

# **CUSTOMER SERVICE INTRODUCTION & AFTERCARE PLAN**

**GLASSWORKS,  
ST THOMAS STREET,  
BRISTOL,  
BS1 6EA**

**fresh.** 



# GLASSWORKS

Winvic has been appointed by Madison Cairn to deliver 367 studios and shared rooms across 12 storeys in the centre of Bristol for Student accommodation

Project Breakdown:-

- 3 x 7 Bed Cluster Rooms
- 16 x 6 Bed Cluster Rooms
- 22 x Twodio Apartments
- 187 x Studio Apartments
- 19 x Adaptable Apartments
- 184 Bike Cycle Storage
- 4600 sq ft Communal Spaces, Ancillary Accommodation



# INTRODUCTION TO THE AFTERCARE PLAN

This Aftercare Plan has been produced to assist both the Client & Building Managers with the day-to-day management of the building.

In this document you will find top level guidance for dealing with regular maintenance requirements and the reporting of any post completion defects

Total Client satisfaction is a major part of Winvic Construction Ltd's culture and business philosophy. Winvic's Values - Respect, Loyalty, Honesty, Challenging/Questioning, Passion, Pride & Drive.

This document has been produced with the understanding that this commitment and support will continue after the successful completion of the project construction phase.

The purpose of this document is to effectively communicate to all relevant parties what to expect post handover. This will enable both Winvic Construction Ltd and our Client to resolve any issues with efficiency through the aftercare process.

The aim of the Aftercare Plan is to ensure our client / building managers are aware of the defects reporting process and to ensure each defect is tracked and managed on Winvic's defect management platform (FixFlo) of which offers transparency with communication and updates.



# WINVIC CUSTOMER SERVICE TEAM

The Winvic Customer Service Team has vast experience in front line customer facing service within the construction, maintenance and engineering industry.

The Customer Service Team aim is to drive loyalty along the customer journey, analysing defects, trends and capturing the voice of our customers enabling us to feedback into the business for continuous improvement.

We will work with you to ensure defects are tracked and closed out in a timely manner, ensuring you and your team receive regular updates.



**Becky Morgan**

Senior Customer  
Service Manager

Becky manages Aftercare overseeing the defect process and customer journey for Multi Room.

Becky works closely with our partner Healthy Estates Facilities Management (HE-FM) and Winvic Sub-Contractors to review our service delivery, implementing any necessary improvements.



**Laura Harper**

Customer Service  
Manager

Laura manages Multi Room projects and the defect process for our customers, in partnership with Healthy Estates Facilities Management (HE-FM) and Winvic Sub-Contractors.

Laura supports our customers pre and post Practical Completion and guides them through defect liability period.



# PRE & POST PRACTICAL COMPLETION

Practical completion for Bristol Redcliffe PBSA is due 2<sup>nd</sup> December 2024, the building will be checked by Winvic teams, involving our clients' respective teams. This is called '**snagging**'

The Winvic Project Team is responsible for closing snags for sign off and will remain on site to ensure they are resolved where possible.

Winvic Customer Services will support you and your team to understand the building and offer guidance to maintain the assets.



After Practical Completion, defect notifications will be dealt with by Winvic Customer Service in partnership with Healthy Estates Facilities Management (HE-FM)

Our aim is to work closely with you to resolve reported defects within the agreed timescales.

The Customer Service Manager will arrange to meet with The Building Management Team at regular intervals to ensure the defects are closed out to everyone's satisfaction.

# SNAG VS DEFECT

SNAG	DEFECT
<p>a minor problem or issue that is usually easy to fix. It is something that is not critical to the overall functioning of a product or system.</p> <p>is an issue picked up by Winvic Site Team, Clients Representative or Client and compiled from pre-handover inspections. This is a long process that starts months prior to handover and ongoing up to Practical Completion.</p> <p>is documented onto a list of locations and issued to the Winvic Site Team to formally close out within an agreed timeframe, set by the Clients Representative.</p> <p>is completed and back checked by the Clients Representative and signed off accordingly.</p>	<p>is an installation that is not performing, as per the specification, design or install after Practical Completion.</p> <p>is a problem that affects the performance or quality of a product or system. It can cause the product to malfunction or not meet its intended purpose.</p>



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# WINVIC CUSTOMER SERVICE PARTNER

Healthy Estates Facilities Management Ltd (HE-FM) and Winvic collaborated in 2020 to provide a bespoke platform for our customers.

HE-FM provide an emergency 24/7 Helpdesk to acknowledge and allocate emergency defects, striving to react quickly and efficiently. The defect software, FixFlo, has allowed Winvic to offer our customers a web based transparent system with 24/7 access.

Prior to Practical Completion Winvic work with HE-FM to ensure the project assets are loaded onto FixFlo and allocate each asset to the appropriate contractor. This allows for a streamline service with an aim of “Right First Time” defect allocation.



# HE-FM CUSTOMER SERVICE TEAM



**Sally Aiken**

Director



**David McCormick**

Director



**Sarah Nelson**

Business Analyst



**Caroline Banks**

Service Desk Associate



**Adam Roberts**

Service Desk Associate



**Marie Lloyd**

Service Desk Associate



# FIXFLO DEFECT PORTAL

HE-FM facilitate the Fixflo Portal and monitor progress with Winvic sub-contractors to ensure you receive regular updates via the system. Fixflo allows one point of communication and aims to reduce email queries.

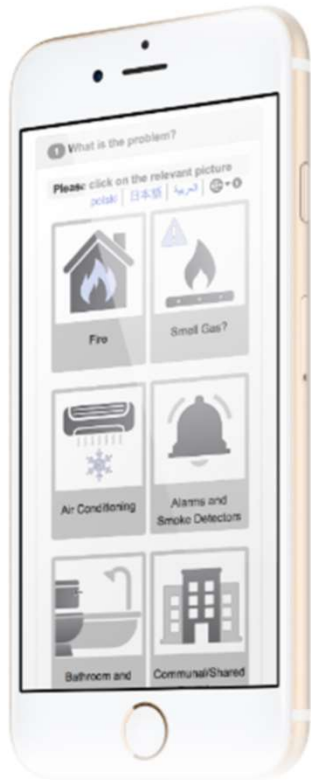
# Fixflo

To set up your account please provide Winvic with a central inbox address. You will receive a welcome email with a link to access the portal.

Fixflo will provide you with live updates, including scheduled appointments, communication with contractors and progress, this enables The Building Management Team to manage residents' expectation.

# DEFECT REPORTING

To log a defect, it is essential Winvic/HE-FM is provided with as much detail as possible, including the following:-



- 1) Location** (Precise Location)
- 2) Investigation** (Trouble shooting / Fault Finding)
- 3) Maintenance Checks** (Last Maintenance / Servicing Information)
- 4) Additional Information** (Suitable Access Days/Times)
- 5) Priority**

We recommend that The Building Maintenance Team utilizes the Dashboard Tablet to report defects. It will prove invaluable, enabling real time photos/videos to be loaded, access to O&Ms to reference drawings and quick access to FixFlo dashboard.

HE-FM will not accept defect notifications without evidence of maintenance, service regime and image/video of the defect.

Depending on the urgency, Winvic reserve the right to place the work order on hold for up to 5 working days until the 5 points of information is received

# 24-7 EMERGENCY REPORTING

**In the event of an emergency defect, as a duty of care the Building Management Team must ensure that areas are made safe to prevent risk and damage.**

It is essential that the trouble shooting guides are followed and maintenance confirmed in the call out report. Please state the obvious to prevent any confusion. Ensure trouble shooting guides are followed prior to phoning as call out charges will be incurred if it is found to be a non-defect/due to lack of maintenance

**ALWAYS CALL FIRST to ensure HE-FM can arrange a quick response.**

**There after please log the details and photos on FixFlo**



**HEALTHY ESTATES FACILITIES MANAGEMENT**

**0333 996 0888**



# SERVICE LEVEL AGREEMENTS

DEFECT CATEGORY		RESPONSE TIME
Category 1	Emergency Defect	Same Day Response
Category 1	Emergency Defect	Within 24 Hours
Category 2	Urgent Defect	Within 7 Working Days
Category 3	Routine Defect	Within 14 Working Days
Category 4	Follow Up	Within 28 Working Days
Category 5	End Of Defects	End Of Defect Liability Period



# DEFECT CATEGORY EXAMPLES

## EMERGENCY DEFECT (Same Day Response)

*(As a Duty of Care and prevention we recommend our customers make safe immediately)*

- Defect that is a threat to the Health and Safety of residents / customers and visitors or could cause significant and serious damage to the building
- Major mechanical flood that cannot be isolated
- Gas leaks
- Unsafe power, lighting, electrical fitting (where there is immediate danger)

## EMERGENCY DEFECT (Within 24 Hours)

*(As a Duty of Care and prevention we recommend our customers make safe immediately)*

- Security of the property i.e. windows at ground floor, main externals doors not locking
- Total loss of power to all heating, hot/cold water, severely restrict occupation
- Blocked or leaking foul drains (Main Sewer or soil stack) within the first 2 months of occupation
- Total loss of electrical supply/major fault with electricity supply (excluding network failure)
- Dangerous manhole covers
- Floors or staircases in dangerous condition i.e. loose or detached banister or handrail
- Loose or displaced materials e.g. brickwork, paving and steps or items reasonably deemed to be an immediate hazard to life, or which could cause damage to the property
- Lift failure / entrapment: call lift company direct



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# DEFECT CATEGORY EXAMPLES

## URGENT DEFECT (Within 7 Working Days)

- No hot water
- Total heating failure (seasonal)
- Door Entry failure
- Unstable paving/steps - make safe only
- Electrical: lighting failure, this does not include lamps
- Investigate roof leak
- Water leak / weep - minor - containable
- Water penetration doors / windows / walls / ceilings – investigation

## ROUTINE DEFECT (Within 14 Working Days)

- Electrical: 1 heater failure
- Electrical: 1-2 power socket failures
- Electrical: 1 light failure
- Mechanical: shower over bath failure
- Power to Washing machine
- Flooring lifting, potential trip hazard - follow up from making safe.
- Main entrance: intermittent fault but secure
- Follow up remedial work following a defect
- External lights staying on.
- Window will not open – part required
- External pavers pooling – no trip hazards



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# WHAT IS A NON-DEFECT (ND)?

It is essential for clients / Building Managers to provide as much information as possible to identify a genuine defect. Defect notifications must include the 5-point responses listed in this Aftercare Plan before we can appoint the appropriate contractor.

We understand that during urgent situations and irate residents it can prove difficult to reach a decision as to what is and isn't deemed as a defect.

Winvic and HE-FM will do our utmost to avoid charging customers for non-defect attendances. To enable us to avoid charges we reserve the right to ask relevant questions if evidence is not provided on the initial report.

At no point do we wish to appear obstructive and will offer guidance. The key questions are as follows, but not exhaustive:

- Have you investigated and made safe, what was the outcome
- More recordings or photos required.
- Maintenance checks, detail as to what has been complete in line with O&M manual
- Service certificates / dates and what was completed.
- End user damage
- Negligence, extensive damage caused from end user not reporting in a timely manner.
- Guidance not followed from initial handover i.e. fire doors, heat and ventilation
- Missing parts / components after Practical Completion.

**On the odd occasion it may prove difficult to define a defect / non defect, we will always request acceptance of charges before allocating an engineer. The minimum call out charge is £350 for the 1<sup>st</sup> hour; this does not include materials or additional hours.**



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# LIFT BREAKDOWNS

24-Hour Contact Centre for Emergencies and Breakdowns

Report all faults direct to the Schindler National Customer Contact Number  
**0800 335 566**

Please ensure the defect and log number is raised on the Fixflo Portal to enable Customer Service to monitor progress.

**Fire Fighter lift**

**Standard lift**

**Standard lift**



**Schindler**



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# LIFTS – USEFUL INFORMATION

**Report faults direct to Schindler National Customer Contact Number 0800 335 566**

**Please ensure the defect and log number is raised on FIXFLO Portal to enable Customer Service to monitor progress.**

- it is essential to complete a **New Owner Registration Form** to ensure the 12-month contract is activated for your warranty cover
- Lift service agreement for 12 months from the commissioning certificate and will include parts and labour.
- 4 Service visits during working hours

The lifts are fitted with a device called the Cube. This acts as the auto dialler providing Data Analytics and Fault-finding related software. The SIM Card comes with the lift and roams off 4 networks to ensure it has a signal. This is tested prior to lift handover.

**Please check the following before reporting a lift defect to prevent any costly recharges:-**

- Lift reference numbers are displayed on the data plate inside the lift
- Red & white light – no entry means something has blocked the doors and it is essential to will need to check all doors on each floor
- If doors wedged, it will cause lift to fail
- Check runners and ensure vacuumed regularly



# PREVENTIVE MAINTENANCE



- ✓ **Training** - Winvic Project Team will organise training for your building's systems.
- ✓ **Attendance** - Highly recommend the Building Managers & Maintenance Team attend
- ✓ **Recording** - Training will be recorded and loaded onto Dashboard.

It is essential that maintenance is completed regularly as a lack of attention may cause damage to your building and its systems which will not be covered by Manufacturers Warranty or Winvic Construction Ltd. This includes minor adjustments and fair wear and tear.

Full technical details of the building's operation is contained within the Building Manuals and should always be referred to for specific information.



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# SERVICE & MAINTENANCE


It is the responsibility of the occupier to co-ordinate and evaluate any recommendations made with the manuals to establish a planned maintenance programme and statutory requirements.

The Aftercare Plan provided is not intend to conflict with or preclude any statutory or standard maintenance programme, practices or procedures established. It is essential that Risk Assessments are undertaken by the occupier for all aspects of cleaning and maintenance in accordance with the HSE statutory requirements.

It a legal requirement to maintain a fixed digital asset register, ultimately this is required for statutory , defect liability and warranty requirements.

**Winvic reserve the right to request evidence of maintenance and servicing to assets before accepting defects. Failure to provide evidence can delay defect response or defer defect as a non-defect.**

Winvic Customer Service Manager will provide some guidance and useful information for key areas.



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CS03

Service & Maintenance Guide

object name

Address

PC date

Version

Last Updated

Ident Thread guidance was withdrawn on 26 July 2022 and superseded by The Building Safety Act 2022. The Building Safety Act, granted Royal Assent on 26 April 2022. <https://www.gov.uk/guidance/the-building-safety-act> countable persons will need to demonstrate that they have effective, proportionate measures in place to manage building safety risks in the higher-risk buildings for which they are responsible. Those who do not meet their obligations may face criminal charges. The Building Safety Act is also clear that building owners and landlords will need to contribute to the costs of fixing their own buildings."

Please note this is a guide only to maintain contractual warranty and does not supersede statutory requirements.

This is not an exhaustive list of service and maintenance requirements, it is essential that you check the manufacturers guide, this will offer more in-depth detail on requirements.

Failure to report defects within a reasonable timeframe could cause substantial damage, this will be considered as negligence and potentially can void contractual warranty.

		Key requirements			
Mandatory Documented Warranty Requirements	Visual / Documented	Service and maintenance evidence is required, documents & certificates can be uploaded on Planio / Dashboard			
	Documented	Service and maintenance evidence is required, documents & certificates can be uploaded on Planio / Dashboard			
Warranty Maintenance Requirements	Visual / Maintenance	Evidence of preventative maintenance may be required by the manufacturer.			
	Maintenance	Evidence of preventative maintenance may be required by the manufacturer.			
Frequency		Visual			
		Recording			
Trade	Maintained/Service Type	Frequency	Type	Requirements	Guidance Notes
PLUMBING	EXTRACTOR HOOD	<div>Daily</div> <div>Weekly</div> <div>Monthly</div> <div>3 Monthly</div> <div>6 Monthly</div> <div>9 Monthly</div> <div>12 Monthly</div> <div>2-3 Yearly</div>	Maintenance	Manufacturers Warranty	Daily clean surface. Weekly clean and degrease filters following manufactures guide. Annually change filters following manufacturers guide.
PLUMBING	FRIDGE FREEZER - FREE STANDING	<div>Daily</div> <div>Weekly</div> <div>Monthly</div> <div>3 Monthly</div> <div>6 Monthly</div> <div>9 Monthly</div> <div>12 Monthly</div> <div>2-3 Yearly</div>	Maintenance	Manufacturers Warranty	Daily, essential to complete temperature checks. Weekly clean in line with manufacturers guide. 2-3 Months recommended to deep clean.



# FIRE DOOR MAINTENANCE

We advise our clients and customers of Government Regulation changes during review meetings and on email. The most recent change included Fire Door Maintenance implemented on 23 January 2023.

Please ensure that the Appointed/Responsible Persons familiarise themselves with the changes to the Fire Safety (England) Regulations and implement required documentation.

We recommend complying with **6. *Routine checking of fire doors*** :

- An Appointed /Responsible Persons is Fire Door Trained and certified.
- Develop a fire door register.
- Number or tag all fire doors.
- Mark up As Built Drawings with registered fire door numbers.

There are several regulators, ASDMA (Architectural and Specialist Door Manufacturer Association), that provide approved fire door training.

## **The Fire Safety (England) Regulations 2022: Fire Door Guidance**

<https://www.gov.uk/government/publications/fire-safety-england-regulations-2022-fire-door-guidance/fire-safety-england-regulations-2022-fire-door-guidance>

# MANAGING CONDENSATION

It is essential to maintain an ambient temperature and to ensure apartments are ventilated during the colder months. (Including empty apartments)

## **What is deemed as an ambient temperature for the UK?**

It is a very low-level heat, (12-14 degrees Celsius) at all times. We understand that you will be conscious about cost, check out the Energy Saving Trust website for further info.

[Energy Saving Trust](#)

Failure to do so will result in condensation and moisture causing a long-term affect with damp / mould and musty smells in apartments. This is a new building, and it will continue to dry out over the next few years and naturally moisture levels will be slightly higher than in an older building.

The lack of ventilation and heat will also have an adverse effect on internal doors of which will impact on the fire strategy.

Call outs for non-defects to fire doors can prove costly and Winvic would prefer to provide you with advance notice with maintaining heat and ventilation than charging for calls outs.



# MAINTAINING EMPTY APARTMENTS

Whilst minimal defects occur in unoccupied apartments/rooms it is crucial that they are included routine maintenance checks.

Unoccupied apartments can still develop minor defects and leaks and are susceptible to extreme temperature and climate changes.

Follow the O&M guide and Service/Maintenance Guide for specifics, and complete documented routine checks to include, but not exhaustive:

- Check for leaks, bath, shower, toilet, WHB, washing machine, dishwasher.
- Sprinkler heads.
- Smoke and heat detectors
- Ventilation (MVHR is running and boost working).
- Heater/s are on minimum setting during winter months to reduce movement i.e. internal doors.
- Window/door openings checked, remove dust and debris and lubricate moving components.
- Ensure toilets, taps are operational (this is normally included in Legionella checks).
- Visual checks of skirtings, flooring, ceilings for signs of ingress.
- Windows are closed when raining and storms.
- Periodically run appliances – check for minor leaks.

# APARTMENT INTERIM ELECTRIC CHECKS

Where an apartment has previously been occupied, Winvic reserve the right to request a copy of the electrical interim condition report when reporting a defect.

We have offered some guidance of which is not exhaustive of checks to complete should a previous occupier have carried out their own install or damage has occurred.

## Consumer Unit

- All covers are in place and fitted correctly (a damaged cover could lead to a shock or fire risk)
- Residual Current Device (RCD)\* trips when the test (or 'T') button is pressed
- Signs of combustible materials stored on or near the Fusebox (e.g. paint, newspapers, cleaning fluids)

## Sockets and Lighting

- Sockets, lights and switches are securely fixed and in good condition (e.g. not broken or cracked)
- Sockets, lights and switches show no signs of overheating (e.g. blackening, scorch marks)
- Appliances are not subject to a product recall (visit [electricalsafetyfirst.org.uk/recall](http://electricalsafetyfirst.org.uk/recall) to check the appliances in your property)
- All covers are in place and in a satisfactory condition (a damaged casing could lead to a shock or fire risk)
- Flexible cables are in a satisfactory condition and show no signs of deterioration (e.g. fraying/ splitting)
- Flexible cables are securely attached to the appliance and plug Additional safety checks
- Smoke alarm sounds when the test button is operated



# DRAINAGE SMELLS

## Can you smell drains in the bathroom or kitchen?

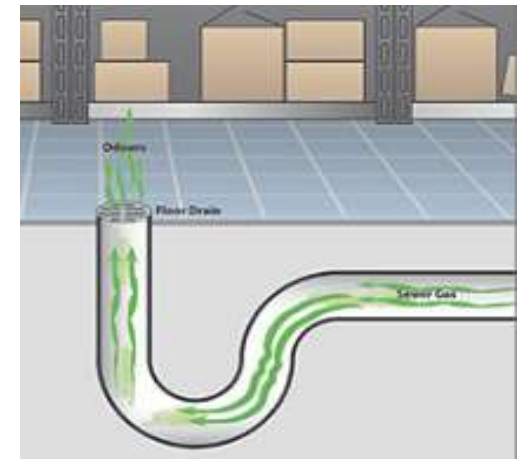
Sometimes drainage smells can come from the bathroom / ensuite or commercial kitchen floor, everyone naturally assumes it is a blocked drain. It will more than likely be related to a trap to the waste drying out.

The U-shaped pipe is designed to hold water to prevent sewer gases from coming up. It happens in locations that are not frequently used the waste traps dry out. The water inside the pipe often evaporates and allows the gases to pass through into the room, causing the unpleasant smell.

The drainage system works by there being a foul connection to the main sewer system. The main sewer system rises through the floors where it terminates above at roof level with an open vent. At each floor there are branches which feed the shower / bath outlets, wash hand basins, toilets, and sinks.

The wastewater then flows down the pipework, to below ground where it is taken away. The open vent at roof level allows for air to enter the system to prevent there being a vacuum when the water runs down the pipe. All waste outlets will have a trap of a certain type which holds a level water line to prevent the odours from the drains entering the building.

Fixing this issue is simple; pour water down the tub or sink drain to refill the pipe.



# AFTERCARE VISITS AND REVIEW MEETINGS

Over the next 12 months Winvic Customer Service Manager will arrange to meet with you and your team on site / Teams meeting platform or on site to review defect reports.

After Practical Completion Winvic / HE-FM will contact The Building Management Team weekly during the settling in period to ensure you have the opportunity to ask questions about the building.

We will then arrange regular visits either monthly or quarterly to suit your needs.

Each quarter the Customer Services Manager will arrange a review meeting for defect progress and review the service we provide.

Prior to the end of the 12 months defects liability period a final inspection will be arranged to check and close out remaining defects. This can prove to be a timely process, so planning will assist all parties.

The Customer Service Manager will discuss Final Defects inspection 3 months prior to the end of defect liability period.

# HELPFUL HINTS & TIPS

- **Trouble Shooting** – The O&M dashboard contains trouble shooting guides. Always check this first and watch relevant recorded training before reporting a defect. This will prevent unnecessary recharges of which can prove costly.
- **Basic Maintenance** - keep a stock of silicone based lubricant (PTFE based) – this repels water and essential for ironmongery / window and door components for frequent maintenance.
- **Spare Stock** - we recommend a basic supply of spares are stored on site to use in the event of an emergency. If you have not paid in the contract to have spares on site we can request a contractor quote for a basic supply. Please inform us if you wish us to arrange this.
- **Shrinkage** - shrinkage cracks can range from 2mm or above. For the avoidance of doubt - cracking in plastered and/or lined walls, ceilings and floors not exceeding 2mm in width shall not be considered a defect.
- **Warranty Registration** – Ensure warranty registration for appliances has been completed
- **Legionella (H&S)** - A brief guide for duty holders free copy can be downloaded from HSE <http://www.hse.gov.uk/legionnaires/faqs.htm>

# GENERAL DATA PROTECTION REGULATION

Winvic Construction Ltd is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection. We have created this GDPR Compliance Statement to explain our approach to implementing our GDPR compliance program.

Winvic Construction Ltd, will pass on data logged on the smart web-based defect platform (Fixflo) to third parties, the following third parties will receive the data for

Winvic Approved Sub-Contractors, their subsequent sub-contractors & Specialists	Winvic Customer Service Aftercare partner Healthy Estates Facilities Management	All relevant teams associated with this project
Winvic Approved Specialist Consultants	Winvic construction internal teams	Fixflo programme developer / resource

FixFlow allows information to be downloaded into PDF and Microsoft Excel format. Therefore, it is essential for safeguarding and management of personal data that all information is relevant and only includes:

- Data for the specific purposes in identifying defects, of which will include, video and photo evidence, service and maintenance reports by third parties.
- Ensuring that data sent is accurate and up to date.

As a duty of care please notify Winvic Construction Ltd and HE-FM should there be a safety or vulnerability issue, without divulging sensitive personal data. Therefore, can you please provide us with a flag process to identify this. I.e. 2 to attend.

# QUESTIONS & ANSWERS





# AFTERCARE PLAN ATTENDANCE

To be signed by all attendees

