentioned, the seals on the existing timber windows are failing. When the seal in a double-glazed window fails to seal properly, the argon gas between the panels will escape. When this happens, the energy efficiency of a building drops substantially. More obviously, broken window seals can also make accommodation less energy efficient as heat from your home is lost through open gaps. New uPVC windows and composite doors at Normandy House would help to maximise thermal insulation for the residents.

3.24 Considering the above, the proposals are fully in accordance with local and national polices in respect of energy efficiency. This represents a material benefit to the proposals.

[3] The U-Value is the measurement of how easily heat passes through a window. The higher the U-Value, the more heat loss. A low U-Value means the window keeps more heat in.
[4] The Casement Window Specification at **Appendix 1** sets out that argon gas will fill the proposed window cavities.

Sustainability

3.25 Modern uPVC windows are a sustainable option. Sovereign Group, the manufacturer of the proposed uPVC windows, sets out on its website[5] that it aims to *"advance the sustainable development of the PVC industry and to ensure a steady supply of post-consumer PVC waste for window recycling in Europe."*

3.26 Furthermore, Sovereign Group partners with VEKA Recycle, a leading European recycler of uPVC windows, to support sustainable window replacement. VEKA Recycle prevents reusable uPVC from reaching landfill by collecting and processing post-consumer frames into high-quality new windows. The VEKA Infinity range, available in various profiles through Sovereign, is made with up to 80% recycled content while maintaining durability and style. VEKA's commitment to sustainability aligns with our own efforts to minimise environmental impact at every stage, from manufacturing to recycling. Our proposed window replacements use VEKA Infinity products, ensuring an eco-friendly solution without compromising quality.

3.27 The expected lifespan of the proposed low maintenance uPVC windows is 35 years. In order for timber windows to reach the same longevity, they require considerably more maintenance.

3.28 Regarding the proposed doors, page 7 of the LiveWest IG Doors Welcome Pack (Appendix TK3) states that: *"Our waste wood is recycled and re-used to produce a range of products including horse and poultry bedding, equestrian and play area surfaces, panel board feedstock, and biomass fuel."*

3.29 Furthermore, durability and weather resistance are key considerations outlined in the Isles of Scilly design Guide when designing new replacement windows and doors[6]. In line with these guidelines, the proposed replacement windows and doors have been carefully designed to respect the character of the CA. The selected uPVC windows replicate the traditional style, featuring appropriate sliding direction, window horns proportions, and recessing within stone or rendered walls to maintain the historic character of the area. Likewise, the composite doors have been chosen to reflect the appearance of traditional timber doors while offering enhanced durability and weather resistance.

[5] https://www.sov-group.co.uk/products/vertical-slider/
[6] Please see paragraph 2.12 of this Statement

3.30 The proposed materials provide a high-quality, long-lasting solution suited to the coastal environment, ensuring resilience against sand blow and high levels of daylight. By maintaining appropriate design features and proportions, the replacement windows and doors will preserve the aesthetic integrity of the property and its surroundings while offering improved energy efficiency and minimal maintenance.

Fitting and Maintenance

3.31 It is accepted that both Timber and uPVC windows can achieve similar results by the way of U-Value and security. However, where uPVC has the advantage over timber is a lower initial cost for achieving any given specification. Additionally, following their fitting and during the lifetime of the product, uPVC window frames require very little upkeep compared to timber frames.

3.32 Timber windows require a lot of maintenance. They need far more upkeep, including being painted periodically, and regular checking over than uPVC windows. As timber is a natural material it is prone to moving in different climate conditions. It's not uncommon for timber window frames to shrink, swell, crack, or bend over time. The natural make up of timber means that it is also susceptible to rot, as has been the case for a number of the existing timber windows at the property.

3.33 The longevity and easy maintenance of uPVC windows makes them the most suitable option for windows at Normandy House. This enables LiveWest to focus its time and funds into much needed efforts elsewhere.

Impact of the Proposal on the Isles of Scilly Conservation Area and Area of Outstanding Natural Beauty

3.34 As previously discussed in this Statement and further assessed in the Heritage Statement prepared by Enhance Heritage and Planning, Normandy House is not listed and has changed over the years, converting from once a farmhouse to the current residential dwellings comprised of three block of flats. While there would be a change in material of the window and door frame, when seen in the context of the whole elevation, the change would not be perceivable in local or glimpsed views, and only discernible at close range.

3.35 Understanding the above, it is considered that the proposals would have a neutral effect on the character and appearance of the Isles of Scilly CA and the National Landscape.

3.36 Even if there is considered to be harm, this would be ‘less than substantial’ and is outweighed by the benefits of the proposals.

3.37 Overall, the proposals will have a neutral effect on the character and appearance of the Isles of Scilly CA and National Landscape. Even if there is considered to be harm, this would be ‘less than substantial’ and is outweighed by the benefits of the proposals.

3.38 The development would meet the requirements of Sections 66 and 72 of the Planning (Listed Building and Conservation Areas) Act 1990 and the Framework in relation to CAs.

3.39 Finally, in event the Council considers the Application Building to be harmful to the CA and AONB, a balanced judgement indicates that the application should be approved, given the social, environmental, and economic benefits of the proposal clearly outweigh any alleged harm.

Conclusion

Section 4

4.1 This application seeks planning permission to replace all of the external timber windows and doors at Normandy House with replacement uPVC windows and composite doors.

4.2 The replacement windows and doors would replicate the form and method of opening of the existing windows. The replacement windows would be white, which is the same colour as the existing windows and all replacement doors are to be white. There would therefore be minimal visual difference between the existing and proposed windows. While there would be a minor increase in the thickness of the window frames, when seen in the context of the whole elevation, the change would not be perceivable in local or glimpsed views, and only discernible at close range.

4.3 UPVC windows and composite doors are an existing characteristic of the local area. As such, the proposed replacement windows and doors will have a neutral effect on the character and appearance of the Isles of Scilly CA and National Landscape.

4.4 There are many substantial benefits of the proposals, including:

- Improved mental and physical health of the residents;
- Improved security and safety for the building and its residents;
- Improved thermal and energy efficiency; and
- New windows made from sustainable materials with good longevity that are low maintenance.

4.5 The above indicates that the development would make a positive contribution towards the social, economic and environmental sustainability on the Isles of Scilly and such benefits should attract weight in favour of approving the application.

4.6 The proposal provides substantial public benefits in terms of health, income and energy consumption to those who are in need and is consistent with the Local Plan. Tetlow King Planning is therefore of the view that planning permission should be granted for the proposals.

Appendix 1

Sovereign Windows Framework Agreement – uPVC Technical Specification

FRAMEWORK AGREEMENT FOR
WD2 – PVC-U and Timber Windows and Doors

Appendix 1a – Technical Specification

Lot 1 – PVC-U Windows and doors

All ITT documents and submissions must be treated as strictly private and confidential

Version	Issued
1.0	12/11/2021

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SPECIFICATION FOR PRODUCTS, SERVICES AND WORKS [PVC-U]

1. Regulations and Standards

The products and services offered shall be capable of complying, as a minimum, with all relevant British regulations and standards, or equal and approved European and International standards.

Unless specifically stated otherwise, any reference in this Offer Document to any Regulation or British or European Standard shall be read as referring to the most recent edition including all amendments current at the date of submission of offers.

For brevity, reference is generally made within this document to compliance with Building Regulations for use in England although general Scottish and Welsh requirements have also been listed in this section. It shall be deemed however, that all current Building Regulations requirements, together with Building Regulations references – and all other regulatory conformity – shall be to that which is pertinent to the geographical area of application.

Note: it is probable that, during the period of this Framework arrangement, changes will be implemented to the Building Regulations and relevant British / European standards.

Attention is drawn to the following directives, Regulations, Statutory Instruments, Standards and Codes of Practice. It should be noted that this is not an exhaustive list.

1.1.1 - The Council of the European Communities:

EU Directives	
Directive 2018/844/EC	Energy Performance of Buildings
Directive 2014/24/EU	On public procurement and repealing Directive 2004/18/EC
Directive 2012/27/EU	Energy end-use efficiency and energy services
Directive 2010/31/EU	Energy Performance of Buildings.
Directive 2006/32/EC	Energy end-use efficiency and energy services
Directive 2007/66/EC	Remedies
Regulation No 305/2011	Construction Products Regulations 2011
Regulation No 995/2010	EU Timber Regulation 2010

1.1.2 - Building Regulations England:

Approved Documents	
Approved Document A	Structural safety
Approved Document B	Fire safety
Approved Document E	Resistance to sound
Approved Document F	Ventilation
Approved Document K	Protection from falling, collision and impact
Approved Document L	Conservation of fuel and power
Approved Document M	Access to and use of buildings
Approved Document Q	Security – Dwellings
Approved Document, Regulation 7	Materials and workmanship
Note: other approved documents may need to be consulted as appropriate for example Document J – Combustion appliances	

1.1.3 - Building Regulations Wales:

Llywodraeth Cymru Welsh Government

Approved Documents	
Approved Document A	Structural safety
Approved Document B	Fire safety
Approved Document E	Resistance to sound
Approved Document F	Ventilation
Approved Document K	Protection from falling, collision and impact
Approved Document L	Conservation of fuel and power
Approved Document M	Access to and use of buildings
Approved Document N	Glazing Safety
Approved Document Q	Security – Dwellings
Approved Document, Regulation 7	Materials and workmanship
Note: other approved documents may need to be consulted as appropriate for example Document J – Combustion appliances	

1.1.4 - Building (Scotland) Regulations

The Building (Scotland) Regulations 2004 and amendments

Technical Handbooks	
Section 0	General
Section 1	Structure
Section 2	Fire
Section 3	Environment
Section 4	Safety
Section 5	Noise
Section 6	Energy
Section 7	Sustainability
Building standards technical handbook 2019: domestic buildings Building standards technical handbook 2019: non-domestic buildings	
The Fire (Scotland) Act 2005 [5]	

1.1.5 - Statutory Instruments

SI 2015 No. 102	The Public Contracts Regulations 2015
SSI 2012 No.88	Public Contracts (Scotland) Regulations 2012
SI 2012 No. 3118	Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2012
SI 2015 No. 609	Energy Performance of Buildings (England and Wales) (Amendment) Regulations 2015
SSI 2013 No. 12	The Energy Performance of Buildings (Scotland) Amendment Regulations 2013
SI 2015 No. 51	The Construction (Design and Management) Regulations 2015 (CDM)
	The control of Asbestos at Work Regulations
	The Control of Substances Hazardous to Health Regulations
	The Health and Safety at Work Act
CPR 305/2011	The Construction Products Regulation
Regulatory Reform (Fire Safety) Order (FSO) 2005 S.I. 2005 No 1541.	(Fire Safety) Order (FSO)

1.1.6 - Other Acts and Regulations

	The Equality Act (Disability) Regulations 2010
	The Safeguarding Vulnerable Groups Act 2006
EU Working Time Directive	(officially: Directive 2003/88/EC of the European Parliament and of the Council of 4 November 2003 concerning certain aspects of the organisation of working time).

1.1.7 - International, European and British Standards:

BS EN ISO 9000	Quality management systems. Fundamentals and vocabulary.
BS EN ISO 9001	Quality management systems. Requirements
BS 476 (all parts)	Fire testing on building materials and structures
BS EN 179	Building Hardware, Emergency Exit Devices.
BS 644:2012	Timber windows and door sets. Fully finished factory-assembled windows and doorsets of various types. Specification
BS EN ISO 717-1:1997	Acoustics. Rating of sound insulation in buildings and of building elements. Airborne sound insulation.
BS 952-1	Glass for Glazing Part 1: Classification.
BS 4255-1	Rubber used in preformed gaskets for weather exclusion from buildings. Specification for non-cellular gaskets
BS 5277, EN24	Doors. Measurement of defects of general flatness of door leaves
BS 6100	Glossary of building and civil engineering terms.
BS 6262 (all parts)	Glazing for buildings.
BS 6375 (all parts)	Performance of windows and doors.
BS 7543	Guide to the durability of buildings and building elements, products and components.
BS 7619	Extruded cellular unplasticized white PVC (PVC-UE) profiles - specification.
BS 800-7	Workmanship on building sites – Code of practice for glazing
BS 800-16	Workmanship on building sites – Code of practice for sealing joints in buildings using sealants.
BS8213-1	Windows, doors and rooflights – Design for safety in use and during cleaning of windows, including door height, windows and roof lights – Code of practice.
BS8213-4	Windows, doors and rooflights – Design for the survey and installation of windows and external doorsets.
BS 8220-1	Guide for security of buildings against crime. Dwellings
BS 8214	Code of practice for fire door assemblies

BS 8417:2011	Preservation of external joinery
BS EN 949:1999	Windows and curtain walling, doors, blinds and shutters. Determination of the resistance to soft and heavy body impact for doors.
BS 9991	Fire safety in the design, management and use of residential buildings. Code of Practice.
BS 9999	Code of practice for fire safety in the design, management and use of buildings.
BS EN 179:2008	Building hardware. Emergency exit devices operated by a lever handle or push pad, for use on escape routes. Requirements and test methods.
BS EN 952	Door leaves. General and local flatness. Measurement method
BS EN 1026:2000	Windows and doors. Air permeability. Test method
BS EN 1027:2000	Windows and doors. Water tightness. Test method.
BS EN ISO 1077	Thermal performance of windows, doors and shutters – calculation of thermal transmittance
BS EN 1096 (all parts)	Glass in buildings. Coated glass
BS EN 1125:2008	Building hardware. Panic exit devices operated by a horizontal bar for use on escape routes. Requirements and test methods.
BS EN 1154	Building hardware. Controlled door closing devices. Requirements and test methods.
BS EN 1191:2000	Windows and doors. Resistance to repeated opening and closing. Test method
BS EN 1279 (All parts)	Glass in buildings. Insulated glass units.
BS EN 1303	Building hardware. Cylinders for locks. Requirements.
BS EN 14220	Timber and wood-based materials in external windows, external door leaves and external doorframes. Requirements and specifications
BS EN 1627:2011	Pedestrian doorsets, windows, curtain walling, grilles and shutters. Burglar resistance. Requirements and classification.
BS EN 1628:2011	Pedestrian doorsets, windows, curtain walling, grilles and shutters. Burglar resistance. Test method for the determination of resistance under static loading.
BS EN 1629:2011	Pedestrian doorsets, windows, curtain walling, grilles and shutters. Burglar resistance. Test method for the determination of resistance under dynamic loading.

BS EN 1630:2011	Pedestrian doorsets, windows, curtain walling, grilles and shutters. Burglar resistance. Test method for the determination of resistance to manual burglary attempts.
BS EN 1670	Building hardware. Corrosion resistance. Requirements and test methods.
BS EN 1863 (all parts)	BS EN 1906: 2012 Building hardware. Lever handles and knobs furniture. Requirements for test methods.
BS EN 1935:2002	Building hardware. Single- axis hinges. Requirements and test methods
BS EN 1991-1-4	Eurocode 1. Actions on structures. General actions. Wind actions.
BS 3621:2007+A2 (2012)	Thief resistant lock assemblies. Key egress
BS 6375-1:2009	Performance of windows and doors. Classification for weathertightness and guidance on selection and specification
BS 6375-2:2009	Performance of windows and doors. Classification for operation and strength characteristics and guidance on selection and specification
BS 6375-3:2009	Performance of windows and doors. Classification for additional performance characteristics and guidance on selection and specification.
BS 7412	Specification for the design, fabrication and performance of windows and glazed doorsets made from PVC-U extruded hollow profiles
BS 7950:1997	Specification for enhanced security performance of windows for domestic applications.
BS 8213-1:2004	Windows doors and rooflights. Design for safety in use and during cleaning of windows, including door-height windows and roof windows. Code of practice
BS 8213-4:2007	Windows, doors and rooflights. Code of practice for the survey and installation of windows and external doorsets
BS 8214	Timber based fire door assemblies
BS 8621:2007+A2 (2012)	Thief resistant dual-mode lock assembly
BS EN ISO 10077-1:2006	Thermal performance of windows, doors and shutters. Calculation of thermal transmittance. General.
BS EN ISO 10077-2:2003	Thermal performance of windows, doors and shutters. Calculation of thermal transmittance. Numerical method for frames.
BS EN ISO 10140-2:2010	Acoustics. Laboratory measurement of sound insulation of building elements. Measurement of airborne sound insulation.

BS 10621	Thief resistant dual-mode lock assembly
BS 7386	Specification for draught strips for the draught control of existing doors and windows in housing (including test methods)
BS 7950	Specification for enhanced security performance of windows for domestic applications
BS EN 12046-1:2003	Operating forces. Test methods. Doors
BS EN 12150 (all parts)	Glass in building. Thermally toughened soda lime silicate safety glass.
BS EN 12207:2000	Windows and doors. Air permeability. Classification.
BS EN 12208:2000	Windows and doors. Water tightness. Classification.
BS EN 12209	Building hardware. Locks and latches. Mechanically operated locks, latches and locking plates. Requirements and test methods
BS EN 12210:2000	Windows and doors. Resistance to wind load. Classification.
BS EN 12211:2000	Windows and doors. Resistance to wind load. Test method.
BS EN 12337 (all parts)	Glass in building. Chemically strengthened soda lime silicate glass
BS EN 12365 (all parts)	Building hardware – Gasket and weatherstripping for doors, windows, shutters and curtain walling
BS EN 12400:2002	Windows and pedestrian doors. Mechanical durability. Requirements and classification
BS EN 12519	Windows and pedestrian doorsets – Terminology
BS EN ISO 12567-1:2010	Thermal performance of windows and doors. Determination of thermal transmittance by the hot-box method. Complete windows and doors.
BS EN 12600	Glass in building. Pendulum test. Impact test method and classification for flat glass.
BS EN 12608	Unplasticized poly (vinyl chloride) (PVC-U) profiles for the fabrication of windows and doors
BS EN 13024 (Parts 1 and 2)	Glass in building. Thermally toughened borosilicate safety glass.
BS EN 13049:2003	Windows. Soft and heavy body impact. Test method, safety requirements and classification
BS EN 13115:2001	Windows. Classification of mechanical properties. Racking, torsion and operating forces

BS EN 13126 (all parts)	Building hardware. Hardware for windows and doors height windows – Requirements and test methods
BS EN 13141-1:2004	Ventilation for buildings. Performance testing of components/products for residential ventilation. Externally and internally mounted air transfer devices
BS EN 14024	Metal profiles with thermal barrier. Mechanical performance. Requirements, proof and tests for assessment.
BS EN 14178 (all parts)	Glass in building. Basic alkaline earth silicate glass. Float glass
BS EN 14179 (all parts)	Glass in building. Heat soaked thermally - toughened soda lime silicate safety glass.
BS EN 14321 (both parts)	Glass in building. Thermally toughened alkaline earth silicate safety
BS EN 14351-1 :2006 +A1:2010	Windows and doors. Product standard, performance characteristics. windows and external pedestrian doorsets without resistance to fire and/or smoke leakage characteristics.
BS EN 14351-2	Windows and doors. Product standard, performance characteristics. Internal pedestrian doorsets without resistance to fire and / or smoke.
BS EN 14449	Glass in building. Laminated glass and laminated safety glass. Evaluation of conformity/product standard.
BS EN 14600:2005	Doorsets and openable windows with fire resisting and/ or smoke control characteristics. Requirements and classification
BS EN 14608:2004	Windows. Determination of resistance to racking.
BS EN 14609:2004	Windows. Determination of the resistance to static torsion
BS EN 16034	Pedestrian doorsets, industrial, commercial, garage doors and openable windows. Product standard, performance characteristics. Fire resisting and / or smoke control characteristics.
BS EN ISO 7599	Anodizing of aluminium and its alloys. Methods for specifying decorative and protective anodic oxidation coatings on aluminium
BS EN ISO 9227	Corrosion tests in artificial atmospheres. Salt spray tests
BS EN ISO 10077 (both parts)	Thermal performance of windows, doors and shutters Calculation of the thermal transmittance.
BS EN ISO 11600	Building construction. Jointing products. Classification and requirements for sealants.
PAS 24	Enhanced security performance requirements
PAS 3621:2011	Multipoint locking assemblies. Keyed egress
PAS 8621:2011	Multipoint locking assemblies. Keyless egress

1.1.8 - Other references and standards

Environmental, Security and safety Standards	
LPS 1056 (BRE)	Loss Prevention Standard (Approval And listing of fire doorsets)
LPS 1175	Requirements and testing procedures for the LPCB approval and listing of intruder resistant building components, strongpoints, security enclosures and free standing barriers, LPCB.
PAS 24	Enhanced security performance requirements for doorsets and windows in the UK. External doorsets and windows intended to offer a level of security suitable for dwellings and other buildings exposed to comparable risk.
PAS 10621:2011	Multipoint locking assemblies. Dual mode egress
PAS 3621:2011	Multipoint locking assemblies. Keyed egress
PAS 8621:2011	Multipoint locking assemblies. Keyless egress
STS201:	Enhanced security requirements for doorsets and door assemblies for dwellings to satisfy the requirements of PAS23 and PAS24, Warrington Certification.
STS202:	Requirements for burglary resistance of construction products including hinged, pivoted, folding or sliding doorsets, windows, curtain walling, security grilles, garage doors and shutters, Warrington Certification.
TS 0007	DHF Technical Specification. Enhanced Security Performance Requirements.
TS008	DHF Technical Specification for enhanced security and general requirements for letter plate assemblies and slide through boxes
BES 6001 (BRE)	Responsible Sourcing of Construction Products.
BS EN ISO 14001	Environmental management systems. Requirements with guidance for use.
BS OHSAS 18001	Occupational Health and Safety Management Systems. Requirements.
UKCA Marking	UK Conformity Assessed
Please note other standards may apply depending upon the geographic location, security level and works involved.	

Please note: the illustrated lists of reference documents provided is not an exhaustive list. Other standards, standard amendments, codes of practice and requirements may apply depending upon the geographic location, security level and works involved.

1.1.9 - Company Accreditations and Building Regulations Self-Certification

In the declaration you will be asked to provide or evidence that your organization is certified to the following standards as a minimum.

Quality Management: UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent)
Environmental Management: UKAS (or equivalent) accredited independent third-party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate
Health and Safety Management, ISO 45001 (or equivalent) accredited independent third-party certificate of compliance. It is however noted that this standard is new so a period of migration from OHSAS18001 is expected

1.1.10 - Third Party Accreditation

Installer training to a third-party standard is also beneficial and deemed a desirable addition to illustrate knowledge, competence, and experience. It is noted that some glazing accreditations relate to replacement and upgrade works only whereas the framework covers both replacement and new installations. Training and CPD will also be considered to enhance your application.

Installer training, certification and accreditation examples	• BSI – Kitemark for window and door installation • FENSA • CERTASS • BMI TRADA Q-Mark • Manufacturer's training • Constructionline Gold • CHAS

2 Evaluation of products and services offered

2.1 - Products

The evaluation of products will be carried out on the basis of responses given by tenderers in the evaluation return documents that form part of the Invitation to Tender, which includes a factory inspection, details of which are items will be evaluated are set out in the documents, along with the declaration and certification of the products..

The sponsoring officer may, at his discretion, reject any or all of the products offered by a company if evaluation and any subsequent testing of representative specimens of the products, offered by the company shows that any products fail to conform to the requirements of this
The Sponsoring Officer reserves the right to request the application of other evaluation procedures, where necessary, and the submission of other specimens, performance verification and third-party accreditation, if necessary, to verify the requirements of any products and services offered in your submission.

2.2 - Services

The evaluation of services will be carried out based on responses given by tenderers in the evaluation section of the Invitation to Tender document pack.

3. - Modifications and Innovations

3.1 - Permitted modifications to meet LHC requirements

Tenderers are recommended to study carefully the requirements of this Section and to decide whether any modifications to their products will be necessary in order for them to comply.

The selected company may be permitted to make minor modifications to any offered item in the light of the Sponsoring Officer's evaluation, if this is found to be necessary to ensure that the item will comply with LHC requirements and if the modification can be satisfactorily incorporated prior to the start of the framework arrangement period but such modification may be made only with the Sponsoring Officer's approval and without alteration to the price offered for that item in detailed in the pricing document which forms part of the tender pack.

3.2 - Innovations to exceed LHC and Client expectations

LHC always look to improve the durability, quality and performance of products and services supplied throughout the framework with the aim to improve the built environment and align with the LHC `Lifetime Value`. Where possible, added value and innovative solutions should be offered to the client to demonstrate how better buildings and homes could be achieved with a focus on core values such as reduced lifetime costs, reduction in the use of raw natural materials, more efficient manufacturing, safety/security/comfort for occupants and community or social benefits.

4. - Maintaining the agreed specification

Throughout the operation of the framework, the framework arrangement components and services must satisfy the performance requirements set out in this document The products must be consistent in quality, appearance, must be obtained from reliable sources and must conform to the specification as agreed between the Sponsoring Officer and the Appointed Company. Deviations from this specification will be permitted only after written approval from the Sponsoring Officer, who at his sole discretion, may require additional testing; the cost of which is to be borne by the appointed company if a characteristic of major importance is likely to be

4.1 - Consistency of Project delivery

It is essential that you, the tenderer, fully recognize the importance of being able to provide and maintain a fully compliant project delivery service consistently throughout all areas you have applied to service.

Please note that any failure to maintain this required consistency whilst servicing the framework arrangement may result in your company's suspension or exclusion from it.

4.2 - Changes during the framework arrangement period

The appointed company will be required to give reasonable notice to the Sponsoring Officer of the

introduction or withdrawal of any product, material, or service. A reasonable period must also be allowed between the time when no further orders are accepted for a particular item and the time when that item ceases to be available, in order to give adequate continuity on projects for which that item has already been ordered.

If, during the course of the framework arrangement, the appointed company requests a change of supplier for any component or product, which necessitates an exercise of due diligence to be repeated by LHC subsequent to the tender evaluation, LHC reserves the right to invoice the appointed company for additional expenses of travel, accommodation and time incurred as part of each additional assessment.

4.3 - Updating of product accreditation and information

During the course of this arrangement, it is likely there will be the publication of relevant new product, testing and specification standards together with the revision and withdrawal of existing, which will affect the range of products falling within the scope of this document. These will comprise both national (BS) and European (EN) standards. Likewise, existing third-party accreditation schemes will be updated, and new ones introduced.

It will be a condition of this arrangement that appointed companies shall undertake to update all conformity and third-party accreditation within a reasonable period of time following implementation, as determined by the Sponsoring Officer.

4.4 - Updating of product accreditation and information

Products, marketed in the UK, where necessary, shall have the UKCA mark and accompanying information affixed i.e. placed on the product itself, on a label attached to it, on its packaging, or on the accompanying commercial documents in accordance with the Construction Products Regulation 2011 (CPR) or the UKCA mark –

At the time of writing, products covered by a European harmonized standard, are expected to transition to British Standards during the term of this framework. BS EN 14351-1 is the harmonized standard for doors and windows and relates to performance characteristics. In addition, notified bodies operating under the Construction Products Regulation and based in the UK will be granted new UK `approval body` status and listed on a new UK database. Approved bodies will be able to undertake conformity assessment activity for UK

BS 6375 is the National Application Document for the UK and gives performance requirements and guidance for the selection of appropriate classes of performance from BS EN 14351-1.

4.5 - Updating Product standards for security

BS EN 1627 to BS EN 1630 relating to burglar resistance are referenced within BS EN 14351-1. For enhanced security requirements, LHC references PAS 24:2016 to include third party accreditation (e.g., BSI Kitemark, BM Trada, Q Mark) for the fabricator

5. - Building Regulations and Planning

References are made within this document to Building Regulations conformity. Whilst these are mainly taken from requirements within the Building Regulations for England together with Wales it should be remembered that other standards may apply depending upon the geographical region such as the Building (Scotland) Regulations.

It is also likely that revisions to the Building Regulations will be implemented during the life of this arrangement. Appointed companies shall be expected to have exercised sufficient preparations to enable full conformity when any revisions come into effect. It is important to note that Building Regulations conformity must be to those which are applicable at the point of application.

Should the project be in connection with a listed building or conservation area etc., then the Local Authority should be contacted. Any recommendations and/or requirements given by the Local Authority must be taken into account and the client advised of these requirements especially in the case of additional work and / or product requirements. Any management and/or proposed uplift fee to accommodate these works should be illustrated in the pricing schedule.

6. - Building Information Modelling (BIM)

To meet with the Government's timetable of BIM implementation appointed companies will need to be aware of the requirements as may be necessary by some clients for the modelling process.

During the operation of this framework arrangement, increased collaborative information may be required to satisfy on-going developments in BIM applications.

Appointed companies shall ensure they are able to undertake the delivery of information and promote collaboration through all levels of the supply chain, in particular with the profile system supplier. There is a BIM note within the quality question document.

7. - Building Safety Bill

A key element of the proposed Building Safety Bill is the requirement to maintain a `Golden thread of information` throughout the life cycle of high-risk residential buildings (HRRBs) LHC apply this requirement to all property stock through our frameworks and for both refurbishment works as well as new build construction.

8. - Product, performance, range, and accreditation requirements

The provision of LHC evaluated door products is a mandatory requirement for this proposed arrangement.

All door and window products offered, including their constituent materials and parts, shall satisfy the requirements set out in this document, shall be certified, and have characteristics of mechanical strength, dimensional stability, durability, security and fire resistance appropriate for their intended use.

Proper account shall be taken of the use and location of materials, products and building systems in relation to:

- durability of both the structure and individual components and assemblies
- geographical location
- position on the site
- position within the structure.

All works shall be installed to facilitate ease of inspection, testing and maintenance.

8.1 – Assembly

Door and windows shall be factory assembled as far as practical, fully finished, and inclusive of all hardware. Glazing units within the leaf and hardware should be supplied fully fitted unless specifically specified to accompany the product due to weight, transportation, and handling issues etc.

Generally PVC-U products shall be class C 9or other as desired at call off) Wall thickness declarations shall be in accordance with BS EN 12608. It should be remembered that any over specification of wall thickness can lead to excessive use of raw materials without commenurate increase in performance.

8.2 – Range of product types

If, during the period of this framework arrangement, the range of product types falling within the scope of standards mentioned within this document should be extended, or applicable standards are updated or superseded, then it will be expected the appointed companies would ensure additional product conformity and third-party accreditation within a reasonable period of time, as determined by the Sponsoring Officer.

8.3 – Third party product accreditation

Third party (UKAS) product and performance accreditation (e.g., BSI Kitemark, BM TRADA Q Mark) or an accreditation body that is a member of The European co-operation for Accreditation (EA) certifying conformity to the standards as mentioned in this document shall be provided for all systems provided under the framework. Copies of the certification certificate and full schedules are to be forwarded as part of your tender submission.

You will be asked to provide details of the certification for your products as part of the tender.

9 - Specification and conformity for product

9.1 - Product requirements and conformity

Windows, doors, and associated products offered, including their constituent materials, parts and manufacture, shall specifically meet the requirements identified in this section whilst taking account of the updating of product accreditation and information conditions stated in section 1.16

9.2 – Timber doors and windows

Although this is a PVC-U framework, it should be noted that any existing or repaired timber products shall meet the performance requirements set out in BS 644, BS 8214, BS EN 14220 and BS 476-22. Note: other standards may apply depending upon the installation such as weather tightness, strength acoustics and ventilation etc.

9.3 – Window and doors product standards

Door and window products shall meet the performance requirements set out within BS EN 14351-1 (noting that this standard identifies material performance characteristics, except resistance to fire and smoke control) and be UKCA marked to the appropriate characteristics listed within the harmonized standard to conform with the legal trading requirement of the Construction Products Regulation. Fire resisting pedestrian doorsets and openable window products are covered under EN 16034.

9.4 – Security

Doors and doorsets ets providing enhanced security shall meet the requirements of PAS 24:2016/LPS1175/ SBD etc. and shall be UKAS or EA third party accredited to demonstrate compliance to the enhanced standard

9.5 - SBD

Windows doors and doorsets shall be designated Secured by Design or equal equivalent approved,

where applicable

9.6 – Fire resisting products

Although not specific for PVC-U products, any fire resisting doors and openable windows shall meet the requirements of relevant standards such as BS EN 16034 (Pedestrian doorsets, industrial, commercial, garage doors and openable windows - product standard, performance characteristics - fire resisting and/or smoke control characteristics), It therefore follows that if any compartmentalisation is likely to be compromised by incorrect call off specifications or application then the issue should be raised with the client.

9.7 - Weather performance / Air permeability

Air permeability is important in terms of comfort to internal spaces and environmental factors. The European Standard regarding Air permeability for windows and doors is EN 12207. Doors and windows offered under this framework will need to meet a minimum 800 Exposure Category as classified in BS 6375-1, Table 1, which is reproduced below

UK Exposure Category	**Classification**		
	Air permeability	**Water tightness**	**Resistance to wind**
800 U	Class 0	Class 0	Class A2
*800 X	Class 1	Class 2A	Class A2
800	**Class 2**	**Class 3A**	**Class A2**
1200	Class 2	Class 3A	Class A3

*For door assemblies with accessible (low) thresholds

The exposure categories of windows and doors offered shall be declared where appropriate in the submission documents. This declaration shall be supported by UKAS or EA accredited third party certification.

The LHC WD2 arrangement will allow users the opportunity of selecting, and encourages, higher levels of specification and performance when required. To meet the requirements of Part M, Part L, Part F and other relevant Building Regulations, appointed companies are requested to consider the special exposure category for level threshold access at principal entrance doors, which may be generally as Category 800X.

Climate zones – profiles shall be classified as moderate for UK applications (or other as desired by the client) in accordance with BS EN 12608. BS EN 12608 also defines the requirements for resistance to impact. Due to the lower UK temperatures than the res of Europe the class II test is desirable unless otherwise stated at call of (1 500mm)

9.8 - Energy efficiency

With regards to Net Zero and the Future Homes Standard, it is acknowledged that the Building Regulations Approved Document L is undergoing revision and will be updated during the life

of this framework. Therefore, for applicable situations, as a minimum requirement, windows, door sets, and assemblies including any sidelights and fanlights shall be able to exceed the current energy efficiency provisions of the Building Regulations Part L / The Building Regulations (Scotland) Regulations Section 6 for both existing and new buildings. U-value declarations shall be evidenced and in accordance with BS 6375-3. Door Energy Ratings (DSER), Window Energy Ratings (WER), should be certified by the British Fenestration Rating Council (BFRC)

Controlled fitting framework maximum values	
Window, u- values for complete unit (glazing and frame) and across range	Door, u- values for complete assembly and across range
Maximum U-value 1.3 W/(m^2.K)	Maximum U-value 1.8 W/(m^2.K)
Further increases in efficiency are also required to be priced for windows.	

Suppliers will be required to provide the data and calculations to verify that complete window and door assemblies for a particular project will satisfy the thermal performance requirements of the applicable Building Regulations. This should include the thermal bridging values for the following items.

Frame, spacer and Glazing to allow users to calculate the heat loss for any product supplied under the framework.

FENSA registration, or an alternative approved form of Building Regulation compliance self-certification scheme, will be required of all appointed companies in order to demonstrate their competence to install window and door assemblies in residential installations in compliance with the Building Regulations.

Note: - *For non-dwellings, a U value calculation is currently the only means of complying with Building Regulations. LHC recognises that the BFRC door Energy Rating Scheme is not currently a route to Building Regulations compliance.*

9.9 – Noise reduction and Acoustics

Sound reduction and acoustics are becoming an ever-growing consideration and Certain clients may specify that window and door products achieve a STC (Sound Transmission Class) rating for noise reduction levels of 35dbA or better. This is especially prevalent where buildings are located near to major infrastructure such as airports, highways, and railways. Some clients may require other value-based data to better identify narrow band peaks – characteristics of annoying tones such as the NR (Noise Reduction) and NC (Noise Criterion) Values and / or higher performance levels. Any STC values given must reflect the overall performance of the product and not just the glazing element. This aspect may be a requirement at call off and would be project specific

9.10 – Security (see also safety)

All windows doors and doorsets offered shall comply with the basic security requirements for security given in BS 6375 and/or BS 4873, Clause 9.1, which references BS 6375-3, except those that have to meet Part Q of the Building Regulations for England and Wales.

Doorset applications will almost exclusively demand performance enhanced security. These shall be tested and classified in accordance with PAS 24:2016 by third party accreditation. For any applications where enhanced security is not a requirement (e.g., storage or utility outbuildings), alternative specifications will be accepted upon the client's approval. BS EN 1627 to BS EN 1630 may also be referenced in conjunction with PAS 24 but refer also to the recommendations of BS 8220, 'Guide for security against crime'. Certification of conformity to Secured by Design is commonly required by LHC clients and is therefore considered preferential in the offer of this arrangement. All enhanced security products shall be specified and supplied replicating the Secured by Design

accreditation and clearly displaying the conformity logo.

For all new build dwellings in England and Wales, doors and easily accessible windows must comply with Part Q of the Building Regulations. To demonstrate compliance with Approved document Q of The Building Regulations appointed companies and their installers are asked within the bid to declare all PAS 24:2016 enhanced security third party accreditation for your products to show your organization's capability to supply and install products that meet PAS 24: As this is one of the routes to compliance referenced within Approved Document Q for England and Wales covering security in dwellings. This must be demonstrated via certification or test reports to those who require it, such as Local Authority Planning and Building Control, Contractors, Developers and NHBC.

This is applicable to new dwellings, and existing buildings which have had a 'material change of use' and become dwellings where they were previously not. Where access control systems are incorporated Care should be taken that wiring that controls locks for a door entry system are protected and located on the secure side of the door and the appropriate equipment standards should also be met (IEC 62820 series). Where access control is to be integrated with other building control systems, care must be taken to ensure satisfactory and complementary operation in line with specification, standards and codes of practice. If an electromagnet is mounted on the top of the doorframe it is important that it does not restrict the height through the door sufficiently for it to become a health and safety issue. Where any door release is fitted to the doorframe also it should be ensured that the general security of any such door is not affected through the fitting of such devices.

The LHC framework C8 contains more information on access control.

Strength and operating characteristics for windows shall be in accordance with the tables in BS 6375-2 and selected from the tables as applicable to the call of project. In general [unless otherwise stated at call off] window operating forces shall be Class1 with mechanical strength of class 3. Safety devices shall conform to the requirements of BS EN 14351-1, impact resistance Class 2 and resistance to repeated opening and closing class 2.

Strength and operating characteristics for doors shall be in accordance with the tables in BS 6375-2 and selected from the tables as applicable to the call of project. In general [unless otherwise stated at call off] door category of use is medium, operating forces shall be Class1 (with considerations to class 2 for disabled use) mechanical strength of class 2. Safety devices shall conform to the requirements of BS EN 14351-1, and resistance to repeated opening and closing class 2.

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9.11 - Safety in case fire

Windows doors and doorsets incorporating design features necessary to accommodate the requirements of Building Regulations Part B shall be offered as part of the product range. Doorsets shall take account of, and be able to satisfy, the relevant parts of:

- BS 9991 – 'Fire safety in the design, management and use of residential buildings, code of practice'
- BS 9999 – 'Code of practice for fire safety design, management and use of buildings'
- BS 5588, 'Fire precautions in the design, construction and use of buildings'

The LHC C8 framework specifically deals with the supply and installation of fire doors, however as a reminder, fire doors shall be certified as a doorset including all furniture, rated, identified and tested as set out in BS 8214 – 'Code of practice for fire door assemblies. Fire resisting doors and doorsets shall meet the requirements of BS EN 16034 taking account of the associated and cascaded standards illustrated therein, where applicable. It is good practice to have a handover checklist for the client to ensure that doors comply with the current regulations, have certification and that any operation, in-use and associated maintenance requirements are understood.

10 - Scope and requirements of products to be offered

10.1 - Products required and offered

The range of door and window types required for this Framework arrangement is illustrated below. Tenderers should note that the provision of the products shown is considered as an Essential Requirement in qualifying for this framework arrangement, whilst it will be an advantage if the other styles are offered. With regards to all windows, doors and doorsets, third party certification is required to evidence claims such as SBD/PAS24 and U values etc.

Your principal products should be available in the minimum range of door and window patterns as per the pricing sheet in appendix 5. All products offered shall include the option of sidelights and fanlights. Products suitable for specialist applications such as escape routes may also be required

10.2 - Construction, patterns and range of windows and doors

The range of windows and doors will be required to meet the relevant Building Regulations applicable for the location and purpose This applies to all door and window leaf materials. The products listed and illustrated below should be considered as essential requirements to the arrangement

10.2.1 - Window styles

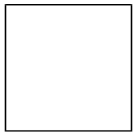
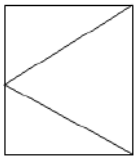
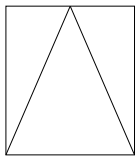
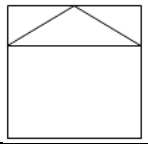
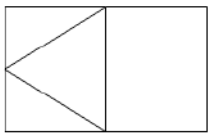
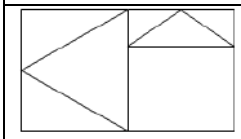
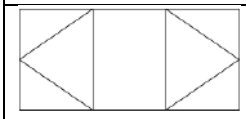
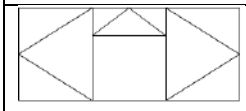
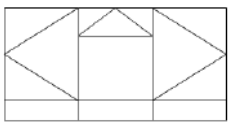
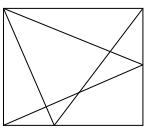
- Fixed
- Side/top hung
- Tilt and Turn
- Top hung/fully reversable
- Vertical sliding sash
- Louvered - adjustable
- Curtain walling may be requested for some projects but is not a crore requirement of this framework
-

As above but also with enhanced security options (PAS 24/LPS1175 – SBD certified where necessary)

It is acknowledged that some frames may be required to match 125mm with brickwork however the general multiples in 300mm withs are illustrated for the range

It is also acknowledged that frame details may be rationalised where improved thermal efficiencies and passive house products are required.

The product table below is for PVC-U products (Workstream 1) only.

Minimum window range (design, security, and sizes in mm) for workstream 2 timber products. In case of any doubt, the pricing document shall take precedence. The pricing document in appendix 5 requires per item costs to be illustrated for ease of validations	
 Fixed light Standard and PAS 24	Height – 600, 900, 1200, 1500, 1800, 2100mm Width - 600, 900, 1200, 1500, 1800mm. The pricing document (Appendix 5) illustrates the actual minimum range
 Side hung casement Standard and PAS 24	Height – 600, 900, 1200, 1500mm Width - 600, 900, 1200, 1500mm The pricing document (Appendix 5) illustrates the actual minimum range
 Top hung casement Standard and PAS 24	Height – 600, 900, 1200mm Width - 600, 900, 1200mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light casement, fixed with top hung opening Standard and PAS 24	Height – 600, 900, 1200, 1500, 1800mm Width - 600, 900, 1200mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light casement, fixed pane & side hung opening Standard and PAS 24	Height – 600, 900, 1200, 1500mm Width - 1200, 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light casement with fixed, side & top hung opening Standard and PAS 24	Height – 600, 900, 1200, 1500mm Width - 1200, 1500, 1800, 2100mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light casement with fixed centre and side (2) hung opening. Standard and PAS 24	Height – 900, 1200, 1500mm Width - 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light casement with fixed, side (2) and top hung opening. Standard and PAS 24	Height – 900, 1200, 1500mm Width - 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light casement with fixed, side (2) and top hung opening over fixed. Standard and PAS 24	Height – 1200, 1500, 1800mm Width - 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Tilt before turn, single. Standard and PAS 24	Height – 600, 900, 1200, 1500, 1800mm Width – 600, 900, 1200, 1500mm The pricing document (Appendix 5) illustrates the actual minimum range

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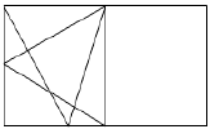
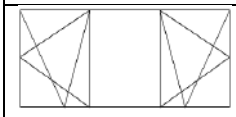
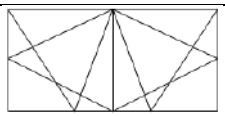
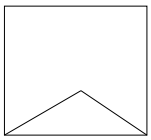
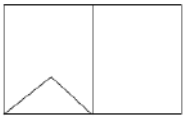
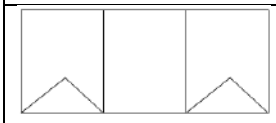
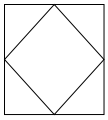
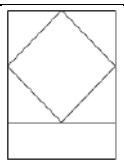
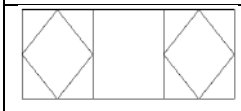
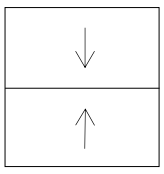
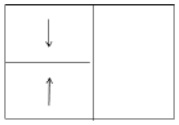
 Multi light Tilt before turn with fixed sidelight. Standard and PAS 24	Height – 900, 1200, 1500, 1800mm Width -1200, 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light Tilt before turn (2) with fixed centre pane. Standard and PAS 24	Height – 900, 1200, 1500, 1800mm Width - 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light Tilt before turn (2). Standard and PAS 24	Height – 900, 1200, 1500, 1800mm Width – 1200, 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Top hung fully reversible Standard and PAS 24	Height – 600, 900, 1200, 1500mm Width – 600, 900, 1200, 1500mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light Top hung fully reversible with fixed sidelight Standard and PAS 24	Height – 900, 1200, 1500mm Width – 1200, 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light Top hung fully reversible (2) with fixed centre Standard and PAS 24pane	Height – 900, 1200, 1500mm Width – 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Horizontal pivot Standard and PAS 24	Height – 600, 900, 1200, 1500mm Width – 600, 900, 1200, 1500, 1800mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light Horizontal pivot with fixed bottom panel Standard and PAS 24	Height – 600, 900, 1200, 1500, 1800mm Width – 600, 900, 1200, 1500, 1800mm The pricing document (Appendix 5) illustrates the actual minimum range
 Multi light Horizontal pivot (2) with fixed centre pane Standard and PAS 24	Height – 600, 900, 1200, 1500, 1800mm Width – 1500, 1800, 2100, 2400mm The pricing document (Appendix 5) illustrates the actual minimum range
 Vertical sliding sash Standard and PAS 24	Height – 900, 1200, 1500, 1800mm Width – 450, 600, 900, 1200, 1500mm The pricing document (Appendix 5) illustrates the actual minimum range
Multi light Vertical sliding sash with fixed sidelight  Standard and PAS 24	Height – 900, 1200, 1500, 1800mm Width – 900, 1200, 1500, 1800, 2100, 24000mm The pricing document (Appendix 5) illustrates the actual minimum range

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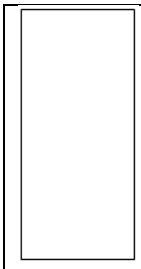
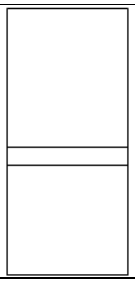
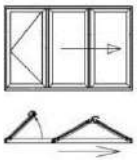
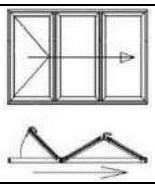
Additional Options
Surface coating to BS7722
Enhanced U-value assemblies
Triple glazing
Georgian bars
Woodgrain effect frames
Standard colour frames
RAL colour frames

10.2.2 - Door styles

- Single leaf residential doorsets (front/rear doors) with /without side lights and top panels
- French/patio doorsets
- Bi-fold doors / single track sliding folding doors

As above but also with enhanced security options (PAS 24/LPS1175 – SBD certified)

 Single leaf fully glazed residential doorset, standard and PAS 24	 Single leaf 2XGG glazed residential doorset, standard and PAS 24
 Single leaf residential doorset, with half moon glazing. Standard and PAS 24	 Single leaf residential doorset, 4 panel top panels glaze. Standard and PAS 24
 French residential double leaf doorset low threshold both standard and PAS24	 In line sliding Patio doorset, Standard and PAS 24
 Bi-Fold doorset low threshold, - Standard and PAS 24	 Bi-Fold doorset low threshold three section hinged. . Standard and PAS 24

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11. – Product sourcing

11.1 – Manufacturing supply and sustainability

Doors offered should be those currently manufactured by the tendering company or sourced from a manufacturer whose products are able to meet the requirements set out in this Section.

Where a tenderer is unable to manufacture a particular range or style of window or door but would wish to offer the product type, then this may be sourced externally. You will be are required to give the full details of any product sourcing along with certifications.

Sustainability is a key consideration in modern construction and so responsible sourcing of raw materials along with recycling and re-use of materials will also be an evidenced requirement. This evidence should also be related to your supply chain as a whole.

Sustainability and recycling may be evidenced through schemes such as FSC or PEFC for timber products and FENSA recycling or Recovinyl for PVC-u. Certification is also available such as BES 6001 `Responsible Sourcing of Construction Products`. Memberships and/or certifications are desired but not essential however some elements of scoring will be against environmental credentials.

11.2 – Profiles

Manufacturers may offer one or more profile systems for each product listed – It is however preferable that in order to maintain consistency you should be able to offer a compatible suite of profiles for a number of door types and configurations.

11.3 - Product types within a range

A profile system supplier might have more than one product design available within the range of windows and doors offered. This would, for example, be for improved thermal properties or aesthetic considerations and achieved by variations within the profile design.

Manufacturers may offer one or more product profile designs to enhance customer choice. In doing so, the conditions set out in the following sub sections shall be observed.

It should be noted that the offering of additional profile designs within a product range is entirely optional and you will not be disadvantaged in any way by not doing so.

11.3.1 - Product accountability

Full details of window and doorset products must be submitted with this tender and the Appointed Company will be ultimately responsible for the supply of the product. If the product is selected by the LHC, the manufacturer will be bound to the maximum agreed prices as entered within the bid and the level of specification. These may only be changed during the course of the arrangement with the prior approval of the Sponsoring Officer. If this requirement is not observed, LHC selection of the product will be deemed to have been automatically withdrawn.

11.3.2 - Ancillary components

All window and doorset products offered shall include a selection of ancillary components (couplers, sub-sills, extension profiles, etc) necessary for the effective installation of the units into new or existing openings ensuring that the finished installation fully performs to the specified requirements and properties throughout its design life. Unless otherwise stated at call off, All hardware, fasteners and fixings shall be corrosion resistant to a minimum Grade 3

of BS EN 1670:2007 and sub sills to project a minimum of 25 mm from the face of the brickwork. Windows and doorsets should have bottom drainage.

11.3.3 - Level entry door thresholds

Level entry door thresholds must be provided on products to facilitate the requirements of Building Regulations Part 'M' together with Disability Discrimination Act (DDA) requirements

12. - Additional products

A company appointed to this arrangement will be at liberty to offer to LHC clients additional window and door types and ancillary components which they currently market or intend to. It should be made clear that these will not form part of this tender selection criteria and will have no influence on the scoring process. An example of this would be security entrance door operated by a specific access control system, or a replicated stained-glass window, integrated or surface mounted blinds etc..

Following appointment to the arrangement, LHC will subsequently evaluate nominated products and services for quality and best value, which will include the submission of prices and performance accreditation generally in accordance with the evaluation criteria used for such stand-alone LHC arrangements.

LHC reserves the right to accept or reject such nominated products following due diligence, at any time, at its entire discretion.

Some clients may on occasions require complimentary door and window products within a project that have a core material requirement that is not specified within this framework. These products should not form a substantial part of the project scope and must conform to all relevant standards, codes of practice and associated LHC Framework specifications. Clients may also wish to specify blinds and coatings in some circumstances

13. - Product pricing

You will be asked to submit prices your maximum prices into the pricing document for all products being offered, which will then be evaluated and ranked for Best Value (70% quality- 30% price). However, please note the following:

That prices submitted are your maximum rates and shall be applicable for all windows, doors and doorsets and associated product to comply with current building regulations in the relevant geographical regions and will be considered in the scoring and selection process. Maximum rates are required so that as clients may undertake mini competitions at call off.

That price for all other products will be subject to the Terms and Conditions of this document but will not be considered in the scoring and selection process.

On some occasions it may be necessary to validate quoted costs against those supplied and assessed within the framework agreement. It is therefore in your interest to be able to clearly illustrate the works cost, regional uplift, day rates/hour rates and specialist contractors' rates as applicable. The pricing schedules give the ability to show this, and care should be taken when entering figures and decimal points.

Any costs that have not been specifically provided for in the general pricing schedule, such as any builders work in connection with delivering a project should originate from industry recognised sources such as the NHF schedule of rates. Where necessary, any specialist work or service quotes provided in connection with project works shall also originate from industry standards to ensure price validations can be performed.

You should ensure you fully understand the pricing criteria and method of scoring set out in the Pricing Schedule when preparing your submission for products to be considered.

It should also be noted that the LHC WD2 framework has a 5% levy to be paid against the gross contract value (ex vat) of any works conducted through this framework. This is further detailed within the pricing schedule.

14. - Certification, Accreditation and Sustainability.

The system supplier should be certified to BS EN ISO 9001 for window and doorset manufacturing and the management systems as appropriate.

In the section entitled `Third Party Accreditation` there are standards illustrated as requirements of conformity although the list is not exhaustive it should be used for further guidance.

You, the doors supplier, will be asked in the Product Information Template, for proof of conformity with relevant standards together with all relevant third-party certification and test reports issued for the systems offered. The system supplier should provide copies of third-party certification where appropriate (together with accompanying test reports) accredited to them for all window and door systems offered.

As referred to in Clause 4, it is probable that, during the period of this Framework arrangement, changes will be implemented to the Building Regulations and relevant British / European standards. These will affect both you and your system supplier. It is important that you have an effective technical alliance with your system supplier in addressing such developments including providing the necessary technical support and advice for you and your customers will be expected.

All products shall conform to the UKCA Marking requirements of the Construction Products Regulation 2011 (CPR) for which your system supplier shall provide full support including relevant conformity declarations.

Evidenced certification of sustainability such as BES 6001 will also enhance your application within the quality questions appendix.

14.1 - Environmental policy and sustainability

The effective implementation of an environmental policy is important to LHC and our customers. It will be expected that you, as the system supplier, will have robust environmental policies and credentials in place for the recycling of post manufacturing and consumer waste, plus an appropriate supply chain management procedure.

LHC will, during the operation of this WD2 fgramework arrangement, give consideration to updating environmental and sustainability requirements being mindful of reference standards such as BES 6001 / OHSAS 18001

14.2 - Timber sourcing

Where applicable,fFull compliance with the requirements of the EU Timber Regulation (Regulation No 995/2010 of the European Parliament and of the Council of 20th October 2010) – is essential for all timber products.

To comply with the above legislation, no timber products, including wood-based panel products, will be permitted to be used in any form without full compliance with the Regulation.

Evidence of due diligence and risk assessment regarding chain of custody will be called for in support of your tender evaluation.

14.3 - System availability

You must ensure that each window and doorset system offered will remain available for at least two years from the framework start date, expected to be 01 May 2021.

15. – Materials and Components.

15.1 - General

This offer shall be for windows doors and doorsets as specified within this specification and similarly, all accessories and ancillary products although these may be of other materials it is provided that they meet the general performance requirements given.

15.2 - Consistency of product

Throughout the Framework arrangement period, all fabrications, materials and parts supplied by an Appointed Company shall be consistent in quality and appearance, shall be obtained from reliable sources, and shall conform to the product specification, as agreed between the Sponsoring Officer and the Appointed Company. Deviations from this specification will be permitted only after written approval from the Sponsoring Officer, who at his sole discretion, may require additional testing, the cost of which is to be borne by the Appointed Company and/or the manufacturer, if a characteristic of major importance is likely to be affected

15.3 – Conformity

As a minimum requirement, conformity to all relevant parts of British and European standards is a condition throughout. Where appropriate, conformity to the relevant British and European standards will also be stipulated. Tests for those essential product accreditation requirements set out in in the specification and associated documents will need to have been undertaken in accordance with the relevant British Standard or Product Assessment Scheme and by a UKAS (United Kingdom Accreditation Service) or EA (member of The European co-operation for Accreditation) approved testing body.

Within the product declarations, you will be asked to substantiate such conformity with supporting information such as third-party accreditation (e.g. – BSI Kitemark, Q-mark etc) where applicable.

It is also expected that many EU standards will be written into British Standards, along with statutory updates being issued during the duration of this framework so care should be taken to ensure conformity with the revision appropriate at the time of installation

15.4 health and the environment

The requirements of the ISO 14000 set of standards shall be followed to reduce waste and environmental damage. The requirements of the HASAWA and CDM requirements shall also be followed along with any other regulations necessary for the safe and environmentally friendly completion of works being undertaken.

16. - Detailed product requirements

16.1 - Door frame and door carcass materials

The materials used in the construction of the door frames and door carcass should conform to the appropriate product standards listed within section 1 of this specification

16.2 - Door leaf

The door leaf shall conform to the dimensional requirements and manufacturing tolerances as set out in the relevant BS or BS EN standard

When positioned, the leaf should move freely and smoothly without hindrance throughout its intended range of movements

Note: other standards, regulations and requirements will also apply to the installation, i.e., security, glazing, performance and associated builder's work. These additional requirements should also be taken into account.

16.4 - Frame / glazing joint sealing materials

Any joint sealing materials shall comply with the requirements of the appropriate British or European standard. These shall be of a type suitable to form a seal against air and/or water penetration and to withstand stresses during any assembly, transportation, and installation.

They shall not react adversely with adjacent materials and finishes. The colour of the sealant shall match the colour of the finish on the aluminium frame.

16.5 - Thermally improved frames

Where appropriate, there is a requirement for doors and aluminium surrounds to be thermally improved in order to improve overall U-value and reduce the risk of surface condensation. The thermal improvement shall comprise a thermal barrier which the insulating material should be stable under all conditions of service and sufficiently robust to withstand test carried out in accordance with BS 6375-1 and BS 6375-2.

The thermal barrier may be of the materials specified within BS 4873 and be fully endorsed by the profile supplier including application, performance, durability and for energy efficiency compliance requirements.

16.6 - Door glazing beads

Shall be consistent in colour and/or appearance with the frame profile and cut accurately to length to fit neatly without excessive gaps at corners or buckling.

16.7 - Sills and sill nosings

Door sills shall be consistent in colour and/or appearance with the frame profile and finished neatly at end with a capping piece where appropriate.

Sills and sill nosings shall be sized and formed so that when installed, water will be effectively shed away from the door installation and from the substrate immediately below the installation.

16.8 - Trims and other ancillary products

A comprehensive range of ancillary products such as trims, cover strips, extension profiles, couplings etc will be expected to be included as part of the product package. The appearance, performance and life expectancy shall be the same as the window or door product they form part of.

Trims should be colour matched. Any cellular PVC-U trims should conform to BS 7619.

16.9 - Level entry door thresholds

Level entry door thresholds must be provided to accessible entrances where appropriate to conform with the requirements of Building Regulations Part 'M' and provisions set out in The Equality Act 2010.

16.10 - Weatherstrips and glazing gaskets

Weatherstrips and glazing gaskets shall conform to:

- BS 4255-1 or;
- BS EN 12365-1

Where applicable, weatherstrips and gaskets shall be inserted into profiles in accordance with the system manufacturer's instructions, without tension and fitted with care to prevent gaps or buckling at corners due to shrinkage or expansion.

Weatherstrips should preferably be in one length around the perimeter of the assembly with a single joint at the head. All materials used in weatherstrips and gaskets shall be physically and chemically compatible with the contact surfaces of

the product and be completely suited to the climactic and environmental conditions of use. Weatherstrips shall be capable of being renewed without disturbing any glazing system and without removing the outer frame from the structure.

16.11 - Glass and glazing

16.11.1 – General

Glazing for buildings shall be glazed in accordance with the relevant parts of BS 6262-4 and workmanship in accordance with BS 8000-7.

Other standards may be relevant appropriate to the frame material such as BS 8213-4:2016, Windows and doors, code of practice for the survey and installation of windows and external doorsets and NHBC standards as appropriate. The recommendations of the glass manufacturer should always be followed, particularly with the application of specialist glass products.

16.11.2 - Glass – general requirements

Glass in windows, door leaves, sidelights and fanlights shall meet the performance requirements for thermal insulation and impact safety, relevant to the location of the glass, set out in Approved Documents L, K, and N of The Building Regulations SEE NOTE BELOW. This will include the need for safety glass to be impact tested.

This offer shall include doors glazed with a wide choice of glass types, performance and thickness,

constructed into an insulating glass unit (IGU). The choice of glass will be dependent on factors such as location, thermal requirements, security, and safety.

Each glass type used should be accompanied by its fully compliant relevant UK standard and UKCA marked as necessary. This replaces the previous harmonised European Standard CE Marking identification

Glazing providing enhanced security to PAS 24 and Secured by Design requirements should be available. 'Glazed units will be required to exceed the U-value requirements contained in the current Part L of the Building Regulations / The Building (Scotland) Regulations Section 6 and may be of soft coat or hard coat application.

The u-values required under this framework for windows are 1.3 W/(m^2 K) and/or better. Doors should meet or exceed current building control requirements.

Unless otherwise stated at call off, obscure glass shall be fitted to windows in bathrooms and toilets.

Note:
It is recognised that for the Building Regulations in England, Part N has been subsumed into Part K and has been withdrawn. However, Part N will continue to apply to building works carried out in Wales

16.11.3 - Safety glass

See also section 25.6. To comply with the Building Regulations Parts K and N regarding glazing in hazardous locations, all safety glass used shall conform, and be third party accredited, to the following:

- BS EN 12150 for toughened safety glass
- BS EN 14449 for laminated safety glass
- BS EN 12600 for the pendulum impact test method

Glass shall be indelibly marked with the details of the accredited conformity so that the marking is clearly visible after installation in accordance with BS 6262-4, Section 7. The UKCA Marking requirements shall also be noted.

16.11.4 - Glazing

Notwithstanding Clauses within this section above, glazing shall be carried out in all cases in accordance with the relevant requirements of BS 6262 and with the system manufacturer's glazing instructions This offer shall include for doors and windows (fanlights and sidelights) glazed with hermetically sealed insulating glass units (IGUs) complying with the Construction Regulation requirements, BS EN 1279. A third-party certification system shall also be in operation to ensure full conformity with the requirements of BS EN 1279, including where IGUs are gas filled.

Any glazing distance and support blocks shall allow for drainage as required, shall be secured to the profiles or of such design as to prevent slippage and shall be used at the positions specified by the system manufacturer. Glass adaptors, glazing and setting blocks and compounds shall be of materials that do not react with any frame or door construction materials.

Reference should also be made to BS 8213-4, Clause 8.9.2, when glazing is applied on site. Glazing compounds may be non-setting compounds, preformed mastic tapes, gun grade solvent release type sealants, one- or two-part curing sealants and two part rubberising compounds, as set out in BS 8213-4, Clause 8.9.2. Gun grade sealants shall comply with BS EN ISO 11600.

As a default, any door glazing system should be internally glazed for ease of future maintenance and increased security unless it can be demonstrated that effective security can be afforded on the product with external beading.

Glass used in insulating glass units for windows and doors should comply with appropriate British

Standards including the following:

- Annealed glass - BS EN 572
- Laminated glass - BS EN 14449
- Toughened glass - BS EN 12150
- Wired glass - BS EN 572

Low-e coated glasses, including both hard and soft coated - BS EN 1096
The glass supplier should provide documentation to confirm the properties of the various glasses used and conformance with the appropriate British Standards. Permanent marking of safety glass (including glazed shower/bath screens) is required.

16.11.5 - Glazing units

This offer shall include doors glazed, as necessary, with hermetically sealed insulating glass units (IGUs) complying BS EN 1279 and will be UKCA marked *to* the appropriate characteristics of this standard and conform with the legal trading requirement of the Construction Products Regulation, and all the relevant parts of BS 6262. A third-party certification system shall also be in operation to ensure full conformity.

Glazing units should be able to be replaced or maintained reasonable quickly without the need for complicated techniques, specialist labour or the use of complicated glazing techniques.

Glazing components should be compatible with the frame finishes. Manufacturers' recommendations should be taken into account. Materials from different manufacturers should not be used together unless both have evidenced compatibility or agreed in writing.

Glazing materials should be compatible with the required levels of safety and security. The requirements for critical locations with a high risk of accidental breakage should comply with the safety requirements of Approved Document K in England 9Previously in Approved Document N),

Wales still has the Approved Document N and BS 6262 in Scotland.

17. - Hardware and associated fasteners

17.1 - General Requirements

The choice of hardware is left to the fabricator's discretion but must conform to the requirements of this specification. Such conformity should be endorsed by the individual hardware component's supplier.

Appendix 5 sets out the minimum guarantee/warranty periods for products and components supplied under this arrangement. The hardware supplied shall meet this requirement, subject to reasonable use and maintenance.

The method of fixing all items of hardware shall be in accordance with the manufacturer's specification and instructions so as to achieve optimum performance and durability. Compliance with BS 8529 shall also be achieved on composite doors.

Windows and doors shall be supplied with all necessary hardware to ensure they operate satisfactorily and in accordance with the performance requirements set out within this specification. Where such accessories are to be supplied loose for site fixing, fixing instructions shall be provided for each individual item supplied.

Hardware shall also be replaceable without removing the outer frame from the structure of the building.

Fixed hardware which will be exposed during site storage and installation shall be taped or shrink-wrapped for protection.

17.2 - Special needs

Appointed companies shall have the ability to provide a range of hardware to assist people with special needs.

Components such as handles, locking mechanisms and controls are to be capable of offering adaptations in accordance with The Equality Act (Disability) Regulations 2010.

17.3 - Performance classification

The classification for performance, operation and strength characteristics of the windows and doorsets shall be as set out in BS 6375-2. Each specified application should be assessed, and the performance characteristics satisfy the categories of use for the UK as illustrated in Table 3 of the standard.

17.4 - Materials

The method of fixing and any fasteners used shall be in accordance with the manufacturer's specification and instructions so as to achieve optimum product performance and durability.

Compliance with BS 8213 shall be achieved for the survey and installation of windows and external doorsets.

Small plastics or nylon sub-components such as spacer shims serving only as packing, end caps, hinge covers, etc are acceptable.

Where metals are in direct contact with each other they shall only be used in combinations which have ratings 0 or 1 for atmospheric environments given in PD 6484 or are otherwise protected to prevent electrolytic or any other bi-metallic reaction.

17.5 - Durability and corrosion resistance

All hardware and fixings should be suitable for use within the environment of application. Particular attention should be paid to the choice of material in aggressive applications such as coastal and industrial areas, if in any doubt the manufacturer's guidance should be confirmed.

Hardware shall conform to the requirements of BS 8529. In particular, all hardware shall have at least the equivalent corrosion resistance of BS EN 1670 grade (class) 3 (96h) when subjected to a neutral salt spray test as specified in BS EN ISO 9227.

The period of guarantee requirements referred to in appendix 5 should be noted for components supplied under this arrangement. The hardware supplied shall meet this requirement, subject to reasonable use and maintenance.

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17.6 - Fire safety

Hardware for emergency escape routes, may be required.

For escape route hardware, the requirements of BS 6375-3 (and its referenced standards) should be followed. The guidance on essential and non-essential hardware contained in Annex A of BS 8214 should be followed.

The Sponsoring Officer reserves the right not to accept hardware that he may consider difficult to operate by some users under circumstances of duress in the event of a fire.

17.7 – Appearance

Unless specifically requested by the client/specifier, all visible items of hardware supplied shall match in style, colour and shading for each individual window or doorset supplied.

A stipulation for consistency of hardware finish and appearance shall also be noted

18. - Door Furniture Hardware requirements

18.1 - Handles and door closures

Ironmongery should be provided in accordance with the design and specification. For critical functions, materials should comply with appropriate standards, including the following:

BS EN 1935	Building hardware - single axis hinges - Requirements and test methods
BS 3621	Thief resistant lock assembly. Key egress
BS 8621	Thief resistant lock assembly. Keyless egress
BS 10621	Thief resistant dual mode lock assembly
BS 4951	Specification for builders' hardware: lock and latch furniture (doors)
BS 5872	Specification for locks and latches for doors in buildings
BS 6459	Door closers.

Handles should be lever/pad or lever/lever complying with the requirements of BS EN 1906 in all relevant aspects.

For enhanced security, conformity and third-party accreditation to PAS 24-1 should be achieved and Secured by Design accreditation where stipulated by the client.

18.2. - Cylinder locks

Cylinders should meet the requirements of BS EN 1303 in all relevant aspects. For enhanced security, conformity and third-party accreditation to PAS 24-1 should be achieved and Secured by Design accreditation where stipulated by the client.

18.3 – Hinges

Hinges shall meet the requirements of BS EN 1670 corrosion resistance and be able to conform to the relevant operational durability and strength characteristics

18.4 - Letter plates

The size and design of letter plates (with particular reference to the aperture and any internal protector or limiter) should satisfy the enhanced security requirements of PAS 24 / Secured by Design.

The installation of letter plates in fire doors is not always endorsed by Fire Officers and specialist fire consultancies. However, should it be a client's requirement, full acceptance by the fire authority, compliance with BS 8214- and third-party testing accreditation should be provided.

Where individual letterboxes are fitted, they should have a minimum aperture size of 260mm x 40mm have anti-fishing properties, fire retardant where considered necessary and installed in accordance with the manufacturers' specifications, noting that any product certification shall not be affected.

18.5 - Door viewer and chain

Unless specifically requested otherwise by the specifier or client, each door that requires a door viewer shall be provided with a wide angle of vision (min 70°), have a maximum diameter of 19mm, and shall be chrome effect, brass, aluminium, white powder coated or as specified by the client / specifier.

The viewer shall be fitted with an internal swivel cover to prevent light emission and viewing from outside. The door viewer shall be positioned at a height to suit the occupant's requirements. Special consideration should be given to occupants with visual impairments.

Unless specifically requested by the specifier / client, all front doors are to be fitted with a security chain, with fixings to be strictly in accordance with the manufacturer's instructions. Chains are to be fixed at 1440mm from the bottom of the door.

19. - Hardware - Other requirements

19.1. - Handover instructions

The appointed company will be required to provide the client / resident with a set of clear operating instructions, and these must explain the key locking process in Simple terms together with a diagram illustrating the locking process. In particular means of escape and security facilities must be emphasised prior to handover.

19.2. - Hardware suppliers

All components should be supplied by a manufacturer complying with BS EN 9001:2000 accredited quality system, or similar proven quality management system, and be covered by the manufacturer's audited Warranty Scheme. A warranty certificate is to be issued by on completion of the project.
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20. – BWIC

Any Builders work in Connection with window and door installations shall be carried out in an appropriate manner and in accordance with relevant standards and codes of practice.

21. - Manufacturing tolerances and construction for door leaves and frames

21.1. - General requirements

All elements of fabrication and workmanship of windows and doors for this framework arrangement shall be manufactured strictly by a method capable of satisfying the performance requirements set out in this specification and in accordance with the system manufacturer's fabrication manual and instructions. Subsequent deviations from this method will be permitted only after written approval by the Sponsoring Officer.

Assessment of product quality (including accuracy in manufacture), factory production systems and quality assurance procedures form part of this evaluation.

Unless specifically requested by the client/specifier, all visible items of hardware supplied shall match in style, colour and shading for each individual window or doorset supplied.

21.2 – Door size and flatness

In accordance with BS EN 1529 the overall height and width of the door leaf shall be within ±3 mm, and the thickness shall be within ±1 mm, of the nominal dimension.

When measured in accordance with BS EN 952 the deviation from flatness of the door leaf shall not exceed 4 mm for bow and twist, and 2 mm for cup.

The measurement of defects set out in BS 5277, EN 24, 'Doors. Measurement of defects of general flatness of door leaves' should also be followed.

Frames, with or without sidelights or fanlights, shall be capable of being installed with a maximum difference of 4 mm in the dimensions of the diagonals.

21.3. - Trims and other ancillary products

A comprehensive range of ancillary products such as trims, cover strips etc will be expected to be included as part of the product package. The appearance, performance and life expectancy shall be the same as window or doorset product they form part of. Trims should be colour matched. Any cellular PVC-U trims should conform to BS 7619.

21.4. - Frame Joints

All perimeter corner and intermediate joints (transoms, mullions and deep rails) in all door types shall be durable and flush, stepped or lapped surfaces in accordance with relevant industry, BS, EU standards and Codes of Practice as appropriate at the time of supply and installation.

21.5.- Sectional dimensions

LHC will, during evaluation of offers, take into careful consideration the cross-sectional dimensions of all members (frames, glazing beads, surrounds and ancillary profiles). Designs where profile sections are clearly inadequate for the maximum overall door size and type and design offered will not be accepted.

21.6 - Ranges of sizes

Doors shall be required as single units, as multi-light units and also as coupled units.
Windows and doors shall be required of non-standard dimensions. The spaces that these components shall be required to fill may have any dimensions within upper and lower limits as stated by the system manufacturer.

The attention of the manufacturer is drawn to the limitations on dimensions imposed by the necessity to comply with the requirements for safety in opening and cleaning from the inside within BS 8213-1. Building Regulations Part 'B' also applies to windows used for egress.

21.7 - Manufacturing tolerances

The work sizes for the overall length and height of the window / door shall be documented.
The allowable manufacturing tolerances of an assembled frame shall be as set out in the relevant BS and or EU standard for each door type.

21.8 - Drainage and pressure equalisation

All windows and doors (frames, transoms/mid-rails etc) shall be drained in accordance with the system manufacturer's recommendations. Front drainage or concealed drainage may be required. Drainage holes shall be free from any obstruction such as residue swarf. Any pressure equalisation details shall also be provided in accordance with the system manufacturer's recommendations.

22. - Product security

22.1 - General

All window doors and doorsets offered shall comply with the basic security requirements for security given in the relevant British or European standard as applicable at the time of supply and installation except those that have to meet Part Q of the Building Regulations for England and Wales.

The majority of products offered will be required to achieve enhanced security performance involving the use of specifically designed hardware including multi-point locking, hinges and high security locking systems. These shall have been tested and certified in accordance with PAS 24:2016 by third party accreditation band be valid for the current standards and be in date. Any co-existence with superseded standards shall be specifically observed.

All enhanced security products shall be specified and supplied replicating the third-party PAS 24 product accreditation schedule for that product type, it is noted that SBD accreditation may have other appropriate standards assigned under the certification.

Certification of conformity to Secured by Design is commonly required by LHC clients and is therefore considered preferential in the offer of this arrangement. All enhanced security products shall be specified and supplied replicating the Secured by Design accreditation and clearly displaying the conformity logo

22.2 - Security doors

Security doors (e.g., entrance doors) with items such as door entry and access systems shall be sourced and installed ensuring full collaboration with the system manufacturer.

Selection, specification and installation procedures shall follow the guidance as laid out by British Security Industry Association (BSIA) which lists the various British and European standards plus electrical and wiring regulations to be conformed to.

23. – Product safety

23.1 - General

Windows, doorsets and screens (where applicable), their materials and component parts shall be inherently safe for the user. LHC will not accept designs incorporating sharp edges or features which may be dangerous for the user.

All doorsets offered shall comply with the requirements for safety given in BS 8259, BS 6375-2, BS 6375-3 and BS 8213-1. All areas of glazing design and application shall comply with the requirements of BS 6262 and its associated parts.

Compliance must also be achieved with the Building Regulations Part B: Fire safety and Part K: Protection from falling, collision and impact (which also replaces Part N: Glazing safety). Compliance must also be achieved with the Building Regulations Part B: Fire safety and Part K: Protection from falling, collision and impact and Part N for Wales.

LHC reserves the right not to accept or request the discontinuation of hardware that may be considered difficult to operate by some users under certain circumstances including that of duress in the event of a fire.

23.2 - Safety in use and cleaning

Consideration to safety in use and during cleaning of windows is paramount. The recommendations given in BS 8213-1 must be followed and your attention is particularly drawn to the risk assessment guidance contained within the standard. This also applies to screens etc as applicable.

23.3 - Other safety devices

Where necessary, Safety devices may be required by some clints, where any such safety devices are offered, then they shall conform to the requirements specified in BS 6357-2. Emergency exit and panic devices shall conform to the requirements of BS 6375-2. Where access control is fitted to a door, in order to comply with local authority and building regulations and to meet local fire officer requirements, emergency egress must not depend on the operation of the access control systems controller, software etc. In the case of Fail-Safe locks this is normally provided by a green break glass device. t is considered best practice to use a double or even triple pole break glass unit to ensure both positive and negative connections are released and reporting of break glass activation in the case of the triple pole unit.

Where communal external doors exist, green break glasses should not be fitted due to abuse. Instead, vandal resistant stainless steel self-resetting emergency exit systems should be installed.

Where a method of access control is fitted, including electric strikes, shearing's and maglocks It is important for the alignment between the electromagnet and the ferrous plate to be correct to achieve the specified holding force. If the electromagnet is mounted on the top of the doorframe it is important that it does not restrict the height through the door sufficiently for it to become a health and safety issue. The requirements of this section fall under a project-by-project basis and do not form part of the framework evaluation

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23.4 - Safety in case of Fire

Windows and doors incorporating design features necessary to accommodate the requirements of Building Regulations Part B shall be offered as part of the product range.

The operation of windows and doors shall take account of, and be able to satisfy, the relevant parts of BS 9999 – 'Code of practice for fire safety design, management and use of buildings'

LHC reserves the right not to accept hardware that may be considered difficult to operate by some users under circumstances of duress in the event of a fire.
Other properties such as fire resistance and reaction to fire shall be declared where necessary, in accordance with BS 6375-3.

Where appropriate some entrance door sets may be required to be fire rated and must be installed with a door closure unit It must be noted that any doorset installed with closer mechanisms that are mortised into the door leaf or frame (integral) must form part of the certified door set.

All glazing in and adjacent to doors shall be installed with a fire rated laminated glass meeting the requirements of BS EN 356:2000 class P1A (or as updated) and be securely fixed in accordance with the manufacturers specifications.

The LHV C8 framework contains further details and requirements for fire rated doorsets.

23.5 - Fire resisting products.

Fire resisting products covered within BS EN standards – including BS EN 14600 and BS EN 16034 – shall conform to their respective standards. All associated hardware items shall likewise conform to respective standards pertinent to the product so as to ensure suitability, compatibility, performance and durability appropriate for its use

The Appointed Company must assume responsibility for providing full product and installation conformity certification to the customer, as necessary. Individual authorities' Fire Safety Officer (or representative) may exercise a risk assessment in chosen situations where product compliance and conformity certification is required. Such information shall be provided without extra cost to the client, unless by prior agreement. It is therefore recommended to seek absolute clarification in good time

Glass in fire doorsets, assemblies and products, including any sidelights and fanlights, shall meet the relevant requirements of Approved Document B of The Building Regulations in respect of FD30 / FD30S (and if offered) FD60 / FD60S doors.

Properties such as fire resistance and reaction to fire shall be declared, where necessary, in accordance with BS 6375-3.

The LHV C8 framework contains further details and requirements for fire rated doorsets.

23.6 - Safety glass

To comply with the Building Regulations Parts K and N regarding glazing in hazardous locations, all safety glass used shall conform, and be third party accredited, to the following:

- BS EN 12150 for toughened safety glass
- BS EN 14449 for laminated safety glass
- BS EN 12600 for the pendulum impact test method

Glass shall be indelibly marked with the details of the accredited conformity so that the marking is clearly visible after installation in accordance with BS 6262-4, Section 7. The UKCA Marking requirements shall also be noted.

23.7 - Appearance

Any applied coating shall be free from irregularities and smooth to the touch. Any jointing such as mortise and tenon joints or welded *etc.* shall be cleaned off smooth on the surfaces which are exposed when the door is in the closed position and where they come into contact with the glazing.

The appearance shall be uniform between batches of windows and doors and between windows, doors and ancillary components within the same project. The exposed surfaces of plastics, coatings, trims, jointing etc shall also be smooth, flat, and free from pitting, impurities, cavities and other surface defects except in the provision of a specified grain effect.
Visible hardware shall be of a consistent material and colour for doors.

23.8 – Durability

Windows and doors offered shall have a minimum service life of illustrated in appendix 5 (Pricing) and as referred to in BS 7543 – 'Guide to durability of buildings and building elements, products and components.

LHC accepts that depending on the level of specification, use and exposure, some component parts may need to be replaced during the service life period (see also *'*Guarantees, warranties and maintenance').

With regard to window and doors hardware, as a guide, 'standard' fittings should be capable of 30,000 operations in conditions simulating actual use without sign of excessive wear and those items offered as 'higher performance' should be capable of 50,000 cycles in conditions simulating actual use.

It is essential that all component parts can be easily and economically replaced.

23.9 - Compliance marking

Windows and door/ doorsets shall be marked in accordance with the requirements of the appropriate Standards as necessary

Glass shall be indelibly marked with the details of the accredited conformity so that the marking is clearly visible after installation, in accordance with the requirements of BS 6262-4

Enhanced security products shall be marked to the requirements of PAS 24 and (where applicable) Secured by Design.

All products offered, which are covered by a previous European harmonized standard, shall now have the new UKCA mark affixed, or be in the process of the transition to UKCA, in accordance with the Construction Products Regulation (CPR) noting that the current deadline for compliance is now 1st January 2022

24. - Design and measuring of fenestrations

24.1 - Requirements

The edge profile of windows, doors, doorset and screen assemblies (where applicable) shall be so designed as to permit satisfactory installation into the structural opening. The products offered for this arrangement shall be able to cater for the wide variety of building forms likely to be encountered on projects making use of LHC components. Circumstances may arise where the offered components will require adaptations and where special trims and extension profiles will have to be used. Any

adaptations to the windows, doorsets and screens offered shall not affect the performance of the components and, if the performance is likely to be affected, the appointed company shall inform the specifier in writing at the time of submitting a project quotation.

The appointed company may be required, on any projects, to submit to the specifier design proposals at budget stage and detail drawings for approval once an order has been placed, but the specifier must be ultimately responsible for the choice, position and detailed specification of the window and door products.

24.2 - Measurement for production purposes.

With particular regard to replacement windows, doors and doorset installations, the responsibility for the taking of site measurements for production purposes shall be clearly defined on each project and will be identified in project quotations. Where this is applicable, the appointed company will be expected to take full responsibility for accurate site measurements and subsequent component suitability on the project.

Where the appointed company is responsible for the taking of site sizes, this shall be done as a separate operation from the taking of site measurements for estimating purposes

25. - Transportation, handling and storage.

25.1. - Statutory requirements

The appointed company will be expected to fulfil its requirements for full conformity to The Construction (Design and Management) Regulations 2015 (CDM 2015), or subsequent amendments, at all relevant stages of its involvement and provision of services within the project.

25.2. - Transportation and handling

The windows, door and Doorset surrounds shall be secured during transportation and adequately protected so as to ensure delivery to site free from damage. Units shall be carefully handled during unloading and distribution on site to avoid any racking or twisting of the frame and damage such as scraping caused by dragging along the ground.

25.3 - Storage

Units and all associated components shall be kept secure and under cover, preferably within a specified enclosed and lockable container conforming to the CDM Regulations 2015. They shall be kept clean at all times avoiding excessive wetting and splashing with mud, plaster or cement. No items shall be left unattended for long periods of time (e.g. overnight) where they may be subjected to damage or theft.

25.4 - Instructions for handling, storage, installation, operation, cleaning and maintenance

Companies will be required to submit to users and main contractors, in a format suitable for use on building sites, detailed recommendations and instructions, covering the following points:

- Unloading
- Site handling
- Storage and protection
- Installation
- Operation
- Cleaning

- Maintenance

26 - Specification for site operations

26.1 - Introduction

This part of the specification sets out the requirements for the service which users will expect from an LHC appointed company and describes the LHC requirements for the measurement, installation and fixing of replacement windows doors and doorsets in those cases where the appointed company is employed as a sub-contractor or main contractor.

In the case of new build projects, the installation techniques described within this specification should still be applied although the measurements and associated details will normally be decided in conjunction with the designer.

26.2 - General requirements

The survey and installation of windows, doors, doorsets and associated products under this arrangement shall be carried out in accordance with the appropriate clauses of BS 8213-4, 'Code of practice for the survey and installation of windows and external doorsets'. The guidance contained within the code of practice shall be applicable in both new build and replacement situations.

The LHC requirements for the installation and fixing of replacement windows, doors and doorsets are, in a number of cases, in excess of, at variance with, or more precise than those in BS 8213-4. Such requirements are stated below. You should take careful note of these requirements since your submitted tender prices are required to allow for full compliance, unless an exemption qualification is made.

Notwithstanding BS 8213-4, the specifier may have assessed the condition of a structure which is to receive replacement or new windows, door or doorsets and provide the appointed company with adequate details at the time of the enquiry. Where such assessment has not been carried out by the user, the appointed company shall indicate this fact in the project quotation.

Over and above conformity to BS 8213-4 (Code of practice for the survey and installation of windows and external door sets) additional preference will be given to companies who have achieved any third party certification against the code.

26.3 - Management and Supervision

It is expected that effective management and supervision procedures shall be set in place on each project to ensure the efficient and successful running of the contract. These shall include –

- Pre-contract start meetings
- Completion and agreement of pilot installations and works
- On-going pro-active communication
- Full administrative co-ordination

26.4 - Planning the work

The installation of replacement windows doors and doorsets is often undertaken when the property is occupied. For this reason, it is important that the Appointed Company works closely with the specifier (or specifier's representative) to plan the work so that the occupants will be subjected to the minimum of disruption and inconvenience. This is particularly important with regard to the preparation of the property where the resident may, for example, have impaired mobility.

The guidance contained in BS 8213-4, Clause 7.1 and 8 should be followed as necessary

26.5 - Safety on site

A significant proportion of replacement window, door and doorset projects carried out under this LHC framework arrangement will involve dwellings occupied by elderly residents such as residential homes and sheltered accommodation, or schools and colleges occupied during term time by children and young people. It is therefore important that the appointed company pays particular attention to the safety aspects of site performance.

Installers must be sympathetic to any impaired mobility of residents and lack of awareness of children, and not obstruct walkways and access areas or present any possible hazards during work.

The appointed company shall demonstrate a planned approach, including full resident and client liaison. The company's representatives and operative shall also have visible means of identification. Current health and safety at work legislation in respect of site practices shall be followed at all times. In particular, the appointed company will be legally responsible for conforming to the requirements of the Construction (Design and Management) Regulations 2015 (CDM 2015) including the notification of a project (F10 / F10R), where required. Your attention is also drawn to your responsibility on site in respect of risk assessments which might identify a need for increased levels of protection in certain situations.

Site operatives shall have the necessary training in the safe use of tools and have the full complement of personal protective equipment at all times.

The guidance contained in BS 8213-4, Clause 7.2 should be noted and followed

26.6 - Supervision of work

Effective site supervision is considered to be a key factor in the execution of a successful project. The Appointed Company must ensure in every case that the components supplied are consistent with the product specification agreed with the Sponsoring Officer and that the installation is carried out in accordance with these LHC requirements and with the details agreed with the specifier. However, ultimately it is the specifier's responsibility to ensure that the windows and doors on a project and the methods of installation employed by the Appointed Company comply with the project specification and are satisfactory for their intended use.

Note:

LHC strongly recommends the completion of a 'pilot' unit to be fitted so that agreement can be obtained from the specifier as to the suitability of product (including all hardware) and the standard of installation.

All projects will require permanent attendance on site of a qualified, competent site supervisor employed by the Appointed Company. For larger programmes, and those requiring more specialist site management skills (e.g., residential care homes, schools or colleges), the site supervisor would need to have a proven competence in managing all aspects of the project management including programming, site performance and client liaison. On smaller projects this may be a nominated competent installer empowered to make prompt decisions on behalf of the company and inform the specifier of any difficulties arising which may require instructions to be issued. In such cases, the Appointed Company will be expected to employ a Contracts (or sites liaison) Manager in the form of a Sites Liaison Officer (SLO) or Tenant Liaison Officer (TLO) who shall have overall responsibility for

the delivery and quality of installation on these sites. To do this effectively, regular visits by the Contracts Manager of at least once a week would be considered necessary as well as on-going progress updates.

DBS checks may be required on some sites and circumstances otherwise operatives must be suitably supervised.

26.7 - Survey and measurement

It is recognised that each company probably has its own evolved method of surveying and recording all necessary information required to produce fully design compliant and dimensionally accurate installations.

BS 8213-4 gives guidance on the surveying and recording best practices for replacement installations within Section 6 and for new build in Section 7. LHC will expect this guidance to form a minimum standard of survey and measurement procedure; including the risk assessment procedure and noting of structural suitability, condition of substrate, suitable type of fixings to be used, perimeter detailing, adjacent services, component design and regulatory compliance.

26.8 - Preparation of property

On each project, unless the Appointed Company is instructed to remove furniture and fittings from areas where they might be damaged during installation, this will be arranged by the specifier. However, moving furniture within a room to prevent damage shall be deemed to be part of the general installation operation and the Appointed Company shall ensure that such moving is carried out carefully and to the satisfaction of the occupant.

Sufficient protection using clean dust sheets or other protective covering should be used to avoid needless dirtying or damage to floor coverings and decorations. These should be taped down to prevent any trip hazard. In addition, all furniture, fittings, and curtains which remain in the work area shall be protected by the Appointed Company.

Similar preparatory and protective measures appropriate for schools, colleges and office refurbishment projects shall be exercised.

26.9 - Removal of existing windows and doors

This shall be in accordance with BS 8213-4, Clause 7. Every effort shall be made to minimize inconvenience to the resident or building user.

Old windows, doors and doorsets shall be taken directly to the outside of the building, utilising a safe working platform as necessary. On no account should broken or damaged glass be allowed to cause a hazard to residents or the general public.

Materials should be prepared for responsible disposal and re-cycling

26.10 - Preparation of structural opening

The structural opening shall be cleared of all dust and debris. If the removal of the window or door has damaged the damp proof membrane and loss of weathertightness is likely, the final detail shall be considered and, if necessary, appropriate remedial work carried out to ensure the resistance to the passage of moisture has not been compromised.

Any loose or damaged masonry should be repaired and made suitable to receive the replacement frame.

Attention should also be paid to the condition and application of fire barriers and cavity stops where appropriate.

Unless otherwise known, any bay windows shall be considered to be load bearing any bay construction shall be so designed to carry these loads

26.11 - Position of new windows and doorset in the structural opening

The position of the new units within the structural openings will be a matter of discussion for each project between the specifier and the appointed company. Generally, the frame should be positioned centrally within the aperture, plumb and square without twist, racking or distortion.

However, and notwithstanding the varied nature of the work likely to be undertaken, the guidelines contained in BS 8213-4, shall be followed as appropriate.

26.12 - Fixing the windows and doors

Unless otherwise specified by the window and / or door Systems Company , fixing of doorsets (and screens where appropriate) shall be in accordance with BS 8213-4, Clause 8. In particular, the following specific requirements should be noted:

- Windows and Doorsets, when fixed directly into the structural openings, or when fitted into new surrounds, shall be secure against applied loadings. The fixings shall be of a material and diameter related to the loading.
- Wherever practicable, all four sides should be mechanically secured
- Fixings shall not be more than 600mm apart and corner fixings shall be between 150mm and 250mm from the external corner. There should be a minimum of four fixings on each jamb
- Head fixings shall be as the jamb and sill fixings but sometimes the presence of pre-cast concrete or steel lintels prove problematical. Here, the use of extended brackets may be considered, or polyurethane foam is permitted on frame widths up to 1200mm. However, foam fixings shall *never* be used as the sole method of fixing the entire frame into the reveal. The guidance given in BS 8213-4, Clauses 8.3.4 and 9.4 as appropriate should be followed.
- On windows and doorsets over 1800mm wide, central head and sub-sill fixings should be provided, recommended in BS 8213-4, Clause 9.3.4.
- Installation packers that have been designed for the purpose shall be used adjacent to fixing positions to prevent distortion or splitting of the outer frame during installation. The packers may be left in situ and concealed as part of the completed installation although the fixings manufacturer's recommendations should be known and adhered to. Guidance given in BS 8213-4, Clauses 8.7.5 and 9.8.5 should be followed as appropriate.
- Other fixing devices, such as lugs, may be used where appropriate but these must be fit for purpose and endorsed by the product supplier
- Door frames shall be secured with expanding bolts or other high grip devices which have a minimum penetration of 50mm into sound material.
- Fixings shall not be left protruding from the face of the frame member and shall be fully engaged within the substrate
- To minimise possible distortion or damage to the frame, fixings shall not be over-tightened.
- Every care shall be taken during installation to ensure that building materials such as wet plaster do not foul any drainage holes or impair hardware or mechanism operations. In every case drainage holes shall be checked for efficiency.
- The drilling of service holes (e.g. telephone cables, television aerials, etc) through profiles will not be allowed
- A selection of proprietary sleeved or direct mechanical through-frame fixing products and methods is available and assessment should be made as to suitability and size within the given application – preferably at survey stage or, if not possible, when the type and condition of substrate can be fully assessed. Additional guidance should be sought from the fixing's manufacturer.
- Coupled frames shall be joined with supporting mullions in accordance with the system suppliers recommendations

26.13 - Mechanical frame fixings

All materials used, together with the method of fixing, shall comply with the requirements set out in BS 8213-4. Fixings shall be at least as corrosion resistant as Grade 3 within BS EN 1670.

All fixings shall be of a material compatible with other materials they come into contact with and unlikely to cause electrolytic or any other bi-metallic reaction.

26.14 - Foam fixing and filling

Windows, doors and doorsets shall always be fixed to openings by mechanical means. Where foam is used it shall be self-expanding polyurethane. If the use of foam is agreed by the client's Supervising Officer, the installation shall be carried out in a manner identical in all respects with the requirements of the BS 8213-4 noting that foam fixing should under no circumstances be used as the sole method of fixing the entire frame into the reveal.

Foam fixing of doors will not be permitted.

Expanding polyurethane should be used as necessary to provide a suitable backing material for the perimeter sealant allowing the correct curing time before Application of the sealant. Care should be taken to avoid distortion of the outer frame members as described in BS 8213-4.
In the case of fire-resistant products and assemblies, particular attention must be made to the requirements of BS 8214, Section 9, and full conformity essential, particularly in the correct product selection and application. Post installation checks prior to finishing off shall be carried out to ensure conformity.

26.15 - Glazing

All glazing shall be in accordance with BS 6262, using the methods and materials specified in this Offer Document. See also BS 8213-4, (Clauses 8.9.1, 8.9.2, 9.10 as appropriate) and BS 8000-7.

Where factory glazing is undertaken, installers will be expected to check that setting blocks, which are essential for the long-term function of the window, have not moved in transit. Glazing units should be toe and healed as required.

Manufacturers and installers need to be fully aware of the requirements of the Manual Handling Operations Regulations 1992 (as amended 2002) when offering factory glazed windows.
Attention is also drawn to the glazing safety recommendations of BS 6262-4, particularly the requirements for marking the glass.

26.16 - Making good

The removal of existing windows, doors and doorsets and the installation of new ones shall be undertaken with sufficient care and attention to minimise the amount of internal and external making good required. If asked to advise, the LHC will not support claims for additional cost when it is apparent that sufficient care had not been taken.

Unless the specifier issues instructions requiring making good to be carried out by others, the Appointed Company shall make good structural openings and plaster and render disturbed by the work done, including immediately adjacent redecoration or the use of all necessary cover strips.

Note:
Window and door installation base prices shall allow for a suitable external sealant, with backer material if necessary, and a suitable internal sealant in accordance with the guidance

contained within BS 8213-4, Clause 9.11. Alternative methods of making good will be priced separately but the actual work required on each site shall be confirmed with the specifier before work commences and a price agreed based on tendered rates.

26.17 - Perimeter sealing to the structural opening

This shall be in accordance with BS 8213-4, Clause 8.10 and 9.11 as appropriate. Reference should also be made to BS 8000-16, 'Workmanship on building sites – Code of practice for sealing joints in buildings using sealants.
For external finishing, the sealant to be used in conjunction with windows, doors and doorsets and their surrounds shall be one-part, low modulus, neutral curing silicone to BS EN ISO 11600. To ensure optimum performance and compatibility, it is recommended guidance is sought from the profile manufacturer, sealant manufacturer or the
British Adhesives and Sealants Association (BASA).

The sealant should be applied against a firm backing so that it is forced against the sides of the joint during application.

The internal finish shall be neat and tidy, preferably finished with a one-part water-based acrylic sealant or silicone where appropriate, used in accordance with the manufacturer's instructions. The use of decorator's caulk is not encouraged due to the risk of both impact and thermal movement of the frame.

Materials used for internal and external sealants shall be fully compatible with all elements of the window or door product (particularly the preservation or coatings) without affecting the appearance, performance and life expectancy of the product or sealant. Advice should be sought from the sealant manufacturer in cases of doubt.

Cover moulds and beads should also be used as necessary and fitted in accordance with the manufacturer's instructions.

26.18 - Installation check

Installations should immediately be cleaned, checked and adjusted as necessary to ensure proper and complete operation. All channels, rebates and drainage slots shall be free of detritus.
Particular attention should be afforded to the operation and performance of doors where security and emergency egress operation needs to be maintained.

26.19 - Site clearance

The appointed company will be responsible for the clearance of all debris, both internally and externally, arising from the removal or installation processes. Checks should be made to ensure or confirm that no damage has been made to any internal fixtures, fittings or external features.

26.20 - Completion of works

The acceptable execution and completion of all works to the client's satisfaction is paramount to the service offered by LHC. In serving this arrangement, it is expected the appointed company will share that commitment and this will include completion of projects with minimal or zero snags and carrying out any necessary remedial works within a reasonable or pre-agreed defects liability period.

26.21 - Final inspection

In readiness for handover, the appointed company shall check and ensure that all products function correctly in accordance with BS 8213-4, Clause 8.11, making particular reference to Annex A of the

standard and BS 8213, Clause 9.12 as appropriate.

26.22 - Operating instructions

On completion, the Appointed Company shall provide the operating instructions for the windows and door set(s) as appropriate, preferably by the issue of an appropriate leaflet. This is particularly important in the case of egress and security plus the operation of any specialist hardware
The Appointed Company shall also ensure, as far as practical, that the resident / building user is also fully aware of the means of operating the doors and associated hardware.

26.23 - Maintenance instructions

The Appointed Company shall also advise on suitable materials for the cleaning and maintenance of the frames and hardware and the recommended frequency of cleaning.

It should be made clear to the client that regular maintenance is essential, particularly to the hardware items whose guarantee may be affected by an absence of suitable regular maintenance.

26.24 - Keys for door locks

Keys to door locks (and screen windows if appropriate), including any lockable restrictors, shall accompany the products. Special care should be taken with suited door locks to ensure the client has full and secure possession of the appropriate keys.

27. - Guarantees, Warranties, and maintenance.

27.1 - Guarantees

LHC requires that minimum guarantees on all elements of the window, door or doorsets be offered to users as follows:

- Door / window leaf and framing – 20 years (Except colour due to ageing or environment)
- Glazing units – 10 years (Against edge seal failure causing any internal condensation or any coating breakdown)
- Locking mechanisms – 5 years
- Gaskets and weatherproofing – 5 years
- General hardware items – 2 years (subject to suitable maintenance and normal usage)
- Associated screens and fanlights, elements as detailed above
- A provision to maintain parts availability for a period of 5 years from product discontinuation.
- Vandal resistant products should be warrantied for 5 years

This is considered to be an Essential Requirement to the arrangement.
Guarantees for longer periods may also be offered at the appointed company's discretion and insurance backing made available to the customer, if requested.
Details of all Guarantees and Warranties will need to be provided in the product pricing document, appendix 5.

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27.2 - Performance warranties

Notwithstanding the guarantees offered, all items shall be covered by a warranty effective for at least 12 months after the date of final signing-off or practical completion.

27.3 - Availability of parts

A guarantee of availability of parts for a period of at least 5 years shall be provided in respect of all items offered.

27.4 - Defects under warranty

In view of the introduction of the building safety bill due to be implemented within the lifetime of this framework where fire officers may be required to undertake increased inspections any reports of defective items shall be responded to in a timely manner during the defects period

27.5 - Maintenance services.

The availability of an ongoing maintenance service to LHC customers would be desirable. This could be operated in-house, via a third-party company under the control of the appointed company.

Outside of the defect's liability period, it may be necessary on occasions to undertake minor adjustment works to hinges etc to ensure continued ease of use of products. Where necessary any authorisation given to end client's maintenance teams to undertake such adjustments should not affect the product warranty.

28. - Building Regulations Self-Certification

The Appointed Company, or approved installer should be registered with one or more approved competent persons schemes for replacement windows and doors e.g.,

- FENSA,
- CERTASS,
- BSI,
- BM TRADA.

Details of any such Self certification will be required in the tender documentation for evaluation. The list provided above is illustrative and may not be exhaustive.

29. - Administration procedures and support services.

Experience suggests that the smooth running of a project depends on good liaison between the specifier, the supplier's representative and the supplier's commercial department.

Effective and efficient procedures for all operations from project enquiry receipt through to the storage of records for guarantees and future maintenance will be expected to be in established operation. These will include processes for:

- Project registration and recording
- Planning and recording of surveys

- Preparation of quotations
- Client and Resident liaison prior to manufacture
- Manufacturing process including progress tracking and reporting
- Dispatch and delivery procedures
- Correcting delivery shortfalls or errors, including timescales
- Keeping of project records including for guarantees and future maintenance requirements.

With the recognition that site performance is a key element to the operation of this arrangement, attention will also be paid during the assessment to the procedures in place for:

- Installation programming and liaison
- Office to site communication and reporting including progress updates, project supervision and dealing with specific site issues
- Signing off / handover inspections and procedures
- Collection and use of KPIs and satisfaction feedback information

30. - Notice for providing quotations, delivery and attending site

It is envisaged that users of this arrangement will require windows, doors and doorsets to be delivered:

in single consignments, if the site allows enough space for a compound, or more usually
in split consignments, if the site is spread over a large area or for contractual or programming reasons, not less than one dwelling lot.

The periods of notice in working days from the receipt of written order or agreement of final drawings and details, whichever is the later, required in relation to any project for:

- Preparation and return of quotation from initial enquiry: 10 days
- Return of final quotation based on manufacturing survey from receipt of instructions: 10 days
- Manufacture and delivery of goods to site from receipt of written order / agreement of final drawings and details: 30 days
- Any necessary replacement of components and items –
  - Hardware: 2 days
  - IGUs: 5 days
  - Window / door: 5 days

31. - Sales and service

Quotations for projects shall be provided on request in accordance with the terms, conditions and pricing structure agreed between the Appointed Company and LHC as the basis of the framework arrangement. The period of time required to issue a quotation from receipt of initial enquiry shall be within 2 weeks provided that the user's brief adequately describes the work required and the Appointed Company is afforded all necessary facilities.

32. - Project support and technical design assistance

32.1 - Effective project support

Effective project support and design assistance from the LHC Appointed Companies are major considerations for most customers, particularly where they are not able to commit full services of their own. Successful Appointed Companies will be required to offer reasonable technical support and advice free of charge to all LHC customers and you will offer such support on LHC projects

The following categories of service from Suppliers' representatives will be important:

- Establishing a brief and interpreting client requirement
- Presentation of alternative solutions
- Provision of alternative budget costings and assistance in 'Value Engineering' to achieve cost efficiencies
- Monitoring progress on production and site and reporting to Client in order to achieve agreed targets
- Representatives' skill and experience, quantity and quality of information provided and effectiveness of communication between representative, client and factory will be key criteria
- Provision of support for Residents' choice exercises
- Provision of samples, putting on presentations at tenants' meetings etc should be accepted as part of the LHC Appointed Company's service

32.2 - Technical design assistance

The Appointed Companies shall be able to provide supportive design and technical advice on issues such as:

- Planning and Resident / Leaseholder consultations
- The performance and operation of doorsets (including thermal, sound transmittance, access for the disabled, glazing safety)
- Solutions on Building Regulations and other regulatory requirements
- Interpretation and conformity to statutory requirements
- Design advice and solutions on the use of door products (including access, emergency egress, impaired mobility and safety in use)

33. - Project quotations

33.1 – General

Project quotations issued to LHC customers under this arrangement will be expected to be informative, fulsome and without ambiguity. In every instance, they will be identified with an LHC project reference number to enable full traceability, recording and verification.

On some occasions it may be necessary to validate quoted costs against those supplied and assessed within the framework agreement. It is therefore in your interest to be able to clearly illustrate the works cost, regional uplift, annual percentage increase, day rates/hour rates and specialist contractor's rates as applicable. Any costs that have not been specifically provided for in the general pricing schedule should originate from industry recognised sources such as NHF, schedule of rates and recognised specialist services quotes, again to ensure price validations can be performed

33.2 - Quotation requirements

Project quotations issued to LHC customers under this arrangement will be expected to be informative, fulsome and without ambiguity.

The criteria expected of LHC appointed companies' tender responses within quotations would be:

- Accurate interpretation of the specification requirements
- Transparency in possible additional costs including whether inclusive of management charges, site logistics, CDM 2015, etc.
- Overall clarity of information without ambiguity or possible additional cost implications
- Fully itemised descriptions of all components including schedules and details of hardware options and glazing
- Illustrations showing window and / or door types including fenestration patterns and dimensions
- Informative as to technical options and solutions
- Informative as to regulatory requirements and proposals for conformity
- Accuracy in formulating and presenting the final total contract sum

Note:

In the pricing document you are asked to provide prices against products, these then filter into a quotation based on an improvised contract scenario. This scenario should reflect the quality and clarity of quotations you will offer under the WD2 (U11/T5) arrangement, taking the above requirements into account.

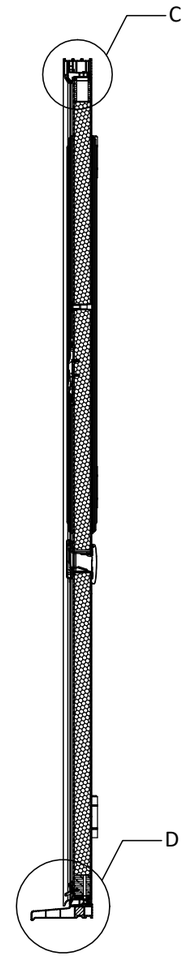
34. - CDM Regulations

You are reminded to ensure that the client is aware of the responsibilities regarding The Construction (Design and Management) Regulations. All quotations provided for supply and installation projects shall take account of duties and requirements set out in the CDM 2015 Regulations.

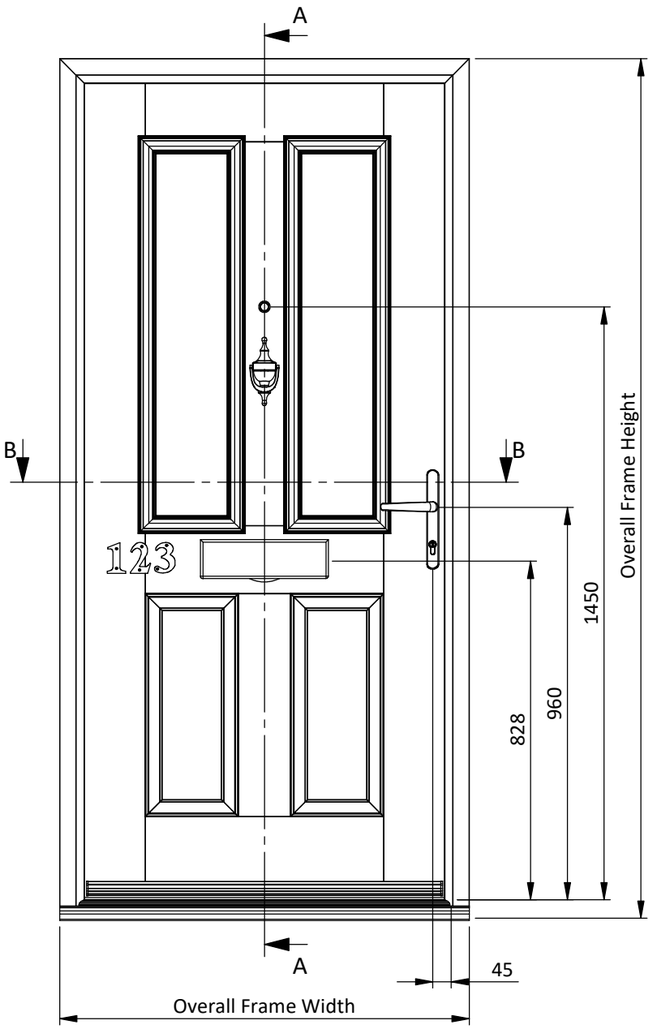
End of specification

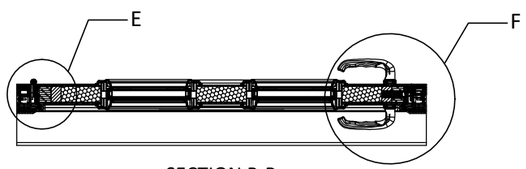
Appendix 2

IG Doors Composite Door Specification

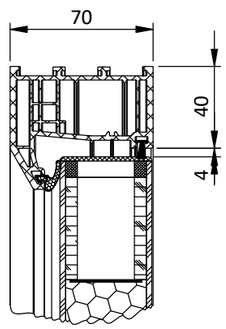


SECTION A-A





SECTION B-B



DETAIL C
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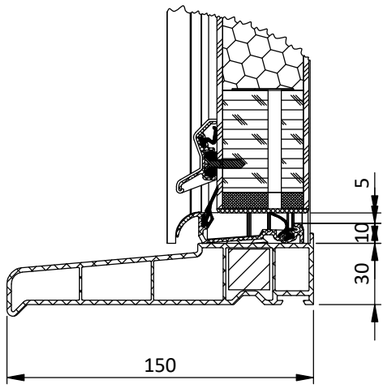

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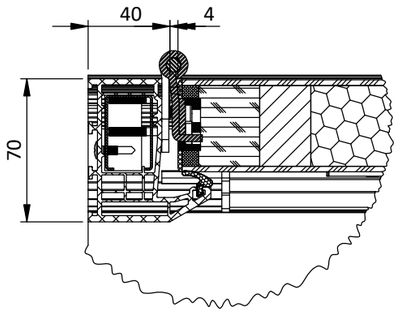

DETAIL E
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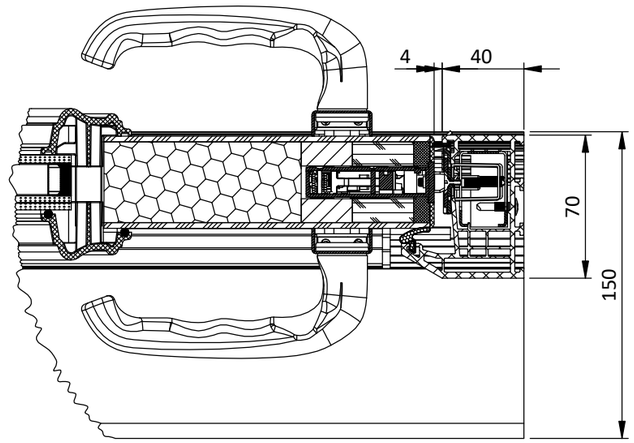


DETAIL F
SCALE 1 : 3

Specification:

- DoorStyle: HNG04
- Frame: White PVC
- Sill: C150 -30 x 150mm (Shown as example only, sill to be as survey)

Ironmongery:

- Multipoint locking system
- DDA compliant Lever handle (TS007 compliant)
- 3 star Key/thumb-turn cylinder
- TS008 Letterplate
- Eye Viewer
- Door Knocker (Supplied loose for site fitting)
- Numerals (Supplied loose for site fitting
- TS003 Door chain (To external face - supplied loose for fite fitting

UNLESS OTHERWISE SPECIFIED:		NAME	DATE
DIMENSIONS ARE IN MILLIMETRES **TOLERANCES:** ANGULAR: ±0.25 GENERAL TOLERANCE: ±0.25 (UNLESS STATED ELSEWHERE)	DRAWN	J. Wells	11.07.24
	CHECKED		
	COMMENTS:		
MATERIAL			
FINISH			
PROPRIETARY AND CONFIDENTIAL THE INFORMATION CONTAINED IN THIS DRAWING IS THE SOLE PROPERTY OF IG DOORS LTD. ANY REPRODUCTION IN PART OR AS A WHOLE WITHOUT THE WRITTEN PERMISSION OF IG DOORS LTD IS PROHIBITED.	PROJECTION:		

IG DOORS LTD
LON GELLIDEG, OAKDALE BUSINESS PARK,
BLACKWOOD, NP12 4AE
TEL: 01495 368200 E: info@igdoors.co.uk

TITLE:
LiveWest - HNG04 Door In PVC Frame

SIZE	DWG. NO.	REV
A3	IGD10001081	
SCALE 1:20	DO NOT SCALE DRAWING	SHEET 1 OF 1

Appendix 3

IG Doors – LiveWest Doors Welcome Pack

LiveWest Housing

LiveWest

IG·DOORS™
making an entrance

Contents

Proudly Made In Britain

Welcome to our brand new state-of-the-art door manufacturing facility, boasting the latest sustainable manufacturing techniques

With R&D testing, manufacture and support all under one very large roof, IG Doors has the most advanced door manufacturing facility in the UK. Our new factory creates door sets from slab to finished product, with all stages of production contained on a 1km production line, unlike other manufactures importing from Asia.

As a supplier to the New Build and Social Housing Refurbishment sectors for over 40 years, IG Doors has the resources, flexibility and organisational structure to cope with the requirements of major National House Builders and Developers, Local Authorities and Social Housing Landlords.

---

40 years of experience
Supplying new build and social housing refurbishments

Dedicated support
From a knowledgeable & experienced team, based in the UK

Fully Accredited
Meets ISO 9001 / ISO 14001 / ISO 45001 / ISO 50001 & Kitemark standards

ISO 50001 Certification
Commitment to continual improvement in energy management

ClimatePartner certified product
climate-id.com/J39U7H

FENSA Registered Company

Always Pioneering Sustainable Solutions

At IG Doors, sustainability is at the heart of our mission. As a certified carbon-neutral manufacturer,we are committed to reducing our carbon footprint and championing a greener future.

We take pride in our ecologically responsible manufacturing process, striving to reduce CO2 emissions and adopt sustainable practices throughout our operations. From sourcing renewable energy to utilising recycled materials in our packaging, we prioritise environmental consciousness.

§As a registered member of SWS, an approved packaging waste compliance scheme, and a PEFC registered company dedicated to promoting sustainable forest management, we take our environmental responsibilities seriously.

Beyond our products, we envision a world where style and sustainability go hand in hand. Join us in pioneering sustainable solutions for a brighter tomorrow

---

ISO 50001 Certification
Commitment to continual improvement in energy management

Green Energy
Projects underway to install solar panels and tap into local wind turbines

PEFC Registered
Promoting sustainable forest management to ensure timber products are produced to the highest standard

Member of SWS
Registered member of SWS, an approved packaging waste compliance scheme

All Doors Carbon Neutral Certified As Standard

Our commitment to climate action goes beyond, we now offer all doors as CO2-neutral products as standard.

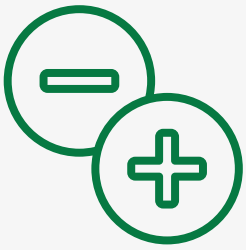
Working in collaboration with Climate Partner we have proudly achieved CO2 neutral certification. This certification is not just a stamp; it's a transparent commitment to making a tangible difference in the fight against climate change. By applying the 3 step process of calculation, reduction and compensation we are proud to be offering Carbon Neutral products, symbolling our unwavering commitment to sustainability and a promise to continually evolve for a greener future.

Calculation

Annually, we calculate our corporate carbon footprint, using the 3 scopes. This assessment spans manufacturing processes and product lifecycles, guiding our sustainability strategy to pinpoint emission sources and identify improvement areas.

Reduction

We reduce our emissions wherever possible. This means we are taking various steps, big and small, to reduce our carbon footprint. We think that the reduction or direct avoidance of emissions is the most sustainable way.



Compensation

Remaining CO2 emissions are offset through certified climate protection projects like the Verified Carbon Standard (VCS). This positions our products as inherentlyCO2-neutral.

Pioneering Sustainable Solutions

We recognise our duty to future generations and have championed sustainability for years. Our strategy revolves around calculation, reduction, and compensation, aiming for a carbon-neutral footprint

We calculate the CO_2 emissions of IG Doors every year, in all three scopes of the Greenhouse Gas Protocol. This means that, in addition to facility management, mobility and office supplies, our calculations also include incoming and outgoing logistics, packaging and input materials for all manufactured products.

As an SWS registered member, we meet packaging waste standards. Prioritising sustainability, we opt for cardboard over plastic, minimise waste, and increase recycling. Holding ISO 50001 energy management certification, we set the groundwork for effective energy management. Adhering to ISO 9001 and 14001 standards reinforces our commitment to quality and environmental responsibility

In addition to calculation and reduction, the offsetting of CO_2 emissions is an essential step in comprehensive climate action. Since it is not yet possible to prevent all emissions, we compensate for our remaining emissions by supporting various climate protection projects in third countries.

What Do We Do With Old Doors?

Old units will be collected and returned to IG Doors following delivery of fresh units to site. All units are stripped down Internally by our return's material technician and materials segregation within the correct recycling streams.

At IG Doors we divert 100% of our waste away from landfill.

We recycle 77% of all waste produced with any residue waste being send to energy-from-waste (EfW). EfW is the process of generating energy in the form of electricity and/or heat from the primary treatment of waste, or the processing of waste into a fuel source. Last quatre, we converted 85 tonnes of waste into 51,000KwH into energy. That's enough energy to power a medium sized house.

Our waste wood is recycled and re-used to produce a range of products including horse and poultry bedding, equestrian and play area surfaces, panel board feedstock, and biomass fuel.

We are currently in the final stages of of validating our EPDs, once these have been issued, I will share. This will define the cradle to grave life cycle of our products.

Total Management

IG Doors and LiveWest will be working in collaboration using our fully integrated Total Management service. Selecting our Total Contract Account Management service ensures a worry-free experience from start to finish.

Our team handles every aspect of your door project, ensuring a seamless process and offering you a dedicated point of contact for all your needs; from the initial consultation through to the final installation and beyond.

1 Enquiry & Quotation

The crucial starting point, where you will enquire and receive a detailed nd accurate quote for your project.

2 UK Manufacture

Enter the next phase of your experience, where a bespoke crafted, British-made door is manufactured.

3 Supply & Fit Service

Our supply & Fit service to be delivered: surveying, delivery, installation & contract management.

4 Dedicated Contact

Handling every aspect of your project, ensuring a seamless process, offering you a dedicated contact.

5 Resident support

Offering unparalleled after-sales and resient support to ensure longevity and performance.

IG Doors Ltd

1 Lon Gellideg

Oakdale Business Park

Blackwood

NP12 4AE

01495 368154

Dear Resident,
RE: Replacement Doors to your property

IG Doors Ltd are working in partnership with LiveWest who have instructed us to measure and install one or more replacement entrance doors for your home.

IG Doors surveying team will attempt to contact you to make an appointment to visit your home and take measurements over the next few weeks, if you have any questions in the meantime, please give us a call on **01495 368154.**

Our Engineers will be starting surveying from April 2024.

I am the manager at IG Doors, and it is my responsibility to manage the door survey & install and make sure that this is done with minimal disruption or inconvenience to you.

If you have any specific requirements regarding the timing of the survey, or any other queries regarding this matter, please contact us on the above phone number.

All IG Doors authorized engineers are required to carry photographic identification cards. Please ask to see their identification badge before letting them into your home.

Your Sincerely,

Liam Isaac | IG Doors Ltd

Residents Style Form - Front

Please tick the boxes to indicate your choices and hand completed form to the Surveyor. Once this form has been completed, your selections **cannot** be amended.

Door Style Options:

Matisse ☐

Cezanne ☐

Whistler ☐

Monet ☐

Colour Options: **Please note all doors are white internally.*
**Additionally, if you currently own a door in the Rosewood color, kindly note that alternative colour options are not available. Please still proceed to select your preferred door style and hardware finish.*

Jet Black ☐

White ☐

Slate Grey ☐

Steel Blue ☐

Larkspur ☐

Fir Green ☐

Ruby Red ☐

Hardware Finish Options:

Polished Stainless ☐

Polished Gold ☐

Glazing Style:

Cotswold

Resident Details

Name: .....
Address: .....
Postcode .....

Tel: .....
Signature: .....

Residents Style Form - Rear

Please tick the boxes to indicate your choices and hand completed form to the Surveyor. Once this form has been completed, your selections **cannot** be amended.

Door Style Options:

Mondrian

Cat Flap Options:

**Please note all doors with a cat flap will be supplied in White, in order to match the colour of the cat flap.*

Yes ☐ **No** ☐

Colour Options: **Please note all doors are white internally.*
**Additionally, if you currently own a door in the Rosewood color, kindly note that alternative colour options are not available. Please still proceed to select your preferred door style and hardware finish.*


Jet Black ☐

White ☐


Slate Grey ☐


Steel Blue ☐


Larkspur ☐


Fir Green ☐


Ruby Red ☐

Hardware Options:


Polished Stainless ☐


Polished Gold ☐

Glazing Style:

Cotswold

Resident Details

Name: .....
Address: .....
Postcode .....

Tel: .....
Signature: .....

Your Support

We are committed to providing you with complete peace of mind when you choose a IG Door for your projects.

Our priority is to ensure that you receive the highest level of service and care for your door, so that you can enjoy your doors without any worries for many years to come.

Our dedicated customer care team is always available to assist you with whatever you need. Please contact customer care in these scenarios:

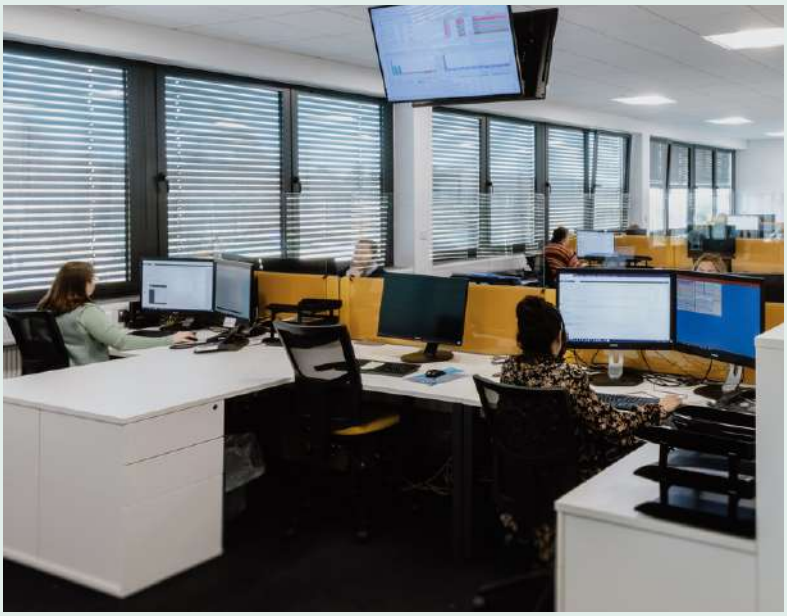
1. Delivery chasers of doors or spare items
2. To view your current orders / what has been called off and delivered so far
3. Warranty claims
4. If you would like a call off sheet / lead times / fast track
5. incorrect products / missing parts
6. POD Requests
7. Any other general enquiries **please note this does not include pricing requests*

National Support
Nationwide support with a dedicated after-sales service team

Experienced Technicians
Ensuring all of our doors are built to the highest quality standards

Guaranteed
Have peace of mind with a comprehensive insurance-backed guarantee

Customer Care
From the moment you engage with our team, during your project and afterwards



Your Contacts

In the unlikely event that you encounter a problem, you can rest assured that our customer care team and insurance-backed comprehensive guarantee will provide you with the necessary support.

Please see below your contact info for your designated Live West account manager & customer care team.

Customer Care Team
Tel: 01495 368200
Email: customer.care@igdoors.co.uk

Liam Isaac - Commercial Sales Manager

Tel: +44 1495 368201
Email: liam.isaac@igdoors.co.uk

Liam heads up the IG Doors social housing division and will be your contact for all commercial, pricing & operational enquiries. Liam has been with IG Doors for two years and has a wealth of experience in managing national contracts.

Faye Jones - Contract Coordinator

Tel: +44 1495 368154
Email: faye.jones@igdoors.co.uk

Faye will be your main contact for all day to day enquiries & will look after tenant engagement, Faye brings over 20 years' experience working in the public sector for the local authority here in South Wales.

Customer Satisfaction Note

Installation Address: .....

.....

Installation Consisted Of:

Front Door ☐ Fanlight ☐ Sidelight ☐

Front Door Type: Fire Door ☐ Non-Fire Door ☐

Other: .....

	Very Satisfied	Satisfied	Dissatisfied
I/We confirm that the above door products have been installed to our satisfaction.	☐	☐	☐
I/We confirm that adequate notice was provided before work started.	☐	☐	☐
I/We confirm that we have been shown the operation of the New Doors and given 3 number keys per door.	☐	☐	☐
I/We confirm that the installation has been left clean and tidy.	☐	☐	☐
How satisfied were you with the politeness of the engineers.	☐	☐	☐

Occupants Signature: .....

Date: .....

Contract Installer: .....

Any other work needed: .....

.....

Emergency Contacts

Locksmith Service

If you require a locksmith during normal working hours, please call:

Tel: **01495 368 200**

Monday - Thursday 8:30am - 5:00pm
Friday: 8:30am - 4:00pm

There is a charge if engineer or locksmith attends and no manufacturing or lock fault is found.

Out Of Hours Emergency

If you require a locksmith outside normal working hours, please call:

Tel: **0844 324 5114**

Only to be used for complete failure of locking mechanisms occurring outside normal working hours.