

## SCHEDULE 1

### CONDITION PRECEDENT

The finalisation of all documentation required to be finalised, including those set out in this Contract, in order to achieve Financial Close.

## SCHEDULE 2

### OUTPUT SPECIFICATION

#### Part 1 – General

1. **TRANSITIONAL SERVICES AND FULL SERVICE DELIVERY**
- 1.1 Following the Transitional Services Commencement Date, the Contractor is required to:-
  - 1.1.1 establish and staff a local office with an operational telephone system;
  - 1.1.2 allow access to such a local office by Tenants and Leaseholders, on days and hours as shall be determined by the Contractor, for enquiries regarding Works and Services as set out in this Contract;
  - 1.1.3 receive and respond to telephone enquiries from Tenants and Leaseholders regarding the Works and Services as set out in this Contract and general enquiries on days and hours as shall be determined by the Contractor;
  - 1.1.4 inform Tenants and Leaseholders about the Works and Services as set out in this Contract to be undertaken following the Services Commencement Date; and
  - 1.1.5 prepare for delivery of the Works and Services as set out in this Contract from the Services Commencement Date, including undertaking handover arrangements with the Authority as necessary to enable the commencement of service provision by the Contractor.
- 1.2 Following the Stage 2 Transitional Services Commencement Date, the Contractor is required to:-
  - 1.2.1 receive all service enquiries from tenants and leaseholders through reception and telephone facilities open from 8.30am to 5.00pm each weekday (excluding bank holidays), including dealing with correspondence and stage one complaints relating to the Stage 2 Transitional Services;
  - 1.2.2 deal with repair requests received as follows:-
    - (a) assess repair requests received and to refer repairs falling into Authority repairs categories H2, H3 and H8 to Repairline for action (except that in the week commencing 5 May 2003, Partners may make arrangements to carry out H8 repairs themselves in the week commencing 12 May 2003 providing they can be completed within the original Authority timescale);
    - (b) assess repair requests received and to arrange appointments for repairs not falling into Authority repairs categories H2, H3 and H8 for the period following 12 May 2003;
    - (c) deal with enquiries about repairs currently on order by establishing progress in dealing with the repair and informing the customer accordingly;
  - 1.2.3 deal with the letting of empty homes including accompanying offerees to the home, administering the signing of the Tenancy Agreement and giving initial advice to the new tenants;

- 1.2.4 deal with tenancy and leasehold management issues arising or passed over by the Authority, including all interviewing, investigative and follow-up work, and taking action with regard to tenancies and leases as appropriate;
  - 1.2.5 deal with rent arrears, including taking legal action as appropriate and attending Court as the Authority's agent;
  - 1.2.6 carry out surveys and prepare specifications relating to legal disrepair cases; and
  - 1.2.7 deal with tenants and leaseholders in their homes where required and appropriate in pursuance of any of the activities listed above.
- 1.3 The Contractor shall not be responsible for delivery of the Works and the Services to Tenants and Leaseholders prior to the Services Commencement Date.
- 1.4 Following the Services Commencement Date, the Contractor shall be responsible for the delivery of the Works and Services in accordance with this Contract.

## SCHEDULE 2

### OUTPUT SPECIFICATION

#### Part 2 - Availability Standards

#### 2. AVAILABILITY STANDARDS

- 2.1 The Availability Standards are the standards to which the Dwellings must initially be maintained, refurbished and then maintained to a higher standard during the Contract Period.
- 2.2 The Availability Standards are used to calculate the Unitary Charge, based on the appropriate Daily Rate, and Unavailability Deductions in accordance with Schedule 6 (***Payment and Performance Mechanism***).
- 2.3 There are three Availability Standards for Rented Dwellings:-
- 2.3.1 the Availability Standards Council (Initial),
  - 2.3.2 the Availability Standards Council (Interim) and
  - 2.3.3 the Availability Standards Council (Full).
- 2.4 The Availability Standards Council (Initial) apply from the Effective Date.
- 2.5 The Availability Standards Council (Interim) apply from the issue or deemed issue of an Acceptance Certificate in respect of a Certificate of Availability Council (Interim Standard) in accordance with clause 19 of this Contract (***Notification of Availability***).
- 2.6 The Availability Standards Council (Full) apply from the issue or deemed issue of an Acceptance Certificate in respect of a Certificate of Availability Council (Full Standard) in accordance with clause 19 of this Contract (***Notification of Availability***).
- 2.7 There are two Availability Standards for Leasehold Dwellings:-
- 2.7.1 the Availability Standards Leasehold (Initial) and
  - 2.7.2 the Availability Standards Leasehold (Full).
- 2.8 The Availability Standards Leasehold (Initial) apply from the Effective Date.
- 2.9 The Availability Standards Leasehold (Full) apply from the issue or deemed issue of an Acceptance Certificate in respect of a Certificate of Availability Leasehold (Full Standard) in accordance with clause 19 of this Contract (***Notification of Availability***).
- 2.10 The Availability Standards Council (Initial) and Availability Standards Leasehold (Initial) comprise the legal requirements as set out at paragraph 2.15 of this Schedule as shall be more specifically measured in accordance with the Outcome Requirements listed in the Availability Standards Table at Appendix A to this Schedule.
- 2.11 The Availability Standards Council (Interim) comprise the legal requirements as set out at paragraph 2.15 of this Schedule, as shall be more specifically measured in accordance with the Outcome Requirements listed in the Availability Standards Table at Appendix A to this Schedule and such of the Essential Design Criteria as are indicated to apply to the Interim Internal or the Interim External Standards in the Availability Standards Table.

2.12 The Availability Standards Council (Full) and Availability Standards Leasehold (Full) comprise the legal requirements as set out at paragraph 2.15 shall be more specifically measured in accordance with the Outcome Requirements listed in the Availability Standards Table at Appendix A to this Schedule and all of the Essential Design Criteria listed in the Availability Standards Table.

2.13 A failure by the Contractor to maintain a Dwelling to the relevant Availability Standard may result in an Unavailability Deduction in accordance with Schedule 6 (*Payment and Performance Mechanism*).

2.14 Any other failure by the Contractor to comply with the requirements set out in this Schedule 2 (*Output Specification*) may result in a Performance Deduction.

## 2.15 Legal Requirements

2.15.1 A Dwelling shall be Unavailable if it fails to comply with Law applicable to Rented and Leasehold Dwellings including without limitation the following:-

- (a) section 11 of the Landlord and Tenant Act 1985 as amended by the Housing Act 1988;
- (b) section 604 as amended by paragraph 83 of Schedule 9 of the Local Government and Housing Act 1989 and the detailed advice provided in Circular 6/90 by the Department for Transport, Local Government and the Regions;
- (c) sections 79-82 of the Environmental Protection Act 1990;
- (d) the Defective Premises Act 1972;
- (e) the Gas Safety (Installation and Use) Regulations 1998;
- (f) other relevant health and safety and environmental health legislation;

and the terms and obligations imposed on the Authority by the relevant Tenancy Agreement and the Leaseholder's Lease in respect of the standard of accommodation to be provided in the Rented and Leasehold Dwellings respectively.

## 2.16 Failure to Comply

Evidence of non-compliance with the legal requirements as set out in paragraph 2.15 may take the form of:-

- 2.16.1 a monitoring report submitted by the Contractor as part of an Unavailability Report in accordance with Schedule 6 (*Payment and Performance Mechanism*);
- 2.16.2 a monitoring report submitted to the Contractor by the Authority;
- 2.16.3 a complaint from a Tenant or Leaseholder which is upheld by the Authority;
- 2.16.4 a complaint from a Tenant or Leaseholder upheld by the local government ombudsman;
- 2.16.5 a complaint from a Leaseholder upheld by the Lands Valuation Tribunal;

2.16.6 a complaint from a Tenant or Leaseholder upheld by a court in England.

2.17 **Availability Standards Table**

The Availability Standards Table at Appendix A to this Schedule shall be used by the Contractor and the Authority in determining Availability or Unavailability of Dwellings.

2.18 **Maximum Lifecycle Guarantee**

2.18.1 Once a Dwelling has been certified as reaching the Availability Standards Council (Full) or Availability Standards Leasehold (Full) or the Availability Standards Council (Interim) insofar as this relates to internal works the Contractor shall comply with the following Maximum Lifecycle Guarantee in relation to that Dwelling unless a change to this Contract is agreed with the Authority in accordance with clause 52 (*Variations*):-

- (a) Gas boilers shall be renewed after no more than 12 years;
- (b) Kitchens shall be renewed after no more than 20 years;
- (c) Bathrooms shall be renewed after no more than 30 years.

Any Dwelling in relation to which the Maximum Lifecycle Guarantee has not been complied with shall be deemed to be Unavailable.

2.19 **Decent Homes Standard Plus**

The Decent Homes Standard Plus is defined as the Government's Decent Homes Standard with the additional Authority requirement that the life of kitchens and bathrooms respectively should not exceed 20 and 30 years.

3. **MONITORING**

The Contractor will produce and submit monitoring reports to the Authority on the progress of the Works carried out pursuant to its Refurbishment Works Approach, with the Performance Monitoring Report and the Unavailability Report referred to in Schedule 6 (*Payment and Performance Mechanism*).

## SCHEDULE 2

### OUTPUT SPECIFICATION

#### Part 3 – Performance Standards

#### 4. SERVICE REQUIREMENTS

- 4.1 The service requirements set out the Performance Standards for the Works and Services that the Contractor is required to provide under this Contract in relation to the Dwellings.
- 4.2 The Performance Standards apply from the Effective Date.
- 4.3 A failure by the Contractor to provide the Works and Services in accordance with the Performance Standards as shall be more specifically measured in accordance with the KPI Tables may result in a Performance Deduction in accordance with Schedule 6 (*Payment and Performance Mechanism*).
- 4.4 The Contractor is required to provide the Works and Services in the following service areas for the Contract Term:

##### **Works and Services to Rented and Leasehold Dwellings**

- 4.4.1 planned maintenance including external painting
- 4.4.2 cyclical maintenance
- 4.4.3 responsive maintenance and repairs
- 4.4.4 maintenance of communal areas
- 4.4.5 void works
- 4.4.6 building cleaning, upkeep of communal areas and refuse storage
- 4.4.7 grounds, gardens and tree maintenance

##### **Tenant and Leaseholder Services**

- 4.4.8 rent and arrears
- 4.4.9 lettings and termination of tenancies
- 4.4.10 accommodation and rehousing issues
- 4.4.11 tenancy audit and anti-fraud work
- 4.4.12 other tenancy services
- 4.4.13 provision of right to buy information
- 4.4.14 leaseholder management and administration
- 4.4.15 provision of indefinite quantity services
- 4.4.16 service access and availability

- 4.4.17 customer care and satisfaction
- 4.4.18 resident consultation and involvement

#### **Services to the Housing Department, Corporate Authority and External Agencies**

- 4.4.19 compliance with corporate policies and procedures
  - 4.4.20 contributing to regeneration and neighbourhood renewal initiatives
  - 4.4.21 maintaining and provision of performance records and information
- 4.5 The Performance Standards may be amended during the Contract Term in accordance with clause 32 (*Best Value*) of this Contract.
  - 4.6 The Performance Standards shall be measured against the targets set out in the KPI Tables set out at Annex A to Schedule 6 (*Payment and Performance Mechanism*), as may be amended as described in paragraph 4.5 above.
  - 4.7 The Contractor shall be responsible for undertaking refurbishment and improvement works to raise the Dwellings to the Availability Standards as set out in Part 2 of this Schedule 2 (*Output Specification*).
  - 4.8 The Contractor shall be responsible for undertaking planned maintenance works to maintain the Dwellings to the Availability Standards as set out in Part 2 of this Schedule 2 (*Output Specification*).
  - 4.9 The Contractor shall be responsible for ensuring that the Authority's handback requirements are met in full compliance with clause 38 (*Surveys on Termination and Retention Fund*) of this Contract.
  - 4.10 The Contractor is fully responsible for delivery of the specified Services to the set Performance Standards and in accordance with general requirements and the Contractor's Contractual Method Statements.
  - 4.11 The individual service requirements including the Performance Standards are set out in the service summaries contained in this Part 3 of the Output Specification.
  - 4.12 **Application of Service Requirements**
    - 4.12.1 The service requirements generally apply from the Services Commencement Date for the Contract Period.
  - 4.13 **Availability Standards**
    - 4.13.1 Any failure in the physical condition of a Dwelling which falls outside the Availability Standards will be a performance issue and will come under the maintenance and repairs service requirements of the Output Specification.
    - 4.13.2 Any failure in the physical condition of a Dwelling which involves a breach of the Availability Standards will be dealt with as an Availability issue and will not be considered to be a performance issue coming under the maintenance and repairs service requirements.



#### 4.14 **Putting People First**

- 4.14.1 The Authority requires services to be delivered in an efficient and effective manner and with the prime focus to be on the customer.
- 4.14.2 Putting people first must be reflected in customer service, consultation and involvement.

#### 4.15 **Presentation of Service Requirements**

- 4.15.1 The individual service requirements are set out in the service summaries which are contained in Section 3 of this part 3 of the Output Specification.

### 5. **REFURBISHMENT WORKS APPROACH**

#### **Outcomes required**

#### 5.1 The refurbishment and improvement works:

- 5.1.1 are undertaken in accordance with the Refurbishment Works Approach and the Contractor's Contractual Method Statements
- 5.1.2 bring the Dwellings up to the appropriate Availability Standards
- 5.1.3 comply with the requirements of the appropriate Availability Standards

#### 5.2 The planned maintenance works:

- 5.2.1 are undertaken in accordance with the Contractor's Procedures
- 5.2.2 maintain the Dwellings to the appropriate Availability Standards
- 5.2.3 comply with the requirements of the appropriate Availability Standards
- 5.2.4 meet the Authority handback requirements

#### **Scope of Service**

- 5.2.5 deliver refurbishment and improvement works in accordance with the Contractor's Procedures, and the Contractor's Contractual Method Statements
- 5.2.6 refurbishment and improvement works to bring Dwellings up to the appropriate Availability Standards
- 5.2.7 undertaking of refurbishment and improvement works to an optional interim Availability Standard whereby all the external or all the internal Works are carried out
- 5.2.8 deliver planned maintenance works in accordance with the Contractor's Procedures
- 5.2.9 planned maintenance works to maintain Dwellings to the full Availability Standards
- 5.2.10 management and delivery of refurbishment, improvement and planned maintenance works, including access and works on site, are effective and efficient

- 5.2.11 delivery of refurbishment, improvement and planned maintenance works to the Dwellings in phases
- 5.2.12 adequate performance monitoring and management including works progress and quality
- 5.2.13 effective Tenant and Leaseholder consultation and involvement
- 5.2.14 refurbishment, improvement and planned maintenance works meet the Project's overall aims and objectives
- 5.2.15 maintaining and providing to the Authority as required stock condition data updated regularly to reflect refurbishment Works and planned maintenance
- 5.2.16 achieve Tenant and Leaseholder satisfaction with the maintenance and repairs service

## 6. MAINTENANCE AND REPAIRS

- 6.1 The Contractor shall be responsible for the provision and delivery of a comprehensive maintenance and repairs service encompassing:
  - 6.1.1 a responsive day to day repairs service
  - 6.1.2 an out of hours emergency call out service
  - 6.1.3 cyclical maintenance as part of the Contractor's Procedures

for Rented Dwelling's internal and external communal areas and for common services such as lifts, television aerials and door entryphones.

The Contractor may also offer a repairs and maintenance service within a Leasehold Dwelling which is the responsibility of the Leaseholder.

The maintenance and repairs service shall contribute towards maintaining the Dwellings to the appropriate Availability Standards.

### Outcomes Required

- 6.2 The Contractor shall provide and deliver a comprehensive maintenance and repairs service which shall include:-
  - 6.2.1 a responsive day to day repairs service
  - 6.2.2 an out of hours emergency call out service
  - 6.2.3 a cyclical maintenance programme

to Rented Dwellings internal and external communal areas and for common services such as lifts, TV aerials and door entryphones.
- 6.3 The Contractor's maintenance and repairs service shall meet the Availability Standards and the Performance Standards.
- 6.4 The Contractor shall provide to the Authority updated stock condition data to reflect cyclical maintenance and responsive repairs.

6.5 Achieve Tenant and Leaseholder satisfaction with the maintenance and repairs service.

#### **Scope of Service**

- 6.5.1 receive, assess and respond to repairs requests from Tenants and Leaseholders
- 6.5.2 action repairs requests which are the responsibility of the landlord
- 6.5.3 deliver a day to day responsive repairs service including an emergency repairs service
- 6.5.4 deliver an out of hours emergency call out repairs service and ensure that the appropriate follow-up action is taken
- 6.5.5 meet the requirements of the statutory Right to Repair scheme under the Local Housing Authority Tenants (Right to Repair) Act 1994
- 6.5.6 subject to the Contractor's procedure on responsive repairs meet the requirements of the Islington Repairs Pledge (a copy of which is attached at Appendix 3), provided that where there are any inconsistencies between the provisions of the Islington Repairs Pledge and the provisions of this Output Specification and/or Schedule 6 (payment mechanism), the provisions of Schedule 6 shall apply and that no Deductions for failing to meet the Islington Repairs Pledge shall apply
- 6.5.7 operate a Repairs by Appointment Scheme and pay compensation when appointments are not kept
- 6.5.8 deliver a gas servicing and maintenance service
- 6.5.9 deliver other cyclical maintenance services
- 6.5.10 use reasonable endeavours to ensure that Tenants and Leaseholders are clearly informed of and meet their repair obligations under the terms and conditions of the Tenancy Agreement and the Leaseholder's Lease
- 6.5.11 assess and report on Tenant and Leaseholder satisfaction with the maintenance and repairs service

## **7. VOIDS AND LETTINGS**

### **Introduction**

7.1 The Contractor will be responsible for the provision and delivery of an effective and efficient voids servicing and lettings service including assisting the Authority in the allocation process as required including facilitating and recording details of viewings by prospective applicants.

### **Outcomes Required**

- 7.1.1 The time for which a dwelling is vacant between lettings is kept to the minimum possible.
- 7.1.2 Minimise void rent loss.
- 7.1.3 A vacant Dwelling complies with the Availability Standards following carrying out of the Works.

## Scope of Service

- 7.1.4 Termination of the tenancy and rent account of the vacating Tenant.
- 7.1.5 Ensuring that all responsibilities and obligations of the vacating Tenant are met within and including the four week period of notice required to be given by the outgoing Tenant.
- 7.1.6 Ensuring the removal and return of any disability or alarm fittings which are owned and to be returned to the Authority or an external agency.
- 7.1.7 Ensure that void Dwellings are adequately secured to prevent squatting.
- 7.1.8 Using reasonable endeavours to ensure the collection and storage of Tenant's furniture and effects as necessary.
- 7.1.9 Take prompt and effective legal action to evict squatters and recover vacant possession.
- 7.1.10 Registration of void Dwellings on the Authority's IT system(s) within 1 Working Day of notification of void.
- 7.1.11 Undertaking and completing works to void Dwellings as soon as possible from the void date.
- 7.1.12 Using reasonable endeavours to ensure that void works meet the Void Standard attached to this Output Specification at Annex 2 including being clean and cleared. To the extent that this requires the Contractor to fit window locks the Authority will reimburse the Contractor for its reasonable costs incurred in doing this. In relation to Dwellings which have not yet been brought up to the Availability Standards Council (Full), the Authority will provide smoke detectors to the Contractor for installation, at no cost to the Contractor.
- 7.1.13 Assisting the Authority's allocation of Dwellings through facilitating viewing by prospective Tenants including pre-allocations, accompanied viewing and recording required information on the Authority's IT system as required.
- 7.1.14 Letting of the dwelling to the allocated Tenant including sign-up and, taking the photograph(s) for the grant of new tenancy, and induction of the Tenant and creation of the new rent account.
- 7.1.15 Paying decoration allowances or issuing of vouchers to new Tenants as necessary.

## 8. BUILDING CLEANING, UPKEEP OF COMMUNAL AREAS AND REFUSE STORAGE

### Introduction

### Core Services

- 8.1 The Contractor will be responsible for ensuring that communal areas, including communal windows and carpets and refuse storage areas and bins will be maintained to meet the landlord's legal obligations under the Leaseholder's Lease or Tenancy Agreement. This will include ensuring that Tenants and Leaseholders meet their obligations in accordance with the terms and conditions of the Tenancy Agreement and Leaseholder's Lease. This will not necessarily comprise a full and regular cleaning service, but a reactive service

sufficient to meet the landlord's obligations under the relevant Leaseholder's Lease and/or Tenancy Agreement.

8.2 The Contractor will be directly responsible from the Services Commencement Date for providing services required to ensure the safety of residents, including dealing with health and safety hazards which have arisen in the internal and external communal areas, bulk refuse which has been abandoned, and graffiti and fly posting.

8.3 Communal areas, including communal windows and carpets will be maintained to the required standards.

8.4 **Outcomes Required**

8.4.1 Internal communal areas are safe and do not breach relevant health and safety standards

8.4.2 Communal carpets are safe and do not breach relevant health and safety standards.

8.4.3 Communal windows are clean enough to meet any applicable responsibilities of the landlord under the relevant Leaseholder's Lease or Tenancy.

8.4.4 Existing refuse storage areas and refuse bins provided are adequate for the safe and hygienic storage of household refuse and do not breach relevant health and safety standards.

8.4.5 Minimise the potential for and deal promptly and effectively with any incidents of infestation including meeting the costs of disinfestation services.

8.4.6 Rapid clearance of graffiti, in particular, offensive and racist graffiti.

**Scope of Service**

8.4.7 Use reasonable endeavours to ensure that following the issue of a Certificate Availability Council (Full Standard) or Certificate of Availability Leasehold (Full Standard) (as applicable) the internal communal areas within the Property are kept hygienic and unobstructed by Tenants and Leaseholders in accordance with the terms and conditions of the Tenancy Agreement and Leaseholder's Lease.

8.4.8 Use reasonable endeavours to ensure that the communal carpets within the Property are kept hygienic by Tenants and Leaseholders in accordance with the terms and conditions of the Tenancy Agreement and Leaseholder's Lease.

8.4.9 Use reasonable endeavours to ensure internal communal areas and carpets of the Property comply with relevant health and safety standards and the Landlord's legal obligations.

8.4.10 Use reasonable endeavours to ensure that the communal carpets are safe.

8.4.11 Use reasonable endeavours to ensure that communal windows are clean enough to comply with relevant health and safety standards.

8.4.12 Use reasonable endeavours to ensure the adequate maintenance of existing refuse storage areas and refuse bins, as required, and that these are kept safe and hygienic including by Tenants and Leaseholders in accordance with the terms and conditions of the Tenancy Agreement and Leaseholder's Lease.

- 8.4.13 Use reasonable endeavours to ensure the removal of bulk refuse.
- 8.4.14 Liaise with the Authority's refuse collection agency to use all reasonable endeavours to ensure their requirements are met.
- 8.4.15 Use reasonable endeavours to provide an effective comprehensive disinfestation service including rodents, insects and birds responding to incidents within 1 Working Day of report as required.
- 8.4.16 Use reasonable endeavours to clearance dangerous or offensive material on same day as report.
- 8.4.17 Use reasonable endeavours to remove offensive and racist graffiti within 1 Working Day of report and other graffiti within 5 Working Days of report.

#### **Possible Future Services**

- 8.5 The Contractor may become responsible for the provision and delivery of building cleaning services to Dwellings in the future. Any such variation in the Output Specification by the Authority will be subject to consultation with Tenants and Leaseholders on service requirements, funding and payment arrangements and agreement between the Authority and the Contractor.
- 8.6 Future building cleaning services will be classified as a call-off service to be funded annually as determined by the Authority, Tenants and Leaseholders as appropriate.

### **9. COMMUNAL GROUNDS, GARDENS AND TREE MAINTENANCE**

#### **Introduction**

#### **Core Services**

- 9.1 The Contractor will be directly responsible from the Effective Date for providing services required to ensure the safety of residents, including dealing with hazards of all description which have arisen in the external communal and garden areas, bulk refuse which has been abandoned, and graffiti and fly posting.
- 9.2 The Contractor will be responsible for the maintenance of communal gardens and trees sufficient to ensure compliance with the landlord's responsibilities and relevant health and safety standards within the curtilage of the Property including boundary and other walls, railings and fences.
- 9.3 Communal garden and trees maintenance will be classified as a call-off service, to be funded annually as determined by the Authority, Tenants and Leaseholders.
- 9.4 The standards and means of assessment of the provision and maintenance of boundary and other walls, railings and fences are defined by the Contractor in the Contractor's Procedures.
- 9.5 The Trees Protocol at Part 5 of Schedule 9 of the Contract sets out the required approach to maintenance and management of trees.

#### **Outcomes Required**

- 9.5.1 Use reasonable endeavours to ensure that communal grounds, hard and soft landscaped areas, are safe and comply with the landlord's responsibilities and relevant health and safety standards.

- 9.5.2 Use reasonable endeavours to ensure that boundary and other walls, railings and fences are safe and comply with the landlord's responsibilities and relevant health and safety standards.
- 9.5.3 Use reasonable endeavours to ensure that trees are maintained and contribute to the amenity of residents and appearance of the property and neighbourhood.

#### **Scope of Service**

- 9.5.4 Use reasonable endeavours to ensure that the communal grounds, hard and soft landscaped areas, boundary and other walls, railings and fences within the curtilage of the property, are maintained, are safe and are kept hygienic and unobstructed by Tenants and Leaseholders in accordance with the terms and conditions of the Tenancy Agreement and Leaseholder's Lease.
- 9.5.5 Use reasonable endeavours to ensure that trees are maintained in accordance with the Authority's Tree Policy (a copy of which is attached at Annex 3) which will enable their appearance to contribute to the amenity of residents and appearance of the property and neighbourhood. The Authority will reimburse the Contractor's reasonable costs incurred in complying with the Authority's Tree Policy. The Trees Protocol will deal with other cost and relief issues.

#### **Possible Future Services**

- 9.6 The Contractor may become responsible for the provision and delivery of enhanced external cleaning and garden maintenance services to properties in the future. Any such variation in the Output Specification by the Authority will be subject to consultation with Tenants and Leaseholders on service requirements, funding and payment agreements and agreement between the Authority and the Contractor.
- 9.7 Enhanced future external cleaning and garden maintenance service will be classified as a call-off service to be funded annually and determined by the Authority, Tenants and Leaseholders as appropriate.

### **10. RENT AND ARREARS**

#### **Introduction**

- 10.1 The Authority will maintain rent accounts for all Tenants and Dwellings on its central rent accounting system. The Authority will ensure that these accounts are credited with housing benefit, DSS direct payments, payments by direct debit, standing order and cash payments made at banks, post offices and other agreed places of payment. The Authority will issue rent payment statements to Tenants.
- 10.2 The Contractor is not required to provide local cash collection services or facilities.
- 10.3 The Contractor will be responsible for ensuring the payment of rent and recovering all rent arrears owed by Tenants including arrears which exist at the commencement of tenancy. The rent collectable is the gross rent payable including the net rent and any other charges payable.
- 10.4 The Contractor will be responsible for taking effective rent arrears recovery action including legal proceedings. Legal proceedings may include eviction for rent arrears. Rent arrears action taken must comply with the Contractor's Contractual Method Statements and with the Authority's Policies from time to time.

- 10.5 The Authority will be responsible for recovering all former Tenant arrears whether the Tenants have been rehoused outside the Project by the Authority or are no longer Authority Tenants.
- 10.6 Arrears of rent or other charges may only be written off by the Authority.

#### **Outcome Required**

- 10.7 Ensure the payment of all rent payable to the Authority including the net rent and other charges included in the gross rent.
- 10.8 Ensure that prompt and effective recovery action including legal proceedings is taken to secure payment of rent arrears.

#### **Scope of Service**

- 10.8.1 Use reasonable endeavours to ensure at the commencement of a tenancy that new Tenants have a rent payment book and receive an induction on and are fully aware of the rent payable, payment methods, housing benefit and DSS rent payment eligibility and assistance, how to apply for such assistance and what action to take in the event of rent arrears arising.
- 10.8.2 Use reasonable endeavours to ensure the provision of welfare benefits advice and debt counselling to Tenants.
- 10.8.3 Providing advice and assistance to new Tenants on housing benefit including the completion and submission of housing benefit applications, including any associated copying, verifying and other administrative work.
- 10.8.4 Providing advice and assistance to existing Tenants on housing benefit including the completion and submission of housing benefit applications for new applications and renewal applications, including any associated copying, verifying and other administrative work.
- 10.8.5 Receiving and ensuring the timely submission of correctly completed housing benefit applications on behalf of the Authority and forwarding on such applications together with the required documentary evidence to the Authority, including any associated copying, verifying and other administrative work.
- 10.8.6 Use reasonable endeavours to ensure the timely creation and accurate updating of new Tenants rent accounts and terminate outgoing Tenants rent accounts.
- 10.8.7 Monitor Tenants' rent accounts, rent payments, housing benefit received and rent arrears.
- 10.8.8 Liaise with and provide information to the Authority in respect of housing benefit cases.
- 10.8.9 To help secure the timely and accurate payment of housing benefit.
- 10.8.10 Take effective recovery action including legal proceedings to secure payment of rent arrears which are the responsibility of the Tenant to pay. Legal proceedings which may be undertaken by the contractor in accordance with the Contractor's Procedures include serving of Notices of Seeking Possession, Notices To Quit, Notices of Termination of Tenancy and court proceedings for Money Judgements, Possession Orders and Eviction Warrants.



10.8.11 Take legal proceedings necessary to secure the payment of rent arrears payable by the Tenant including eviction proceedings.

Note: Distraint may not be used as a means to secure the payment of rent as such action would be against the Authority's Policies.

10.8.12 Preparing and submitting rent arrears write-off reports as required in accordance with the Authority's Policies.

10.8.13 Liaise with and provide information to the Authority to assist with the collection of former Tenant arrears.

## 11. NUISANCE AND HARASSMENT

### Introduction

11.1 The Contractor will be responsible for taking action in accordance with legal requirements and the Authority's Policies and acting in accordance with best practice as a social landlord to enable Tenants and Leaseholders to have quiet enjoyment of their homes as far as it is reasonably possible and required for a landlord to do so.

11.2 The Contractor will be responsible for taking prompt and effective enforcement action in accordance with legal requirements and the Authority's Policies and in accordance with best practice as a social landlord in instances of nuisance, anti-social behaviour, racial, homophobic, religious, sexual and other harassment as far as it is reasonably appropriate for a landlord to do so.

### Outcomes Required

11.3 Tenants and Leaseholders have quiet enjoyment of their homes

11.4 Appropriate, prompt and effective enforcement action is taken against nuisance, anti-social behaviour, racial, homophobic, religious, sexual and other harassment.

### Scope of Service

11.4.1 Tenants and Leaseholders are made aware of their responsibilities and obligations to allow neighbours quiet enjoyment to their homes and are made aware of the sanctions and penalties, including legal action, which may be taken against them for any breach of the terms and conditions of the Tenancy Agreement and Leaseholder's Lease or for illegal acts.

11.4.2 Legal proceedings which may be undertaken by the contractor in accordance with the Contractor's Procedures include serving of Notices of Seeking Possession, Notices To Quit, Notices of Termination of Tenancy and court proceedings for Injunctions, Possession Orders and Eviction Warrants.

11.4.3 Undertake prompt tenancy management and legal action as necessary to enable Tenants and Leaseholders to have quiet enjoyment of their homes.

11.4.4 Ensure that full and accurate records are maintained of nuisance and harassment complaints and all follow-up action.

11.4.5 Provide a mediation service where appropriate to help resolve inter-neighbour disputes.

- 11.4.6 Take prompt and appropriate action in association with the Authority and other agencies including the Metropolitan Police to deal with incidents of racial and other harassment including the provision of support and security for the victims of harassment.
- 11.4.7 Take prompt action in accordance with the landlord's obligations to deal with anti-social behaviour including liaison with the Authority's Anti-social Behaviour Team as necessary.
- 11.4.8 Ensure joint working on noise nuisance cases with the Authority's Environmental Services.

## **12. ACCOMMODATION AND REHOUSING**

### **Introduction**

- 12.1 The Contractor is responsible for the provision of advice and information to Tenants and occupants on a range of accommodation and rehousing issues and situations with regard to the relevant Authority's Policies and Tenancy Agreements.
- 12.2 The Contractor is responsible for administration work as required in respect of applications and moves arising. This may include home visits.
- 12.3 The Authority is responsible for the management and administration of transfer applications. The Contractor will use reasonable endeavours to assist the Authority's allocations staff as required in the processing of transfer applications in accordance with the Authority's Policies.

### **Outcomes Required**

- 12.4 Successions and exchanges comply with the Authority's Policies.
- 12.5 Assistance with transfers to comply with the Authority's Policies.
- 12.6 Decanting (i.e. temporary or permanent transfers required by the major works programme) undertaken complies with the Contract.
- 12.7 Sub-letting and lodger arrangements comply with the Authority's Policies.
- 12.8 Provision of advice on tenancy rights in cases of tenancy relationship breakdown.

### **Scope of Service**

- 12.8.1 Providing advice to Tenants on successions, assignments, transfers, exchanges, decanting, sub-letting, lodger arrangements and on tenancy rights in cases of tenancy relationship breakdown.
- 12.8.2 Managing and administering applications for succession of tenancy.
- 12.8.3 Managing and administering applications for assignments of tenancy.
- 12.8.4 Liaise with and provide information to the Authority to assist with the processing of transfer applications including home visits where necessary.
- 12.8.5 Liaise with and provide information to the Authority to assist with the processing of exchange applications in accordance with existing exchange and mobility policies.

- 12.8.6 Manage and administer major works transfers cases in accordance with the Contract and liaise with and provide information to the Authority to assist such transfers.
- 12.8.7 Ensuring that sub-letting and lodger arrangements comply with Tenancy Agreement requirements.
- 12.8.8 Providing advice on tenancy rights and rehousing to Tenants and partners in cases of relationship breakdown.

## 13. TENANCY AUDIT, FRAUD & UNAUTHORISED OCCUPATION

### Introduction

- 13.1 The Contractor will take all reasonable action to prevent and detect unauthorised occupation of Authority housing.
- 13.2 The Contractor will take prompt and effective enforcement action in respect of unauthorised occupants.
- 13.3 The Contractor will co-operate as reasonably required with any fraud investigation work being undertaken by the Authority providing assistance and responding to information requests and queries as necessary.

### Outcome Required

- 13.4 No cases of known unauthorised occupation unactioned following the Services Commencement Date.
- 13.5 Efficient and effective tenancy audit practices are implemented.
- 13.6 No cases of known squatting unactioned following the Services Commencement Date.
- 13.7 Efficient and effective enforcement action is implemented in respect of unauthorised occupation, squatting and abandoned tenancies.

### Scope of Service

- 13.7.1 Undertaking tenancy audit work in accordance with the Authority's Policies and the Contractor's Procedures – 10% of total tenancies to be audited per annum.
- 13.7.2 Assisting the Authority Investigation Team where reasonably required in tenancy audit and fraud investigations, including RTB and Benefits matters, and taking enforcement and other action where necessary or required.
- 13.7.3 Using reasonable endeavours to undertake efficient and effective enforcement action in respect of cases of unauthorised occupation, squatting and abandonment of tenancies to secure vacant possession in accordance with the Authority's Policies.

## 14. OTHER TENANCY SERVICES

### Introduction

- 14.1 The Contractor will be responsible for the delivery of a range of other tenancy services for which the Authority as a local authority landlord is legally responsible and in accordance with the Authority's Policies which are not specified under other service requirements.

- 14.2 Other services to be provided will include, but not exclusively: information and advice on housing, corporate Authority and external agencies policies and services, processing insurance claims received from Tenants and Leaseholders as required, administering and making payments for loss of landlord provided amenities and loss of services.
- 14.3 The Contractor's policy on compensation for loss of services and amenity is to be defined in the in the Contractor's Procedures. The policy must offer no less a service and compensation than the Authority's existing policy.

**Outcomes Required**

- 14.4 A full range of tenancy management services is provided to Tenants and the Authority by the Contractor except where services are otherwise expressly stated to be provided by the Authority.
- 14.5 Tenants and Leaseholders have full access to information and advice on housing department, corporate Authority and external agencies policies and services with assistance being provided as reasonably required.
- 14.6 Insurance claims received from Tenants and Leaseholders are processed by the contractor as required.
- 14.7 Claims for compensation from Tenants and Leaseholders for loss of service and amenities are processed and paid where payment is due by the contractor as landlord.

**Scope of Service**

- 14.7.1 Provision of information and advice and assistance on housing department policies and services and assistance as reasonably required.
- 14.7.2 Provision of information and advice on corporate Authority policies and services to Tenants and Leaseholders and assistance as reasonably required.
- 14.7.3 Provision of information and advice on external agencies policies and services to Tenants and Leaseholders and assistance as appropriate.
- 14.7.4 Administration of insurance claims from Tenants and Leaseholders.
- 14.7.5 Administration and payment of claims for compensation from Tenants and Leaseholders for loss of service and amenities which are the responsibility of the Contractor.

**15. RIGHT TO BUY**

**Introduction**

- 15.1 The Authority will be responsible for the management and administration of Right To Buy applications and sales including dealing with Right to Buy applications, all correspondence and queries.
- 15.2 The Contractor will be responsible for responding to all information requests and queries relating to Right To Buy applications from the Authority and from other local authorities.

**Outcome Required**

- 15.3 Liaise with and assist the Authority's Home Ownership unit as necessary regarding information required for the processing of Right To Buy applications and sale.

- 15.4 Prompt and accurate provision of information to enable the Home Ownership unit to meet the Government's Right To Buy timescales.

**Scope of Service**

15.4.1 Provide information on an applicant's rent account and tenancy as required.

15.4.2 Provide information on Dwellings and properties including past and estimated future works, maintenance and repair works and costs as required.

15.4.3 Confirm that purchasers have a clear rent account at the time of sale.

15.4.4 Provide other local authorities with information about former Tenants, as required, where the information is held by the Contractor.

**16. LEASEHOLD SERVICES**

**Introduction**

16.1 The Contractor will undertake the Authority's Leasehold management responsibilities except where otherwise expressly stated.

16.2 The Contractor will be responsible for ensuring compliance with the Authority's statutory and contractual obligations towards Leaseholders, including as determined by the Leaseholder's Lease.

16.3 The Contractor will be responsible for undertaking all works to properties and to Leasehold Dwellings and services as required by the Project Agreement and Leaseholder's Lease.

16.4 The Contractor will be required to meet all performance information requirements of the Authority.

**Outcomes Required**

16.5 Delivery of the Authority's Leasehold services.

16.6 Meet the Authority's legal responsibilities as freeholder and landlord in respect of Leasehold Dwellings and Leasehold services delivered by the Contractor.

16.7 Use reasonable endeavours to ensure that Leaseholders meet their legal responsibilities and obligations under the terms of their Leaseholder's Lease.

16.8 Recovery of Leasehold charges including works and service costs, management and administration charges, and ensure payment of these monies to the Authority in accordance with the Leasehold Guarantee.

16.9 Use reasonable endeavours to ensure that Leaseholder consultation and participation reflects the principles of Best Value and the Tenants Compact.

16.10 Use reasonable endeavours to ensure that the PFI Forum is an effective means of meaningful Leaseholder consultation and participation.

16.11 Develop, in consultation with Leaseholders and subject to the agreement of the Authority, a Leasehold handbook to cover how major works including the refurbishment work, cyclical and planned maintenance will be procured and undertaken; consultation arrangements on works and costs; other leasehold services; billing and payment

arrangements; how Leaseholders' queries and complaints on major works, including works on-site, services and costs will be responded to; and the range of payment options available to Leaseholders.

- 16.12 Use reasonable endeavours to ensure that Leaseholders are satisfied with the Contractor's approach and efforts on Leaseholder consultation, participation and the implementation of the Leasehold handbook.

#### **Scope of Service**

- 16.12.1 Services provided to Leaseholders as well as to Tenants are provided to the same standards unless the terms of the Tenancy Agreement or Leaseholder's Lease specify otherwise.
- 16.12.2 Use reasonable endeavours to ensure compliance with Sections 19 and 20 of the Landlord and Tenant Act 1985 when undertaking works to properties which include Leasehold Dwellings.
- 16.12.3 Use reasonable endeavours to ensure compliance with the Leasehold handbook in respect of Works to Dwellings.
- 16.12.4 Ensure that Leaseholders are fully informed of works, services, costs and charges.
- 16.12.5 Ensure the provision of a Resident Liaison Officer who will liaise with Leaseholders as well as Tenants in respect of works to Properties.
- 16.12.6 Maintain Leaseholder service charge accounts.
- 16.12.7 Manage and administer Leaseholder sinking funds.
- 16.12.8 Develop and make available to Leaseholders a range of service charge payment options as detailed in the Contractor's Procedures.
- 16.12.9 Calculate the service charges payable by Leaseholders for all services including major works, day to day maintenance and repairs, insurance and leasehold management and administration less non-recoverable costs which are the Authority's responsibility.
- 16.12.10 Apportion and provide details of costs to sellers and purchasers of Leasehold Dwellings.
- 16.12.11 Issue service charge invoices for estimates and for actual costs to Leaseholders.
- 16.12.12 Recover and remit any service charges payable by Leaseholders which are due to the Authority.
- 16.12.13 Determine Leaseholders' applications for consent to carry out works to their Dwellings on the Authority's behalf.
- 16.12.14 Liaise with the Authority's Home Ownership unit and Legal Department regarding sales of Dwellings responding to any queries and assisting the Authority as required in respect of Dwelling sales transactions.

- 16.12.15 Provide the Authority with all required Leasehold service performance, financial and other information as required on Leasehold Dwellings and Leaseholders.

## 17. SERVICES OF INDEFINITE QUANTITY

### Introduction

- 17.1 The Contractor will be responsible for the provision of services which would normally be supplied to Tenants or undertaken by the Authority as a landlord but for which the quantity of the service required or the nature of the service cannot be defined in the Output Specification due to demand uncertainty or the nature of the service.
- 17.2 Services of indefinite quantity include, but not exclusively provision of aids and adaptations for Tenants.

### Outcome Required

- 17.3 The Contractor will provide services of indefinite quantity which would normally be supplied to Tenants or undertaken by the Authority as a landlord.
- 17.4 Services of indefinite quantity provided, for example aids and adaptations, will be required to meet the needs of individual Tenants or members of their household who are the recipients of such services.
- 17.5 Services of indefinite quantity provided will be required to meet the appropriate legal requirements and industry standards.

### Scope of Service

- 17.5.1 Specification and provision of aids and adaptations for Tenants and members of their households.
- 17.6 These services will be paid for by the Authority in addition to the Unitary Payment, on a basis to be agreed between the parties.

## 18. SERVICE ACCESS AND AVAILABILITY

### Introduction

- 18.1 The Contractor is responsible for providing access to its services, its staff and also to the services of the Authority and other agencies for Tenants, Leaseholders, Authority officers and other legitimate callers. It is required to meet the corporate service access and availability requirements of the Authority.
- 18.2 Access to services and their availability should reflect modern standards of communication, meet a diverse range of service needs and be customer-friendly.

### Outcome Required

- 18.3 Services and access to the Contractor are available to Tenants, Leaseholders and the Authority in accordance with the Contractor's Procedures.

### Scope of Service

- 18.3.1 A local office is provided and maintained within an acceptable distance and travel time of the Dwellings.

- 18.3.2 A suitable room(s) is available in the local office for discussions to take place with due privacy
- 18.3.3 Tenants, Leaseholders and the Authority are able to contact and communicate with the Contractor in person, by telephone or by email at reasonable times.
- 18.3.4 Contact with the Contractor is available to Tenants, Leaseholders and the Authority by telephone
- 18.3.5 Provision of a telephone repairs ordering service for Tenants and Leaseholders
- 18.3.6 Provision of an out of hours emergency telephone service for repairs and other emergencies.
- 18.3.7 Provision of an e-mail contact address with the Contractor for Tenants, Leaseholders and the Authority.
- 18.3.8 Tenants and Leaseholders are able to receive information and advice on all services provided by the Contractor.
- 18.3.9 Tenants and Leaseholders are able to receive information and advice on Authority and other public services from the Contractor.
- 18.3.10 Responding to telephone calls within 18 seconds.
- 18.3.11 Core Service Hours are:-
- Monday to Friday inclusive from 8.30 a.m. to 5.00 p.m.
  - access during Core Service Hours must be available in person for Tenants and Leaseholders (and Authority officers) to the local office and relevant staff; and
  - access during Core Service Hours must be available for Tenants and Leaseholders (and Authority officers) by telephone and email to the local office and relevant staff
- 18.3.12 Non-Core ("Out-of-Hours") Service Hours are:-
- Mondays to Thursdays from 5.00 p.m. to 8.30 a.m.
  - Friday from 5.00 p.m. to Monday 8.30 a.m.
  - access during Non-Core Service Hours must be available for Tenants and Leaseholders (and Authority officers) by telephone to:
    - the Out-of Hours emergency repairs service
    - report other emergencies for the appropriate action to be taken.

## 19. CUSTOMER CARE

### Introduction

- 19.1 The Contractor is responsible for responding to service enquiries, service complaints and for resolving cases of service failure for which it is responsible.



- 19.2 The Contractor will respond promptly, courteously and in full as appropriate to service enquiries and complaints.
- 19.3 The Contractor will be responsible for payment of compensation due when it is determined to be at fault through the Authority's formal complaints procedure or by the Ombudsman.

#### **Outcome Required**

- 19.4 Complying with the Authority's Policies on standards of customer care and customer service and the Contractor's Procedures.
- 19.5 Complying with the spirit of the Authority's policy of 'Putting People First' in respect of providing customer-centred services.

#### **Scope of Service**

- 19.5.1 Responding in writing as required and appropriate to Tenants, Leaseholders, Authority officers and other legitimate enquirers.
- 19.5.2 Providing written responses to enquiries within the relevant timescales required.
- 19.5.3 Dealing with service complaints in accordance with the Authority's corporate complaints procedure and timescales, which will require the Contractor to provide a full direct response at Stage One of the Complaints Procedure (a copy of which is attached at Annex 4) and to provide information to the Authority at Stages Two and Three of the Complaints Procedure.
- 19.5.4 Liaising with and assisting Authority officers with service investigations including the provision of information and access to the Contractor's records as required.
- 19.5.5 Dealing with members and MP's enquiries in accordance with the Authority's corporate procedure and timescales.
- 19.5.6 Dealing with Ombudsman's enquiries in accordance with the Authority's corporate procedure and timescales.
- 19.5.7 Pay compensation as is required or recommended when at fault for service failure in respect of Stage 1, 2 or 3 Complaints (as set out in the Complaints Procedure) or Ombudsman cases.

## **20. CUSTOMER SATISFACTION**

### **Introduction**

- 20.1 The Contractor will be responsible for assessing customer satisfaction with service provision and performance, including quality in accordance with the Contractor's Procedures.

### **Outcome Required**

- 20.2 The undertaking and reporting of customer satisfaction surveys in accordance with the agreed requirements.
- 20.3 The attainment of customer satisfaction with the overall service.

## **Scope of Service**

- 20.3.1 Undertake a range of ongoing customer satisfaction survey work as proposed in the Contractor's Procedures.
- 20.3.2 Use reasonable endeavours to assist the Authority and its agents to undertake a customer satisfaction survey every year as reasonably required.
- 20.3.3 Use reasonable endeavours to assess service delivery and quality against customer satisfaction.
- 20.3.4 Use reasonable endeavours to assess customer satisfaction across the range of residents by tenure, locality, age, sex, race, relevant household characteristics and other key factors.
- 20.3.5 Use reasonable endeavours to engage key stakeholders and residents in customer satisfaction work.

## **21. RESIDENT CONSULTATION AND INVOLVEMENT**

### **Introduction**

- 21.1 The Contractor will be responsible for consulting with residents, Tenants and Leaseholders as individuals, on an appropriate group or local area basis and through Tenant and resident organisations on services, including service performance and quality, and service needs.
- 21.2 The Contractor will develop and establish a PFI Forum. This will be a consultative body including the Authority, the Contractor and residents with the aim of ensuring effective communication and co-operation between residents, Tenants and Leaseholders, the Authority and the Contractor. The PFI Forum will also be a means of ensuring open monitoring of the Contractor's performance and providing accountability through reporting on performance to residents.
- 21.3 The Contractor will seek to involve Tenants and Leaseholders, as individuals, on an appropriate group or local area basis and through Tenant and resident organisations in meaningful ways on service development, provision and performance monitoring.
- 21.4 The Contractor will support the development and running of Tenant and resident associations and organisations as reasonably required and take an active and constructive role in the development and operation of the PFI Forum.

### **Outcomes Required**

- 21.5 The Contractor's approach to Tenant and Leaseholder consultation and participation reflects the principles of Best Value and the Tenants' Compact.
- 21.6 The PFI Forum is an effective means of meaningful Tenant and Leaseholder consultation and involvement.
- 21.7 The Contractor uses reasonable endeavours to ensure that the consultation requirements of the Leaseholder handbook are fully and effectively implemented by the Contractor.
- 21.8 The Contractor is supportive of the development and running of resident associations and Tenant management organisations where there is an expressed interest and demand from residents.

- 21.9 The Contractor uses reasonable endeavours to ensure that Tenants and Leaseholders are satisfied with the Contractor's approach and efforts to Tenant and Leaseholder consultation and involvement in the refurbishment and improvement works programme and other services.
- 21.10 The Contractor complies with all legal requirements in respect of resident consultation other than those retained by the Authority.

#### **Scope of Service**

- 21.10.1 Use reasonable endeavours to ensure that Tenant and Leaseholder consultation and participation arrangements reflect the principles and satisfy the requirements of Best Value and the Tenants Compact.
- 21.10.2 Use reasonable endeavours to develop a range of innovative and effective means of Tenant and Leaseholder consultation and involvement.
- 21.10.3 Produce service performance monitoring reports for and report to the PFI Forum. Service the PFI Forum and its meetings.
- 21.10.4 Assist with the development and establishment of residents associations and provide support to residents who are active in their development and running.
- 21.10.5 Liaise and work in co-operation with Authority and other agencies to maximise resident participation in regeneration and other community initiatives on an area and borough-wide basis.
- 21.10.6 Endeavour to secure the representative involvement of Tenants and Leaseholders in the PFI Forum and resident associations.
- 21.10.7 Report to other Authority supported Tenant and Leaseholder groups as reasonably required including Area housing Panels and the Islington Leaseholder Forum.

## **22. SERVICE AND PERFORMANCE INFORMATION**

### **Introduction**

- 22.1 The Contractor will be responsible for meeting all service and performance information requirements specified by the Authority in the format, timescale and frequency required.
- 22.2 The Contractor will be responsible for meeting all other reasonable service and performance information requests made by the Authority.
- 22.3 All records and systems relating to the Contract and Services including Dwelling, Tenant, Leaseholder, service and performance monitoring records and systems whether IT or paper records must be accurately maintained and kept up-to-date.

### **Outcome Required**

- 22.4 All service and performance information requirements specified by the Authority are met in accordance with the Authority's requirements.
- 22.5 All other service and performance information requests made by the Authority are met as reasonably required.

22.6 The Authority is able to fulfil its statutory responsibilities as a local authority and landlord regarding the collection, maintenance and provision of information and records in respect of Properties and Dwellings managed by the Contractor with the assistance of the Contractor.

### Scope of Service

22.6.1 Provision of all specified service and performance information. This will include information in connection with the Authority's duty to provide Best Value Performance Indicator data, and information in connection with local PI's which are collected and reported to senior managers, Members, Tenants etc;

22.6.2 Provision of all other service and performance information reasonably requested by the Authority;

22.6.3 Meeting the Authority's requirements for information provision.

22.6.4 The Best Value performance indicators (BVPI's) which apply to the services provided by the Contractor are described below. The Contractor is responsible for providing data concerning these PI's in some cases, and the Data responsibility column indicates where responsibility for data lies.

BVPI reference	BVPI summary definition	Data responsibility
8	The % of invoices paid within 30 days	Authority – monthly
15a	The number of complaints to an Ombudsman classified as Maladministration	Authority
15b	The number of complaints to an Ombudsman classified as Local Settlement	Authority
63	Average SAP rating of Council homes	Contractor – annually
66a	Rent collected as a % of rent due and arrears	Authority
74 (i)	Tenant satisfaction with the overall housing service	Authority
74 (ii)	Satisfaction of BEM tenants with overall housing service	Authority
74 (iii)	Satisfaction of non-BEM tenants with overall housing service	Authority
84a	% of homes complying with Decent Homes standard	Contractor – annually
84b	Change in % of Decent homes during each year	Contractor – annually
164	Compliance with CRE code of practice on tackling racial harassment	Contractor – annually
174	Number of incidents of racial harassment	Contractor – annually
175	% of incidents of racial harassment which result in further action	Contractor – annually
180a	Energy consumption per m2 of Authority property compared with comparable buildings in UK as a whole	Contractor – annually
185	The % of responsive (exc. emergency) repairs for	Contractor – annually

	which an appointment was both made and kept	
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#### 22.6.5 Local Authority Performance Indicators

The Council's key local performance indicators (LKPIs) and local performance indicators (LI's) which relate to the service provided by the Contractor are described below. In most cases the Contractor is required to provide data or other information concerning these PI's and details of Contractor responsibilities are given in the column headed Data Responsibility.

Category	Reference	Summary definition of PI	Data responsibility
Maintenance and repairs	LKPI – 14	% of programmed gas services completed	Contractor – monthly
	LI7	% of repairs to individual Gas Systems completed within deadline	Contractor – monthly
	Repairs completed within timescales:		
	LKPI 35	24 hours	Contractor – monthly
	LKPI 35	3 days	Contractor – monthly
	LKPI 37	7 days	Contractor – monthly
	LKPI 37	28 days	Contractor – monthly
	LI 9	Legal Disrepair – current number of open cases	Contractor – monthly following the end of the Disrepair Transitional Period.  Authority – monthly, prior to the end of the Disrepair Transitional Period
	LKPI 36	The average time taken (working days) to complete 7 and 28 day repairs under £1000 value <sup>1</sup>	Contractor – monthly
	LKPI 40	Number of occasions on which the Repairs Pledge is invoked	Contractor – monthly
Void and Lettings	LKPI 31	% of gross stock at month end which is vacant and being relet	Contractor – monthly

<sup>1</sup> If the information cannot be provided the Contractor is not required to upgrade its IT systems in order to ensure compliance and would be relieved from the obligation to provide this information.

Category	Reference	Summary definition of PI	Data responsibility
	LKPI 32	% of gross stock at month end which is vacant for any reason	Contractor – monthly
	LI 10	Total number of homes let in month	Contractor – monthly
	LI 10	Total number of homes becoming void (for reletting) in month	Contractor – monthly
	LI 4	Stock Analysis as per defined stock categories	Contractor – monthly
<b>Rent and Arrears</b>	LKPI 21	rent collected as % of annual rent roll	Authority
	LKPI 22	Rent arrears of current tenants as a proportion of the Authority's rent roll	Authority
	LKPI 23	Average arrears per secure tenant at year end	Authority
	LI 2	Total rent arrears	Authority
<b>Other housing management services</b>	LKPI 61a	Number of incidents of sexual harassment reported	Contractor – monthly
	LKPI 61b	The percentage of SH incidents where action taken	Contractor – monthly
	LKPI 62a	Number of incidents of other harassment reported	Contractor – monthly
	LKPI 62b	The percentage of other harassment incidents where action taken	Contractor – monthly
	LKPI 1	The percentage of Racial Harassment cases resulting in designated further action against perpetrator	Contractor – monthly
	LKPI 2	The percentage of Sexual Harassment cases resulting in designated further action against perpetrator	Contractor – monthly
	LKPI 3	The percentage of other harassment cases resulting	Contractor – monthly

Category	Reference	Summary definition of PI	Data responsibility
		in designated further action against perpetrator	
<b>Customer services</b>	LKPI 4	Tenants' satisfaction with arrangements for participation in management and decision-making, including the local Tenant Participation Compact	Authority
	LKPI 5(a)	Complaints replied to within 10 days %	Contractor – monthly
	LKPI 6(a)	Letters replied to within 10 days %	Contractor – monthly
	LKPI 7(a)	Members Enquiries replied to within 10 days %	Contractor – monthly
	LKPI 10	Ombudsman complaints replied to within 10 days %	Contractor – monthly
	LKPI 8	The % of phone calls answered correctly within 18 seconds	Authority and Contractor

## SCHEDULE 2

### OUTPUT SPECIFICATION

#### Part 4 – General Service Requirements

1.1 Services to be delivered by the Contractor must meet a range of general service requirements. The general service requirements must be included and fully addressed in the Contractor's Contractual Method Statements and the Contractor's Procedures.

1.2 The areas covered by the general service requirements include:

- Legal Requirements including Health and Safety Requirements
- Policy and Procedures
- ICT Systems
- Quality Requirements

The following areas of enforcement of the Output Specification are also covered under the general requirements.

- Performance Monitoring
- Compliance Assessment
- Certification

Details of general service requirements are set out below.

## 2. LEGAL REQUIREMENTS

### Introduction

2.1 The Contractor is responsible for meeting all landlord and other relevant legal requirements unless otherwise stated.

### Outcome Required

2.2 The Contractor must fulfil all of the Authority's statutory and contractual responsibilities (unless otherwise stated in the Contract) relating to:

- 2.2.1 the Authority's freehold ownership of the Leasehold Dwellings
- 2.2.2 the Authority's statutory and contractual responsibilities relating to Rented Dwellings and Tenants
- 2.2.3 the Authority's statutory and contractual responsibilities relating to Leasehold Dwellings and Leaseholders
- 2.2.4 all other legal requirements of the Authority as a local authority housing landlord comprised within the Services.



## Scope

2.3 The service requirements must be delivered by the Contractor in compliance with Legislation, including but not limited to that listed below and any Legislation which replaces it from time to time:

2.3.1 the Landlord and Tenant Act 1985

2.3.2 the fitness standards of the Housing Act 1985 section 604 as amended by the Local Government and Housing Act 1989 paragraph 83 of Schedule 9. (Attention is drawn to the supporting detailed advice contained in Annex A of Circular 6/90).

2.3.3 the Environmental Protection Act 1992

2.3.4 the Defective Premises Act 1972

2.3.5 the gas safety requirements of the Gas Safety (Installation and Use) Regulations 1998

2.3.6 the Health & Safety at Work Acts

2.3.7 the Environmental Health Acts

2.3.8 Planning Law

2.3.9 Applicable Building Regulations

2.3.10 Employment Law

2.3.11 Equal Opportunities Law

2.3.12 Race Relations Act 1976

2.3.13 Disability Discrimination Act

2.3.14 The Human Rights Act.

2.3.15 Data Protection Act

2.3.16 relevant health and safety and environmental health law

and the terms and obligations of the Authority's Tenancy Agreement and the terms and obligations of the Leases.

## 3. POLICY AND PROCEDURES

### Introduction

3.1 The Contractor is responsible for compliance with all the Authority's Policies.

### Outcome Required

3.2 The Contractor must deliver services in accordance with the Authority's Policies currently relating to housing management including the codes of practice and guidance of external agencies adopted by the Authority.

- 3.3 The Contractor must also co-operate as required with Authority departments and external agencies to assist the Authority and such agencies in the implementation of the Authority's Policies, service delivery and the fulfilment of the Authority's statutory and contractual duties.

#### **Scope**

- 3.4 Areas of corporate policy and service delivery including relationships with external agencies covered by these requirements include:

#### **Social Services**

Liaison and joint working as reasonably required on cases of:

- Legal action for possession and evictions
- Community care
- Child Protection
- Disability
- Elders

#### **Environmental Health**

Liaison and joint working as reasonably required on cases of:

- Pest infestation
- Noise nuisance
- Public Health
- Water Quality
- Environmental Protection and Disrepair

#### **Planning**

Liaison and joint working as reasonably required on:

- All works to properties and dwellings which may involve planning and building regulation requirements, listed buildings and buildings in conservation areas.
- Compliance with the Contractor's procedure on environmental matters.

#### **Asbestos**

Liaison with the Authority's Asbestos Unit and notification and provision of information in the required format and detail of all asbestos cases in accordance with the Asbestos Method Statement.

- Compliance with the Asbestos Method Statement.

## **Emergency Planning**

Liaison and joint working as reasonably required on the Authority's emergency planning preparation and any emergency action.

## **4. ICT SYSTEMS**

### **Introduction**

4.1 The Contractor is responsible for compliance with the ICT protocol

### **Outcome Required**

4.2 This section of the Output Specification is a summary of the Authority's ICT system requirements.

The Contractor must use reasonable endeavours to comply with the Authority's ICT system requirements including:

- Use of essential Authority ICT systems.
- Compliance with Authority ICT system procedures.
- Compliance with the Authority's ICT system information requirements.
- Compliance with Data Protection Act.

### **Scope**

4.3 The Authority requires the Contractor to use certain essential Authority ICT systems where there is joint working in service provision or the Contractor's services inter-link with other Authority services. Otherwise the Contractor may determine its own ICT systems subject to Authority approval of any interface systems and arrangements including system interface and data transfer security arrangements.

The Contractor is required to maintain and provide service and performance information in the format required by the Authority.

The Authority's ICT system requirements are set out in summary, though not exclusively, below.

### **Repairs**

The Contractor will use its own maintenance and repairs system and is not required to use the Authority's system.

The Contractor will be required to provide the Authority with maintenance and repairs performance information as required by the Output Specification.

### **Voids**

The Contractor will use the Authority's new First Housing Estates, Allocations and Voids system and also its existing HMIS system as required.

### **Rents**

The Contractor must use the Authority's new First Housing Estates, Allocations and Voids system and also its existing HMIS system as required.

#### **Leasehold management**

The Contractor will use its own leasehold service charge system and the Authority's existing Prelude system as required.

#### **Stock Condition Data**

The Contractor will be required to provide the Authority with stock condition data in the format and at intervals determined by the Authority performance including in respect of Dwellings meeting or not meeting the Decent Homes Standard

#### **Asbestos**

The Contractor will be required to provide the Authority with asbestos information as specified in the Asbestos Method Statement.

### **5. QUALITY**

#### **Introduction**

- 5.1 The Contractor will demonstrate its commitment to quality in service delivery and performance through its service delivery and in the development of its services, staff, policies, procedures and systems.

#### **Outcome Required**

- 5.2 The Contractor must demonstrate a commitment to quality through its service delivery.
- 5.3 The Contractor must demonstrate a commitment to the development and implementation of quality in its systems and procedures, staff, performance management and operational links with contractors, sub-contractors and suppliers of services and goods and also with the Authority and its agents
- 5.4 The Contractor must demonstrate how it will achieve and maintain quality in the Contractor's Procedures.

#### **Scope**

- 5.5 Quality will be sought, attained, monitored and maintained across all service and general requirements

### **6. PERFORMANCE MONITORING**

- 6.1 The Contractor will monitor its service delivery and performance against the service requirement outputs and Performance Standards and the general requirements, that is, the legal, policy, procedure, quality, ICT and other requirements detailed in this Output Specification.
- 6.2 The Contractor will monitor its performance through the application of its own quality and performance procedures and systems.
- 6.3 The Contractor will undertake regular Tenant and Leaseholder satisfaction surveys in accordance with the Contractor's Procedures.

- 6.4 The Contractor will produce and submit regular performance monitoring reports to the Authority on its performance against the set Performance Standards and reporting on all incidents of non-compliance.
- 6.5 Monthly and annual performance reports will be required to be submitted to the Authority within the required timescales.
- 6.6 The Authority will also monitor service delivery and performance against the service requirement outputs, Performance Standards, legal, policy, procedure and other requirements detailed in this Output Specification by a range of means. The monitoring arrangements will specifically include a role for tenants and leaseholders. The Authority's monitoring of performance will include:
- 6.6.1 Review of the Contractor's performance reports.
  - 6.6.2 Systematic and ad hoc audit of the Contractor's records including tenancy and leasehold files and records and service record.
  - 6.6.3 Systematic and ad hoc audit of Dwellings and services.
  - 6.6.4 Through tenancy fraud and anti-fraud work.
  - 6.6.5 Mystery shopping of customer service interfaces including reception areas and telephone responses.
  - 6.6.6 Use of trained Tenant and Leaseholder inspectors.
  - 6.6.7 Review of Tenant and Leaseholder satisfaction based on service requirements, Performance Standards and customer satisfaction surveys.
  - 6.6.8 Performance benchmarking against other Inner London Boroughs, as defined in the Contract and Registered Social Landlords.
- 6.7 The Authority shall have the right to check any aspects of the Contractor's and Sub-Contractor's performance by any reasonable means. The Contractor and Sub-Contractors will provide access to all records, staff and premises relevant to the Project to the Authority, its auditors and nominated representatives. Such checking and auditing shall be conducted at the Authority's own expense save that if defaults or failures are found as a result the Authority may, on reasonable notice and acting reasonably, commission its own enquiries to ascertain the true position and charge the costs of such investigations to the contractor in the event of proven default or non-compliance by the Contractor or Sub-Contractor.
- 6.8 The Contractor's operations, service delivery, staff, systems, records and procedures will also be open to inspection by the Audit Commission's Housing Inspectorate, Local Government Ombudsman and for other regulatory inspection as required.

## 7. COMPLIANCE ASSESSMENT

- 7.1 Non-compliance with the service and other requirements of the Output Specification may be determined by the following means of compliance assessment:
- 7.1.1 A complaint from a Tenant or Leaseholder upheld by the court.
  - 7.1.2 A complaint from a Leaseholder upheld by the Lands Valuation Tribunal.

- 7.1.3 A complaint from a Tenant or Leaseholder upheld by the local government ombudsman.
  - 7.1.4 A complaint from a Tenant or Leaseholder upheld by the Authority, the Authority's decision being based on a professional assessment of the stated non-compliance.
  - 7.1.5 A contract monitoring decision against the Contractor by the Authority, the Authority's decision being based on a professional assessment of the stated non-compliance.
  - 7.1.6 A self-monitoring decision by the Contractor based on performance monitoring of the service Performance Standards.
- 7.2 An assessment of non-compliance by the Authority will be based on a professional opinion which will pay regard to the service, legal and other requirements, statutory guidance and housing case law as well as to the circumstances of the particular case. Any assessment of non-compliance with the service, legal and other requirements will therefore be objectively determined.
- 7.3 An assessment of non-compliance under means of assessment points 7.1.3 to 7.1.6 above is subject to appeal and adjudication in accordance with the terms of the Contract.

## 8. CHECKLIST FOR CONTRACTOR'S DOCUMENTS

- 8.1 The Contractor's Contractual Method Statements and Contractor's Procedures must demonstrate how the Contractor will comply with the service, legal, policy and procedure, ICT and quality and other requirements of the Output Specification.
- 8.2 The Contractor must also demonstrate how its proposed selection, contract requirement and contract management procedures for sub-contractors will ensure their compliance with the service, legal, policy and procedure, ICT and quality and other requirements of the Output Specification.
- 8.3 The Contractor's Contractual Method Statements and Contractor's Procedures will include and provide information on service and general requirements to the Authority in respect of the matters listed in Appendix C.
- 8.4 The information set out in Appendix C is not to be taken as a comprehensive summary of service requirements or content of the Contractor's documents.

## APPENDIX A TO THE OUTPUT SPECIFICATION

### Availability Standards Table

This Table will be reviewed by the parties prior to 31 July 2003 and changes to the table be agreed by the parties or subject to dispute

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7,21)	Failure Indicators
A	A.1 Structure and fabric of property and dwellings (LHP)	A.1.1 Structurally sound and stable	E / L Roof replacement works require the replacement of the whole of the covering and fixings (i.e. sarking felt and battens) and all repairs / replacement necessary to roof timbers to ensure integrity  chimney, in addition to being safe and fit for purpose, and, if redundant, must be correctly capped off to prevent condensation	Visible evidence of structural failure or damage  Visible evidence of failure or damage to the fabric that requires remedial action before scheduled planned maintenance  Chimney not safe and not treated to prevent detrimental impact on rest of property
A	1	A.1.2a Weather-light	E / L elements that comprise the dwelling to be properly secured, fitted and functional, to provide a building weather-tight, secure, free from material draughts, free from damp, and fit for purpose  All pipes in loft space insulated to a	Water penetration  Draughts from new doors and windows  Insulation missing or not to required thickness

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
A	1	A.1.2b Weatherproof	standard of not less than that provided by 25mm foam  Internal access provided to all major areas of pitched roof spaces with an insulated loft hatch  All cold water tanks covered and insulated to top and sides to a standard not less than that provided by 25mm foam E/L	
A	1	A.1.3 No damp problems, dry or wet rot or fungal infestation apparent	E / L & I All hot water tanks insulated by 80mm thick jacket compliant with BS5615 or factory applied foam All elements that comprise the dwelling to be suitable for purpose and to be free from damp, rot, rust, decay and consequential damage arising	Visible signs of water penetration, inappropriate dampness or staining to building elements  Visible signs of dampness and condensation likely to cause a statutory nuisance, including evidence of mould growth, noticeable damage to decorative finishes and smell of dampness  Visible decay or damage to woodwork in dwelling caused by dry or wet rot



Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
A	1	A.1.4 Free from serious disrepair	E / L & I	Serious disrepair
A	2 Gutter, downpipes and drains (LHP)	A.2.1 Adequate and effective system for the drainage of foul, waste and surface water	E / L The above ground drainage should permit the free discharge and removal of all surface water into the below ground drainage system and be adequately sized, free from leaks and clear of any obstructions and properly secured  All above ground foul drainage waste pipes should be adequately sized, be at the required gradient and be sufficiently vented and trapped to permit the safe odourless removal of waste and any gaseous matter  All below ground drainage to allow the free discharge and dispersal of surface water and foul water from the building and from the surface ground in the curtilage of the building and present no risk to health and offer no unpleasant odour  Below ground drainage should drain adequately and be free of any	Obstructed, missing, inadequately-sized, or leaking above ground drainage that fails to permit the free discharge and removal of all surface water into the below ground drainage  Obstructed, missing or leaking below ground drainage that fails to permit the free discharge and removal of all surface water in the below ground drainage  Escape of effluent in any form from foul drainage waste pipes  Evidence of blockages indicated by odours or staining of joints  Failure to permit the safe odourless removal of waste and any gaseous matter from the building  Failure to permit the safe odourless removal of waste matter from the curtilage of the property into

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
A	3 Floors	A.3.1 Safe and providing a surface suitable for receiving appropriate floor coverings	blockages or known fissures or build up of gaseous matter that might present a health risk  All inspection chambers properly constructed and maintained and appropriately sealed and covered for their location	adopted drainage systems (or soakaways if appropriate)  Broken inspection chamber covers or frames  Evidence of broken / damaged or inadequate seals
A	3 (LHP)	A.3.2 Even having regard to the age and character of the property	I Safe and suitable sub-base, to receive appropriate floor covering (including Contractor's hardboard or similar sub-base in bathrooms/toilets and kitchens but excluding Tenant's hardboard or similar sub-base in other rooms)	Uneven sub-base resulting in unsafe finish or unable adequately to receive appropriate floor covering  Not even having regard to the age and character of the property
A	4 Walls and ceilings	A.4.1 Providing a surface suitable for receiving appropriate decoration	I All walls and ceilings must be brought up to a standard suitable for receiving appropriate decoration	Defective or broken plaster on walls within building  The surface may be deemed unsuitable where it is sufficiently cracked, debonded or damp, that any new decoration would be unlikely to maintain a fair cosmetic appearance for a period of 36

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7,21)	Failure Indicators
A	5 Windows LHP	A.5.1 In proper working order	E Windows must be: in proper working order fitted and functional free of rot, rust and decay or damage weather-tight secure free of draughts if new Glazing to be to a design and standard appropriate to its location and use All windows where the fall is in excess of 2 metres to be fitted with a functional window restrictor: Where permitted by Planning Regulations Except where the lowest part of the opening window is in excess of 1600mm above finished floor level and where the total area of such a window opening does not exceed 0.5 sq. m. To meet child safety requirements in the appropriate British Standards	months Non-functional windows Visual evidence of rot, rust, decay or damage Window restrictors, where required, are non-functional or missing
B	1 Steps and pathways essential for access LHP	B.1.1 In safe condition and allowing access to be gained in a safe manner	E / L Paths must be safe, even and non-pitted and free of any trip hazard of over 20mm and accessible to residents	Paths are not safe, even, free of any trip hazard of over 20mm and accessible to residents

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
B	2 Communal entrance doors to Property  LHP	Adequately lit by artificial lighting  B.2.1 Secure	Lighting provided to adequately light front and rear of properties  E / L All external communal front doors of properties to be resistant to forced access and to have a minimum of one point of resistance, to be: A rim lock/door entryphone locking mechanism. All external communal rear doors of Properties to be resistant to forced access and to have a minimum of one point of resistance, to be:  A dead lock and also bolts at the top and bottom of rear doors where practical and permitted	Lighting not provided for front and rear properties  Front and rear of properties not adequately lit
B	3 Entrance doors to Dwelling	B.3.1 Secure	I All external doors of Dwellings to be resistant to forced access and to have a minimum of two points of resistance, to include: a dead lock and rim lock on front doors a dead lock and bolts at the top and bottom of rear doors where practical	

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
B	4 Door-entryphone system (LHP)	B.4.1 Provided and in proper working order	and permitted a combination of locks and bolts at the top and bottom of both leaves on double doors of Properties  Spy holes on front doors of Dwellings (subject to Planning regulations and Tenant's agreement)	Not provided  Not functional
B	5 Communal Property Lifts (Milner Square) (LHP)	B.5.1 In proper working order	E / L or I Provide where required and functional	Not provided (if required)  Not functional (if required)
B	6 Internal communal areas (LHP)	B.6.1 In safe condition and allowing access to be gained in a safe manner	E / L or I Free from hazardous deposits and bulk items of refuse causing an obstruction (see note 21 for definition of hazardous and bulk items)	Not in safe condition  Hazardous deposits or bulk items of refuse  Access cannot be gained in a safe manner  Lighting provided is inadequate on

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
		lighting		health and safety grounds
B	7	B.7.1	I	Lighting not in working order
	Internal stairways in communal areas and dwellings (LHP)	In safe condition and allowing access to be gained in a safe manner	Security of stair, guarding and balustrading should comply with applicable building regulations	Stair, guarding and balustrading not compliant with applicable building regulations
B	8	B.8.1	I	
	Floor coverings – communal areas and stairways (LHP)	Provided where required and kept securely and safely fitted	Floor covering to be provided where required and kept securely and safely fitted	Floor covering unsafe
		Capable of being kept clean and in a hygienic condition		Unable to be readily kept clean and hygienic
		Contribute to sound insulation		Reduces sound insulation
C	1	C.1.1	I	

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
Usability	Water supply and system (LHP)	Safe and in proper working order with continuous and adequate supply	Provision and maintenance of water supply, safe and in proper working order with continuous and adequate supply	Not provided Not functional
C	2	C.2.1	I	
	Gas supply and installations	Provided and in proper working order	Provision and maintenance of gas supply, safe and in proper working order with continuous and adequate metered supply	Not provided Not functional
		Maintenance of gas cooker supply point, where provided	Provided and functional	Not provided Not functional
		Landlord's gas installations are safe	Gas system to be checked and certified every 12 months and at all changes of tenancy	Failure to carry out gas check within 12 months of the last check Failure to carry out gas check at change of tenancy Failure to carry out necessary remedial repairs and improvements to systems following checks
C	2	C.2.2	I	
	Electrical supply and installations	In proper working order	Provision and maintenance of electricity supply, safe and in proper working order with continuous and adequate metered supply	Not provided Not functional
			Rewiring is to meet all prevailing IEE	

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
			<p>regulations and best practice advice to a minimum of 16<sup>th</sup> Edition standards, using PVC twin and earth cables chased into dwelling walls. Wiring is subject to the Maximum Lifecycle Guarantee (see note 20).</p> <p>Subject to note 9 no surface-mounted electrical wiring in Rented Dwellings</p> <p>All consumer units to be fitted with Miniature Circuit Breakers</p>	



Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
		Adequate provision of power supply points including cooker point	Provided and functional	Not provided
		Landlord's electrical and mechanical installations are safe (including mains smoke and fire alarms where provided)	Number of sockets provided in each room to meet NHBC standards Electrical systems to meet all prevailing IEE regulations and best practice to a minimum of 16 <sup>th</sup> edition standards Electrical systems to be checked for compliance with specification at least once every six years and at each change of tenancy	Not functional Not provided Not functional Failure to provide landlord's certificate of electrical check within 6 years of last check and on change of tenancy
C	3	C.3.1 In proper working order	Provided and functional	Not provided
	Lighting system	C.4.1 In proper working order with adequate hot water supply capable of being supplied at safe temperatures (subject to Tenant control)	Provided and functional	Not functional
C	4	Hot water supply and system	Provision and maintenance of hot water supply, safe and in proper working order with continuous and adequate supply Provision of domestic hot water at all appropriate outlets: To permit a temperature of 50°C where provided from instantaneous systems and 60°C when the supply is from storage systems A maximum recovery time of 60 minutes	Not provided Not functional

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
			<p>Tenant controlled hot water temperature</p> <p>Minimum delivery of 12 litres per minute from all outlets except for baths where the delivery should be 20 litres per minute</p> <p>The system should be capable of being heated in isolation from space heating</p> <p>Alternative methods of heating water should be available wherever there is hot water storage</p> <p>Tenant must be provided with user-friendly information (appropriate to individual circumstances) on how to operate the system in the most fuel/budget efficient way</p>	

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
C	5 WC / Sewerage and Drainage Systems	C.5.1 In proper working order	Provision and maintenance of WC / Sewerage systems, safe and in proper working order with continuous and adequate supply	Not provided Not functional
		Capable of being kept clean and in a hygienic condition		Unable to be readily kept clean and hygienic
C	6 Bath	C.6.1 Provided and in proper working order	New, white bathroom appliances provided in Works Programme – Years 1-6 (See note 19)  Provided and functional  Modern bathroom not more than 30 years old (See note 20)  Minimum to include: Bath (or shower on individual case basis with agreement of Council) Wash-hand basin WC Separate hot and cold taps or mixer taps (Tenant's choice) Splashback protection of walls Capable of being kept clean and hygienic	Not provided Not functional
		Capable of being kept clean and in a hygienic		Unable to be readily kept clean and hygienic

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
C		condition		Material damage (cracked or chipped)
	7	C.7.1 Provided and in proper working order	Hand-rinse basin in separate WC where possible Separate hot and cold taps or mixer taps (Tenants' choice) Splashback protection of walls	Not provided Not functional
		Capable of being kept clean and in a hygienic condition		Unable to be readily kept clean and hygienic Material damage (cracked or chipped)
C	8	C.8.1 Provided and in proper working order	Separate hot and cold taps or mixer taps (Tenants' choice) Splashback protection of walls	Not provided Not functional
		Capable of being kept clean and in a hygienic condition		Unable to be readily kept clean and hygienic Material damage (cracked or chipped) likely to give rise to unhygienic condition
C	9	C.9.1 Adequate provision for size of kitchen	New kitchens provided in Works Programme – Years 1-6 (See note 19)	Not provided

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
			<p>Provided and functional</p> <p>Modern kitchen not more than 20 years old (See note 20)</p> <p>Minimum requirements to include:  Adequate storage areas  Food preparation areas  Food washing facility  Space and service connections for clothes washing/drying and refrigeration of food (subject to size of kitchen)</p> <p>Tenant choice in respect of worktops and unit doors</p>	<p>No or inadequate Tenant choice in respect of kitchen doors and worktop within range provided</p> <p>Not functional</p>
C	10	Provision of cooker space and where possible appropriate fridge/freezer and washing-machine space C.10.1	Space and service connections for clothes washing / drying and refrigeration of food	<p>Not provided as required or where possible</p> <p>Not functional</p>

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
	Floor Coverings – Wet Areas	Maintain in kitchens, bathrooms and WC area and provide when new tenants move in		Not provided
		Capable of being kept clean and in a hygienic condition		Not functional
<b>D</b>	<b>1</b>	<b>D.1.1</b>		Unable to be readily kept clean and hygienic
<b>Environment</b>	Heating System	Provided and in proper working order	New heating systems to be provided in Work Programme – Years 1-6 (See note 19)	Not provided
			Gas central heating to be the standard form of central heating in each Rented Dwelling	Not functional
			A gas central heating system is to be provided in each Rented Dwelling heating each room	Space and water heating not capable of independent operation
			Provided and functional	
			Heating system must comply with the Building Regulations 2002 Part L and their successor regulations in force at the time of installation, with particular reference to boiler efficiencies, the provision of zone and timing controls and boiler control interlocks. Heating systems are subject to the Maximum	

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
			<p>Lifecycle Guarantee (see note 20)</p> <p>The main space heating system is capable of being operated independently from water heating and vice versa</p> <p>Boilers should be no more than 12 years old (See note 20)</p> <p>Radiators must be free from external corrosion and have working valves</p> <p>All existing living-room fires to be removed if unsafe. (Flues to be capped-off at the top and fireplaces to be blocked off and vented.)</p>	
		<p>Capable of heating and maintaining, when the external air temperature is minus 1 degree centigrade:</p> <p>bedrooms at 18 degrees centigrade</p> <p>dining room at 21 degrees centigrade</p> <p>living room at 21 degrees centigrade</p> <p>D.1.2</p>	<p>All rooms to be heated (excludes conservatories and outhouses) and capable of temperature control.</p> <p>Temperature when the external air temperature is minus 1°C</p> <p>Bedrooms 18°C</p> <p>Dining room 21°C</p> <p>Living rooms 21°C</p>	<p>Failure to heat one or more rooms to the required minimum temperature within the required time</p>
D	1	Provided where no or	I	Not provided where required:
	Ventilation System --	Provided where no or	Provided where required and functional	Not provided where required:

Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
	WC / Bathroom / Kitchen	inadequate natural ventilation exists		Absence of ventilation systems, extractor fans or other means of rapid moisture dispersal, where condensation is evident or sourced from kitchens and bathrooms
		In proper working order and capable of meeting ventilation requirements	Ventilation systems, where provided, to be capable of providing adequate ventilation to ensure: The prevention of condensation within living areas and enclosed areas of the building fabric Extraction of moisture from areas where it may be produced in significant quantity The requirement of fuel burning or other appliances for processing air  Allowance is made for the ventilation of appliances where such ventilation is required to allow their normal operation	Not functional (excludes responsibility for tenant non-use or mis-use)  Presence of condensation to internal surfaces and/or damage/mould growth  Non-operation of open-flued appliances to an efficient and safe standard  Failure to pass the gas spillage test
E Health and Safety	1 Property and dwelling (LHP)	E.1.1 Persons entitled to use a property and dwelling, having regard to its intended use, may use it free from significant or imminent risk to health and safety and each property and dwelling shall comply with all	E / L & I Compliance with applicable health and safety requirements, fire prevention safety requirements and building regulations  Where major remodelling occurs risk assessment required to minimise risk  Mains-wired smoke detector provided	Failure to comply with applicable health and safety requirements, fire prevention safety requirements and building regulations relating to health and safety  Absence of correctly fitted and functional smoke detection devices on all floors of a Dwelling



Use Conditions (See notes 1-5)	Building or Service Components (See note 6)	Outcome Requirements (Subject To Legal Requirements and Essential Design Criteria)	Essential Design Criteria (General and Specific Essential Design Criteria) (See notes 7-21)	Failure Indicators
		relevant Health and Safety legislation	on each floor of a Council Dwelling  All smoke detectors in a Dwelling should be linked (meaning the instigation of one alarm results in all alarms in the Dwelling sounding).	Absence of linked smoke detectors within a Dwelling

## Notes:-

1. **Building Condition:** the building condition requires that Properties and Dwellings are structurally sound and stable, weatherproof, have no damp problems, dry or wet rot or fungal infestation apparent and are free from serious disrepair.
2. **Accessibility:** the accessibility condition requires that in relation to each Property and Dwelling, the persons entitled to use it may, having regard to its intended use, gain physical access (including ingress and egress) in a safe manner.
3. **Usability:** the usability condition requires that all of the usability condition component outcome requirements which apply to dwellings are met.
4. **Environment:** the environment condition requires that the heating, including temperature, and mechanical ventilation component outcomes which apply to Dwellings are met.
5. **Health and Safety:** the health and safety condition requires that in respect of each Property and Dwelling, persons entitled to use it may, having regard to its intended use, use it free from significant or imminent risk to health and safety and that each Property and Dwelling, complies with all relevant legislation.
6. The Building or Service Components which apply to Leasehold Dwellings are indicated in the table by '(LHP)' following the Building or Service Component.
7. General Design Criteria are:-
  - Planning Requirements
  - Listed Building Requirements
  - Conservation Area Requirements
  - Applicable Building Regulations
  - Industry Codes of Practice
  - Industry StandardsCompliance with the Asbestos Method Statement as set out in the Contractor's Contractual Method Statement.

## Specific Design Criteria

8. **Door Entryphone:** each Property comprising more than one Dwelling shall have a door entryphone system.
9. **Electrical System:** preferred outcome: electrical wiring when renewed in each Rented Dwelling must be 'chased-in' and no surface-mounted electrical system wiring shall be installed. Where planning regulations (for example, because a Property is listed) preclude this, the Contractor is to seek an alternative technical solution, and if none can reasonably be found, discuss and agree with the Authority (acting reasonably) how wiring can best be installed, whether by surface mounting or otherwise.

Where the Contractor has difficulty in obtaining access to neighbouring Dwellings in order to install wiring, it must seek to find an alternative technical solution which does not involve surface mounting the wiring, and if non such solution can reasonably be

found, it shall discuss and agree with the Authority (acting reasonably) how wiring can best be installed, whether by surface mounting or otherwise.

10. **Electrical Power Points:** the NHBC's standards for the number of electrical power points per room in each Rented Dwelling shall apply.
11. **Glazing:** glazing must be to a design and safety standard appropriate to its location and use.
12. **Heating System:** gas central heating must be the standard form of heating system provided in each Rented Dwelling. A gas central heating system must provide a direct supply of heat to each room within each Rented Dwelling.
13. **Heat Insulation:** the Refurbishment Works Approach, including fixtures and fittings installed, materials used and workmanship, shall contribute wherever possible to improving standards of heat insulation and there shall be no decrease in heat insulation standards as a result of a Refurbishment Programme.
14. **Kitchens:** Adequate for the size of the relevant room comprising the kitchen.
15. **Smoke Detectors:** a mains-wired smoke detector shall be provided in each Rented Dwelling by the time of renewal of the electrical system.
16. **Sound Insulation:** the Refurbishment Works Approach, including fixtures and fittings installed, materials used and workmanship, shall contribute wherever possible to improving standards of sound insulation and there shall be no decrease in sound insulation standards as a result of a Refurbishment Programme.
17. **Tenant Choice:** Kitchen worktops and doors; taps – separate or mixer taps
18. In relation to the Essential Design Criteria column:-
  - E indicates that the criteria apply to the Availability Standards Council (Interim) External;
  - I indicates that the criteria apply to the Availability Standards Council (Interim) Internal;
  - L indicates that the criteria apply to the Availability Standards Leasehold (Full).
19. This Contract requires 90% of the Dwellings to receive new bathrooms, kitchens and heating systems in Years 1-6.
20. This Contract provides for a Maximum Lifecycle Guarantee of 30 years for bathrooms, 20 years for kitchens, 12 years for boilers, and 35 years for wiring respectively.
21. Hazardous Items are:
  - any deposit composed in whole or in part of animal or human bodily tissues or wastes (inc. faeces, urine and vomit),
  - substantial food wastes where they constitute an environmental or health and safety risk,
  - all items with sharp edges including glass and hypodermics,
  - drugs or other pharmaceutical products, swabs or dressings,

oil and paint and other vehicle or household liquids or gels.

22. Bulk Items are: any refuse or waste which cannot be disposed of through normal domestic refuse clearance facilities, and may include abandoned household items and furniture

APPENDIX B TO THE OUTPUT SPECIFICATION

RECTIFICATION TIMES  
AVAILABILITY & PERFORMANCE RECTIFICATION TIMES

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days -- except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
Structurally Sound	Free from structural damage	Roof		
		Structural Failure		
		Make Safe	1	3
		Repair	28	42
		Securing Chimney Breast		
		Make Safe	1	3
		Repair	28	42
		Brickwork		
		Stabilising works to cracking deemed to be an emergency danger to the property fabric		
		Make Safe	1	3
		Repair	28	42

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days -- except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
		Damp Proof Course		
		Works to remedy any breach of the damp-proof course		
		Temporary	1	3
		Permanent	28	42
		Windows and Doors		
		Securing loose windows or doors where dwelling is thereby insecure and vulnerable / at risk		
		Temporary	1	3
		Permanent	3	7
		This split brings the permanent repair into line with that for making doors and windows wind and watertight		
		Foundations		
		Works to stabilise foundation damage		
		Temporary	1	3
		Repair	28	42

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days – except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
Weatherproof	No Water Ingress	Making Doors and Windows wind and watertight	3	7
		Remedying ingress of water to property and dwellings from any source	3	7
		Making Guttering and /or Downpipes watertight	7	14
Damp Problems	No evidence of DPC being breached	Eliminating reason for DPC breach	28	42
	No water ingress from missing roof or ridge tiles	Replacement of roof or ridge tiles to prevent water ingress	3	7
Dry or Wet Rot or Fungal Infestation	No wet rot	Repairing or replacing rotten timber or stair treads –	3	7
	No dry rot	Replacing timber with dry rot where this is deemed to be an emergency danger to the property fabric	1	3
		Replacing timber with dry rot where this is deemed <u>not</u> to be an emergency danger to the property fabric	28	42

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days -- except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
	No evidence of fungal infestation	Eliminating fungal infestation	7	14
	No Dampness	Works to re-establish DPC	28	42
		Works to remedy any internal damage to walls and decorations	28	42
Serious Disrepair	All Floors and Stairs Safe	Securing and/or replacing loose floorboards where hazard and a danger to health and safety	1	3
		Securing and/or replacing loose floorboards where hazard <u>not</u> a danger to health and safety	7	14
	Banisters and Handrails Safe	Securing and/or replacing loose banisters and or hand rails and a danger to health and safety	1	3
		Securing and/or replacing loose banisters and or hand rails <u>not</u> a danger to health and safety	7	14
	No Blocked Drains or Gulleys	Unblocking drains and/or gulleys where no blockages / foul smells	3	7
	No Blocked or Leaking Foul Drain, Soil Stack	Unblocking foul drains or making watertight soil stacks. Relief due where cause of blockage is a direct result of Utility action/inaction.	1	3



USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days -- except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
Gaining Physical Access in a Safe Manner	Steps and Pathways Safe and Free from Trip Hazards	Eliminate trip hazards, poor surfaces hazards  This brings this in line with the replacement of rotten flooring/stair treads	3	7
	Entry Doors Secure	Repair/replace defective fitting and broken glass	1	3
	Door Entryphone Systems Working	Replace/repair faulty systems	7	14
	Lifts in Working Order	Repair faults	1	3
	Internal Communal Areas Safe	Eliminate hazards	1	3
	Internal Communal Areas Safely Lit	Repair/replace faulty lighting equipment	1	3
	Internal Stairways and Communal Areas Safe and Free from Hazards	Eliminate hazards	1	3
	Communal Stairway and Area Floor Coverings Secure and	Repair/replace areas of defective floor coverings	1	3

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days – except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
	Safe			
	Communal Stairway and Area Floor Coverings in clean and Hygienic Condition with regard to the age and condition of the stairway and area floor coverings at the Effective Date	Remedy unacceptable unhygienic conditions where the floor covering is capable of being made hygienic-	1	3
	Communal stairway and Area Floor Coverings Contribute to Sound Insulation	Ensure condition and integrity of floor coverings is maintained	28	42
All Systems and Components, Safe and in Proper Working Order	Water Supply and System Safe and in Proper Working Order with Continuous and Adequate Supply	Test/repair/replace defective equipment. Relief due where failure of water supply or water of inferior quality is a direct result of Utility action/inaction.	1	3
		Reinstate supply breaks in private mains. Relief due where failure of water supply is a direct result of Utility action/inaction.	1	3
	Gas Supply and	Test/repair/replace defective	1	3 for the first 2

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days – except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
	Installations Safe and In Proper Working Order	equipment		replacements needed in any one week because the boiler is obsolete, and 7 for the third and subsequent replacements required because the boiler is obsolete in the same week (full making good, in accordance with the Tenancy Conditions is to be completed within 28 days of completion of installation)
	Back boilers (which will be replaced by the time a relevant Dwelling reaches the Full Availability Standard) safe and in proper working order	Test/repair/replace/defective equipment	14	21
		Reinstate supply breaks in private mains. Relief due where failure of gas supply is a direct result of Utility action/inaction.	1	3

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days -- except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
	Gas Safety Certificate CP 12	Annual inspection and Issue of CP 12 Certificate	-	6 months, subject to:- compliance with access procedure; the requirement on the Contractor to take legal action in order to obtain access to a Dwelling being limited to taking a maximum of 30 such cases in any Contract Year; and unless otherwise provided for in Paragraph 13.7 of Schedule 6 (Payment Mechanism)
	Electrical Supply and Installations Safe and in Proper Working Order	Test/repair/replace equipment	1	3
		Reinstate supply breaks in private mains. Relief due where failure of	1	3

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days – except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
		gas supply is a direct result of Utility action/inaction.		
	Lighting Systems	Repair/replace defective equipment	1	3
	Hot Water Supply and System Safe and in Proper Working Order with Adequate Hot Water Supply at Safe Temperatures	Test/adjust. Repair / replace defective equipment	1	3
	WC/Sewerage and Drainage Systems Safe and in Proper Working Order. Capable of Being Kept Clean and In a Hygienic Condition	Unblock. Repair/replace defective equipment. Leave clean and in working order.	1	3
	Bath Provided and in Proper Working Order. Capable of Being Kept Clean and In a Hygienic Condition	Unblock. Repair/replace defective equipment. Leave clean and in working order.	3	7
	Wash Hand Basin Provided and in Proper Working Order.	Unblock. Repair/replace defective equipment. Leave clean and in working order.	3	7

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days – except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (incorporates Responsive Repairs Timescale)
	Capable of Being Kept Clean and In a Hygienic Condition			
	Floor Coverings – Wet Areas. Capable of Being Kept Clean and In a Hygienic Condition	Repair/replace defective vinyl flooring, leave able to be wet-mopped	28	42
All Systems and Components, Safe and In Proper Working Order	Kitchen Sink with Drainer or Second Bowl, Provided and in Proper Working Order. Capable of Being Kept Clean and In a Hygienic Condition	Unblock. Repair/replace defective equipment. Leave clean and in working order.	3	7
	Kitchen Units / Worktops Provided and in Proper Working Order. Capable of Being Kept Clean and In a Hygienic Condition	Repair/replace defective elements. Leave clean and in working order.	7	14
Heating and Ventilation Components in	Heating system Provided and in Proper Working Order.	Test/adjust. Repair/replace defective equipment. Leave in full working order.	1	3

USE CONDITION REQUIREMENTS	REQUIRED STANDARD	WORKS TO BE UNDERTAKEN	RESPONSIVE REPAIRS TIMESCALE (Working Days – except Make Safe)	AVAILABILITY RECTIFICATION PERIOD (Incorporates Responsive Repairs Timescale)
Proper Working Order	Capable of Heating and Maintaining the Main Living Room to a Temperature of 18°C when the External Temperature is -1°C			
	Ventilation System. WC / Bathroom. In Proper Working Order and Capable of Meeting Ventilation Requirements	Test/adjust. Repair/replace elements no longer in compliance with relevant legislation	28	42
Health and Safety	Compliance with All Relevant Legislation		As required	

## APPENDIX C

### A. OVERALL WORKS PROJECT PLAN - REFURBISHMENT, IMPROVEMENT AND PLANNED MAINTENANCE

#### Project plan (preferably Gantt chart style) with clear milestones covering

- Lead-in period
- Refurbishment and improvement works
- Lead out period in the interim service phase
- Phasing and planned delivery in work packages of the refurbishment and improvement work of identified properties and dwelling units
- Commissioning of specialist services
- Appointment of sub-contractors
- Liaison with and involvement of Authority Tenants, Leaseholders and other parties
- Interim Availability Standard
- Essential Design Criteria
- Other design criteria

#### Planning and Building Regulation Requirements and Guidance

- Listed Buildings
- Buildings in conservation areas
- Other buildings
- Carpets and floor coverings
- Tenants choice
- Resident liaison officer arrangements

### B. DESIGN AND CONSTRUCTION PLAN – REFURBISHMENT, IMPROVEMENT AND PLANNED MAINTENANCE

- Design and construction plan
- Design and construction processes:
- All property and dwelling types
- Externally and internally;



- Design/specification of all building elements;
- Liaison with, and involvement of the Authority, Tenants, Leaseholders and other parties including:
- Works In occupation plan; and
- Major Works transfer (including rehousing) Plan
- Both Plans must include the Contractor's proposals for compensation for loss of amenity, services and disruption and also for managing works in occupation and decanting situations so as to accord with its works programme and for dealing with Tenants and Leaseholders who are reluctant or refuse to co-operate
- Site access arrangements
- How the applicable Availability Standards will be met including target dates
- The main person who will manage the Project
- Construction quality procedures
- Compliance with planning requirements and planning best practice guidance
- Environmental and sustainability proposals
- Arrangements for monitoring progress and liaising with the Authority including on:
- Planning requirements and guidance
- Building Regulations,
- Asbestos
- Trees
- Client housing department
- Implementation and operational arrangements between all relevant parties
- Staffing and resources organisation

**C. WHOLE LIFE CYCLE MAINTENANCE**

- Whole life cycle Maintenance plan
- Service life and residual life of all structural, non-replaceable and replaceable building components
- Methodology for the maintenance process which shall include:
- How Tenants and Leaseholders will be involved;
- Elemental capital cost plans;
- Elemental whole life cycle cost plans;

- Compliance with planning requirements and planning best practice guidance; and
- Environmental and sustainability proposals.

**D. CONTRACT MANAGEMENT PLAN – HOUSING SERVICES**

- Contract management plan covering the general service approach of the contractor and all specific and general service requirements as indicated, though not exclusively, below

**E. RESPONSIVE MAINTENANCE AND REPAIRS**

- Responsive repairs policy and procedures
- Repairs reporting arrangements
- Inspection arrangements – pre & post
- Repairs ordering
- Repairs priorities and rectification timescales
- Urgents / emergencies
- Right to repair requirements including second contractor and tenant compensation
- Islington repairs pledge
- Repairs appointments
- Progressing repairs

**F. EMERGENCY OUT OF HOURS CALL OUT SERVICE**

- Tenant / leaseholder service access
- Contractor's responsibilities
- Service management and administration
- Liaison with authority / other agencies
- Progressing follow-up action

**G. SPECIALIST SERVICES**

- Gas servicing
- Electrical checks
- Asbestos
- Structural monitoring
- Health and safety

- Water quality
- Fire equipment
- Infestation
- Lift
- Door Entryphones/Door Porter Systems

#### H. VOIDS AND LETTINGS

- Terminations
- Security of void
- Clearance
- Cleaning
- Inspections pre- and post dwelling being vacated
- Fixture and Fittings
- Adaptations
- Tenants improvements and compensation
- Draining Down Systems (as necessary)
- Safety and Specialist Inspections/Work –
- Asbestos, Electrics, Gas, Dampness and Infestation, Fire, Smoke and Water Damage
- Insurance
- Guarantees
- Specifications
- Works
- Progressing works
- Works following occupation
- Lettable standard
- Decorations allowances
- Void works completion
- Certification
- Pre-Allocation

- Accompanied viewing
- Lettings/sign-Up

**I. BUILDING CLEANING, COMMUNAL AREAS AND REFUSE STORAGE**

- Cleaning of communal areas
- Tenant and Leaseholder obligations
- Contractor's service standards and services
- Communal carpets
- Maintenance and renewal
- Communal windows
- Tenant and Leaseholder obligations
- Contractor's service standards and services
- Graffiti
- Refuse storage
- Bulk refuse arrangements

**J. GROUNDS, GARDEN AND TREE MAINTENANCE**

- Ground maintenance
- Boundary walls and fences
- Garden maintenance
- Tree maintenance

**K. RENT AND ARREARS**

- Duty of the Authority
- Notifications to Tenants
- Rent account monitoring
- Housing benefit monitoring
- DSS payment monitoring
- Rent arrears recovery action
- Housing Benefit Agency liaison
- Receipt and forwarding on of housing benefit applications

- Authority rent accounting liaison
- Welfare benefit advice and debt counselling
- Legal action
- Notices of seeking possession, money judgements, evictions
- Write-off reports
- Handover of former tenant and arrears information to the authority

#### **L. ACCOMMODATION AND REHOUSING**

- Decanting
- Successions
- Assignments
- Mutual Exchanges
- Tenancy relationship breakdown
- Sub-Letting
- Lodgers
- Housing of sex offenders
- Information and advice provision
- Administration
- Liaison with the Authority and Tenants
- Home visits
- Decisions (as required)

#### **M. NUISANCE AND HARASSMENT**

- Neighbour and boundary disputes
- Racial, homophobic, religious, sexual and other harassment
- Anti-social behaviour
- Investigations
- Liaison and joint working with other agencies (social services/ health service police/probation service)
- Mediation
- Tenancy management action

- Legal Action - injunctions, anti-social behaviour orders, notices of seeking possession, evictions

#### **N. TENANCY AUDIT AND FRAUD**

- Tenancy audit programme
- Responsive tenancy audit work
- Illegal occupants and squatters
- Abandonment of Tenancies
- Legal Action – notices to quit, notices of seeking possession, evictions

#### **O. OTHER TENANCY SERVICES**

- Information provision and advice on housing policies and services
- Information provision and advice on corporate authority policies and services
- Information provision and advice on external agencies policies and services
- Refunds, compensation and remedies for loss of service and amenities
- Tenants improvements – authorised, compensation and unauthorised
- Enforcement of tenancy terms and conditions
- Insurance Claims – Tenants and Leaseholders
- Liaison with neighbouring private sector owner-occupiers and tenants
- Property insurance
- Emergency planning
- Other tenancy management services

#### **P. RIGHT TO BUY**

- Provision of information to Authority
- Estimates of future maintenance and repair costs – S.125 Notices

#### **Q. LEASEHOLD MANAGEMENT**

- Leasehold management and administration
- Works and cost estimates
- Services and cost estimates
- Management and administration cost estimates
- Insurance

- Service charge accounts
- Sinking funds
- Authority leasehold costs
- Payment options
- Payment arrangements
- Invoicing
- Arrears recovery
- Welfare advice and debt counselling
- Consent to carry out works
- Sales – apportionment of costs, provision of information to authority. seller and purchaser
- Provision of other services
- Islington leaseholder pledge

**R. INDEFINITE QUANTITIES**

- Aids and adaptations – information, liaison and assistance and repair obligations
- Community care/special needs
- Elders decorations
- Statutory notices – administration

**S. SERVICE ACCESS AND AVAILABILITY**

- Services provided
- Safety/security – practice and procedures
- Staffing
- Training
- Off-Site service access proposal
  - Access hours
  - Means of access

**T. PERSONNEL**

- Key personnel
- Management structure

- Staff structure
- Staff numbers
- Sub-contractors
- ID
- Skill, qualification and experience requirements
- Training and development
- Performance management
- Quality systems

#### U. CUSTOMER CARE

- Customer care
- Correspondence
- Customer complaints
- Members and MP's enquiries
- Ombudsman cases
- Confidentiality
- Liaison with corporate authority and external agencies
- Non-housing enquiries

#### V. CUSTOMER SATISFACTION

- Repairs
- Building cleaning

#### W. RESIDENT CONSULTATION AND INVOLVEMENT

- Tenants
- Refurbishment and improvement programme
- Decanting (where necessary)
- Proposed works
- Tenant choice concerning kitchen units and worktops, mixer taps, re-decoration (where required)
- Planned maintenance
- Cyclical maintenance (as appropriate)



- Service performance monitoring
- Service standards
- Development and implementation of Tenant's compact
- Development and implementation of PFI forum
- **Leaseholders**
- Refurbishment and improvement programme
- Proposed works
- Costs
- Day to day repairs
- Building cleaning
- Grounds and gardens maintenance
- Insurance
- Invoicing
- General management and administration
- Payment options and arrangements
- Planned maintenance
- Cyclical maintenance (as appropriate)
- Service performance monitoring
- Service standards
- Development and implementation of Leaseholder handbook
- **Resident Groups**
- Assist with development and establishment of new and existing resident associations
- Supporting resident associations
- Fostering development of PFI Forum
- Links to area panels (as appropriate)
- Links to FITA Federation of Islington Tenants Associations
- Links to Islington Leaseholders Forum

**X. PERFORMANCE MONITORING SYSTEMS AND SERVICE AND PERFORMANCE INFORMATION**

- Performance monitoring systems and arrangements
- Arrangements for determining whether the Availability Standards and the Service Requirements including the Performance Standards have been met
- Arrangements for ensuring compliance
- Arrangements for determining the payment reductions that will apply
- Monitoring methodology - aspects of the service requirements to be monitored, size of the samples, frequency of sampling and changes to samples
- Frequency and type of management information reports
- Arrangements for liaison meetings with the Authority and Housing Service

**Y. RISK MANAGEMENT PLAN**

- To be consistent with the Authority's Risk Register subject to the submission of variant bids on identified Risk vs. VFM Issues

**Z. TRANSITION MANAGEMENT PLAN**

To cover an initial period following the Effective Date

**AA. CHANGE MANAGEMENT PLAN**

Procedures and arrangements for dealing with change including but not limited to the Contractor's proposals for the "step-in" requirement over the Contract Period both temporary and permanent release.

**BB. HAND-BACK PROVISIONS**

To cover the condition of the Authority's Dwellings with regard to the Availability Standards and Whole Life Cycle planned maintenance and investment requirements after the Expiry Date.

To include Stock Condition Data and Survey Proposals including methodology.

**CC. LEAD-OUT PLAN**

To cover the period at the end of the Contract Period and the initial transition period of new management and maintenance arrangements for the Dwellings.

**DD. QUALITY**

- Quality and performance management plan
- Quality assurance procedures
- Performance management
- Appraisal

- IIP – Investor In People
- PASP – positive action staff placements
- Equal opportunities
- Code of conduct
- Whistleblowing

**EE. ICT**

- ICT Strategy
- ICT Service Provision
- Repairs
- Voids
- Rents
- Leaseholders
- Stock condition data
- Asbestos
- Availability and Certification
- Performance
- Data protection
- Local area systems
- Authority E-Mail
- General communications
- Disaster recovery plan



**SCHEDULE 3**

**CONTRACTOR'S CONTRACTUAL METHOD STATEMENTS**

**SCHEDULE 4**  
**CHANGE IN LAW**  
**Risk Share Matrix**

CUMULATIVE CAPITAL EXPENDITURE	CONTRACTOR'S SHARE	AUTHORITY'S SHARE
	100%	0%
	90%	10%
	80%	20%
	60%	40%
	40%	60%
	20%	80%
	0%	100%

SCHEDULE 5  
HOUSING ACCOMMODATION  
Dwellings

4533 ALMEIDA ST	21	L	Upper	23071990
4531 ALMEIDA ST	21 FLAT A	S	Upper	16111986
4532 ALMEIDA ST	21 FLAT B	L	Upper	11101982
12853 ALMORAH RD	1	L	Upper	15031993
12852 ALMORAH RD	1 FLAT A	L	Upper	3021986
2540 ALMORAH RD	2 FLAT A	L	Upper	29081977
2541 ALMORAH RD	2 FLAT B	L	Upper	28101991
2542 ALMORAH RD	2 FLAT C	L	Upper	22111999
2543 ALMORAH RD	2 FLAT D	S	Upper	15072001
2544 ALMORAH RD	3 FLAT A	L	Upper	13071992
2545 ALMORAH RD	3 FLAT B	L	Upper	9101978
2546 ALMORAH RD	4 FLAT A	S	Upper	2091990
2547 ALMORAH RD	4 FLAT B	L	Upper	26041999
2549 ALMORAH RD	6 FLAT A	L	Upper	12021996
2550 ALMORAH RD	6 FLAT B	L	Upper	26051986
2553 ALMORAH RD	8 FLAT A	S	Upper	7031999
2554 ALMORAH RD	8 FLAT B	L	Upper	29012001
2555 ALMORAH RD	8 FLAT C	S	Upper	17081997
2556 ALMORAH RD	9 FLAT A	L	Upper	22021999
61762 ALMORAH RD	9 FLAT B	S	Upper	12021984
2558 ALMORAH RD	10 FLAT B	L	Upper	28121992
61758 ALMORAH RD	10 FLAT A	S	Upper	30091984
2559 ALMORAH RD	11 FLAT A	L	Upper	26031990
2560 ALMORAH RD	11 FLAT B	L	Upper	2121996
2561 ALMORAH RD	12 FLAT B	L	Upper	14081989
61759 ALMORAH RD	12 FLAT A	S	Upper	13091992
2562 ALMORAH RD	13 FLAT A	L	Upper	14111977
2563 ALMORAH RD	13 FLAT B	S	Upper	23061985
2564 ALMORAH RD	14 FLAT A	S	Upper	20111988
2565 ALMORAH RD	14 FLAT B	L	Upper	16031992
2566 ALMORAH RD	16 FLAT A	L	Upper	11061984
2567 ALMORAH RD	16 FLAT B	L	Upper	13101997
2568 ALMORAH RD	18 FLAT A	S	Upper	6101985
2569 ALMORAH RD	18 FLAT B	L	Upper	14071980
2572 ALMORAH RD	22 FLAT A	L	Upper	30101978
2573 ALMORAH RD	22 FLAT B	L	Upper	10042000



2574 ALMORAH RD	24 FLAT A	S	Upper	31071988
2575 ALMORAH RD	24 FLAT B	L	Upper	24041978
2576 ALMORAH RD	26 FLAT A	S	Upper	12051985
2577 ALMORAH RD	26 FLAT B	L	Upper	2042001
2578 ALMORAH RD	27 FLAT A	L	Upper	3051976
2579 ALMORAH RD	27 FLAT B	L	Upper	3051976
2580 ALMORAH RD	28 FLAT A	L	Upper	14091992
2581 ALMORAH RD	28 FLAT B	L	Upper	3101983
2582 ALMORAH RD	29 FLAT A	L	Upper	17042000
2583 ALMORAH RD	29 FLAT B	L	Upper	13031995
2587 ALMORAH RD	32	L	Upper	27071992
2588 ALMORAH RD	33 FLAT A	L	Upper	7011991
2589 ALMORAH RD	33 FLAT B	L	Upper	17031975
2590 ALMORAH RD	35 FLAT A	S	Upper	6031994
2591 ALMORAH RD	35 FLAT B	L	Upper	12021990
2592 ALMORAH RD	37 FLAT A	L	Upper	17071978
2593 ALMORAH RD	37 FLAT B	S	Upper	12071998
2594 ALMORAH RD	39 FLAT A	L	Upper	1031999
2595 ALMORAH RD	39 FLAT B	S	Upper	4101998
2596 ALMORAH RD	41 FLAT A	L	Upper	8051989
2597 ALMORAH RD	41 FLAT B	S	Upper	13121992
2598 ALMORAH RD	43 FLAT A	L	Upper	9081993
2599 ALMORAH RD	43 FLAT B	S	Upper	16081992
2600 ALMORAH RD	45 FLAT A	S	Upper	1072001
2601 ALMORAH RD	45 FLAT B	L	Upper	12022001
2602 ALMORAH RD	47 FLAT A	L	Upper	1051978
2603 ALMORAH RD	47 FLAT B	L	Upper	19041976
2604 ALMORAH RD	51 FLAT A	L	Upper	27031978
2605 ALMORAH RD	51 FLAT B	S	Upper	13082000
2606 ALMORAH RD	53 FLAT A	L	Upper	22031999
2607 ALMORAH RD	53 FLAT B	L	Upper	18021980
42894 ALWYNE RD	19 FLAT A	L	Upper	4051997
42895 ALWYNE RD	19 FLAT B	L	Upper	12011981
42896 ALWYNE RD	19 FLAT C	S	Upper	22021987
42897 ALWYNE RD	19 FLAT D	S	Upper	1031987
2788 ALWYNE RD	20 FLAT A	L	Upper	14091964

2789 ALWYNE RD	20 FLAT B	L	Upper	1031993
2790 ALWYNE RD	20 FLAT C	L	Upper	14041997
2791 ALWYNE RD	20 FLAT D	L	Upper	23051977
26971 ARLINGTON AVE	81-83 FLAT A	L	Upper	15061992
26972 ARLINGTON AVE	81-83 FLAT C	L	Upper	27071992
41094 ARLINGTON AVE	81-83 FLAT B	S	Upper	14111999
62559 ARLINGTON SQ	13A ROOM 1	L	Upper	
62560 ARLINGTON SQ	13A ROOM 2	L		
62561 ARLINGTON SQ	13B ROOM 1	L	Upper	4091995
62562 ARLINGTON SQ	13B ROOM 2	L		
62563 ARLINGTON SQ	14A	L	Upper	3041995
62564 ARLINGTON SQ	14B ROOM 1	L	Upper	
62565 ARLINGTON SQ	14B ROOM 2	L		
2608 ARLINGTON SQ	2 FLAT A	L	Upper	21101963
2609 ARLINGTON SQ	2 FLAT B	L	Upper	7051984
2610 ARLINGTON SQ	6 FLAT A	S	Upper	2061996
2611 ARLINGTON SQ	6 FLAT B	L	Upper	13021984
2612 ARLINGTON SQ	10 FLAT A	L	Upper	17111997
2613 ARLINGTON SQ	10 FLAT B	L	Upper	3021964
56007 ARLINGTON SQ	18 FLAT A	L	Upper	25051987
56008 ARLINGTON SQ	18 FLAT B	L	Upper	1061987
56009 ARLINGTON SQ	19 FLAT A	L	Upper	31011994
56010 ARLINGTON SQ	19 FLAT B	L	Upper	27112000
3803 BAALBEC RD	18	L	Boleyn	7101991
3804 BAALBEC RD	25 FLAT A	S	Boleyn	16111986
3805 BAALBEC RD	25 FLAT B	L	Boleyn	7021977
3806 BAALBEC RD	47 FLAT A	L	Boleyn	28111994
3807 BAALBEC RD	47 FLAT B	S	Boleyn	10031991
3808 BAALBEC RD	47 FLAT C	L	Boleyn	11022002
41340 BALLS POND RD	134 FLAT A	L	Boleyn	14121998
41341 BALLS POND RD	134 FLAT B	L	Boleyn	8042002
41342 BALLS POND RD	134 FLAT C	L	Boleyn	25111996
3299 BALLS POND RD	178	L	Boleyn	16121985
3300 BALLS POND RD	180	L	Boleyn	5081991
13013 BALLS POND RD	182-184 FLAT A	L	Boleyn	18081997
13014 BALLS POND RD	182-184 FLAT B	S	Boleyn	15091991

13015 BALLS POND RD	182-184	FLAT C	L	Boleyn	9111987
13016 BALLS POND RD	186-188	FLAT A	L	Boleyn	20112000
13017 BALLS POND RD	186-188	FLAT B	L	Boleyn	29031993
13018 BALLS POND RD	186-188	FLAT C	L	Boleyn	31031986
57267 BARFORD ST		1 FLAT A	S	Upper	28111993
57268 BARFORD ST		1 FLAT B	L	Upper	22021988
8833 BARFORD ST	2		L	Upper	27081990
59343 BARFORD ST	4		L	Upper	1101990
2616 BARING ST	12		L	Upper	28031994
2618 BARING ST	14		L	Upper	16021981
2619 BARING ST	15		L	Upper	2061986
2620 BARING ST	17		L	Upper	22091986
2621 BARING ST	18		L	Upper	24031997
2624 BARING ST	27		L	Upper	19021990
2626 BARING ST	29		L	Upper	2042001
2630 BARING ST	34		L	Upper	14121981
2632 BARING ST	36		L	Upper	13101980
27336 BARNSBURY ST	10 FLAT A		L	Upper	27081984
27337 BARNSBURY ST	10 FLAT B		L	Upper	12071982
4535 BARNSBURY ST	11 FLAT A		L	Upper	20051996
4536 BARNSBURY ST	11 FLAT B		L	Upper	14121998
4537 BARNSBURY ST	14 FLAT A		L	Upper	5011987
4538 BARNSBURY ST	14 FLAT B		L	Upper	26062000
4541 BARNSBURY ST	16 FLAT A		L	Upper	8011996
4542 BARNSBURY ST	16 FLAT B		L	Upper	16011978
43428 BARNSBURY ST	19 FLAT A		S	Upper	17121989
43429 BARNSBURY ST	19 FLAT B		L	Upper	28101985
2636 BASIRE ST	7 FLAT A		L	Upper	2091996
2637 BASIRE ST	7 FLAT B		L	Upper	13032000
34374 BATCHELOR ST	22		L	Upper	5031979
34375 BATCHELOR ST	23		L	Upper	14031988
34376 BATCHELOR ST	31		L	Upper	14091992
34378 BATCHELOR ST	35		L	Upper	28061999
34379 BATCHELOR ST	36		L	Upper	31051976
34380 BATCHELOR ST	37		L	Upper	2411975
34382 BATCHELOR ST	39		L	Upper	14082000

4543 BATTISHILL ST	6	L	Upper	23061980
4544 BATTISHILL ST	9	L	Upper	22011996
3407 BERESFORD RD	4 FLAT A	L	Boleyn	8071991
3408 BERESFORD RD	4 FLAT B	L	Boleyn	14081995
3409 BERESFORD RD	4 FLAT C	L	Boleyn	19091994
3410 BERESFORD RD	6 FLAT A	L	Boleyn	18051998
3411 BERESFORD RD	6 FLAT B	S	Boleyn	24032002
3412 BERESFORD RD	6 FLAT C	L	Boleyn	29071996
3413 BERESFORD RD	6 FLAT D	L	Boleyn	24061996
568 BERESFORD RD	10 FLAT 1	L	Boleyn	14071986
569 BERESFORD RD	10 FLAT 2	S	Boleyn	2101988
570 BERESFORD RD	10 FLAT 3	L	Boleyn	9071984
36494 BERESFORD RD	11 FLAT A	L	Boleyn	6041998
36495 BERESFORD RD	11 FLAT B	L	Boleyn	5032001
36496 BERESFORD RD	11 FLAT C	L	Boleyn	15111999
36497 BERESFORD RD	11 FLAT D	L	Boleyn	2081999
301 BERESFORD RD	12 FLAT A	L	Boleyn	12061989
302 BERESFORD RD	12 FLAT B	L	Boleyn	27121999
303 BERESFORD RD	12 FLAT C	S	Boleyn	29011989
3414 BERESFORD RD	13 FLAT A	S	Boleyn	24111997
3415 BERESFORD RD	13 FLAT B	L	Boleyn	9091974
3416 BERESFORD RD	13 FLAT C	S	Boleyn	16012000
3417 BERESFORD RD	14 FLAT A	L	Boleyn	179211997
3418 BERESFORD RD	14 FLAT B	L	Boleyn	22111999
3419 BERESFORD RD	14 FLAT C	L	Boleyn	9011995
3420 BERESFORD RD	14 FLAT D	S	Boleyn	18101998
8449 BERESFORD RD	15 FLAT A	S	Boleyn	2021997
3421 BERESFORD RD	15 FLAT B	S	Boleyn	14041991
3422 BERESFORD RD	15 FLAT C	L	Boleyn	17021986
3423 BERESFORD RD	15 FLAT D	L	Boleyn	20071992
3424 BERESFORD RD	16 FLAT A	S	Boleyn	17031991
3425 BERESFORD RD	16 FLAT B	L	Boleyn	30061980
3426 BERESFORD RD	17 FLAT A	L	Boleyn	10111997
3427 BERESFORD RD	17 FLAT B	L	Boleyn	9111998
3428 BERESFORD RD	17 FLAT C	L	Boleyn	2121991
61779 BERESFORD RD	17 FLAT D	S	Boleyn	3101982

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3437 BERESFORD RD	34 FLAT A	L	Boleyn	13051996
3438 BERESFORD RD	34 FLAT B	S	Boleyn	5061988
3439 BERESFORD RD	35 FLAT A	L	Boleyn	18122000
3440 BERESFORD RD	35 FLAT B	S	Boleyn	24111996
3441 BERESFORD RD	35 FLAT C	L	Boleyn	14061993
3442 BERESFORD RD	38 FLAT A	L	Boleyn	4081997
3443 BERESFORD RD	38 FLAT B	S	Boleyn	11022001
3444 BERESFORD RD	38 FLAT C	L	Boleyn	10071995
3445 BERESFORD RD	43 FLAT A	L	Boleyn	17092001
3446 BERESFORD RD	43 FLAT B	L	Boleyn	23051994
3447 BERESFORD RD	43 FLAT C	L	Boleyn	30011995
3448 BERESFORD RD	43 FLAT D	L	Boleyn	8051978
3449 BERESFORD RD	44 FLAT A	L	Boleyn	10061996
3450 BERESFORD RD	44 FLAT B	L	Boleyn	20041987
304 BERESFORD RD	45 FLAT A	L	Boleyn	27041998
305 BERESFORD RD	45 FLAT B	S	Boleyn	30092002
306 BERESFORD RD	45 FLAT C	L	Boleyn	13041998
3451 BERESFORD RD	46 FLAT A	L	Boleyn	25021985
3452 BERESFORD RD	46 FLAT B	L	Boleyn	25041994
307 BERESFORD RD	47 FLAT A	L	Boleyn	17092001
308 BERESFORD RD	47 FLAT B	L	Boleyn	12061989
309 BERESFORD RD	47 FLAT C	L	Boleyn	12061989
310 BERESFORD RD	47 FLAT D	L	Boleyn	12061989
3453 BERESFORD RD	48 FLAT A	S	Boleyn	21081994
3454 BERESFORD RD	48 FLAT B	S	Boleyn	10092000
3455 BERESFORD RD	48 FLAT C	L	Boleyn	4081980
3456 BERESFORD RD	48 FLAT D	L	Boleyn	22021999
311 BERESFORD RD	50 FLAT A	L	Boleyn	12061989
312 BERESFORD RD	50 FLAT B	L	Boleyn	12061989
313 BERESFORD RD	50 FLAT C	L	Boleyn	29031999
314 BERESFORD RD	50 FLAT D	L	Boleyn	12061989
3457 BERESFORD RD	56 FLAT A	L	Boleyn	25031985
3458 BERESFORD RD	56 FLAT B	L	Boleyn	25081997
3459 BERESFORD RD	56 FLAT C	L	Boleyn	6101997
3460 BERESFORD RD	56 FLAT D	L	Boleyn	24021997
3461 BERESFORD RD	58 FLAT A	S	Boleyn	25091988

3462 BERESFORD RD	58 FLAT B	L	Boleyn	11101999
3463 BERESFORD RD	58 FLAT C	L	Boleyn	29051995
3464 BERESFORD RD	58 FLAT D	L	Boleyn	25101976
3465 BERESFORD RD	60 FLAT A	L	Boleyn	12101998
3466 BERESFORD RD	60 FLAT B	L	Boleyn	12101998
3468 BERESFORD RD	60 FLAT D	S	Boleyn	25031984
3467 BERESFORD RD	60 FLAT C	L	Boleyn	16042001
3469 BERESFORD RD	61 FLAT A	S	Boleyn	26041998
3470 BERESFORD RD	61 FLAT B	L	Boleyn	12101987
3471 BERESFORD RD	61 FLAT C	L	Boleyn	30102000
3472 BERESFORD RD	61 FLAT D	L	Boleyn	30081999
3473 BERESFORD RD	65 FLAT A	L	Boleyn	28011991
3474 BERESFORD RD	65 FLAT B	L	Boleyn	30081982
3475 BERESFORD RD	67 FLAT A	V	Boleyn	3081998
3476 BERESFORD RD	67 FLAT B	L	Boleyn	5021990
3477 BERESFORD RD	67 FLAT C	S	Boleyn	22101989
3478 BERESFORD RD	69 FLAT A	L	Boleyn	23111981
3479 BERESFORD RD	69 FLAT B	S	Boleyn	12011992
3480 BERESFORD RD	69 FLAT C	S	Boleyn	15011989
13095 BERESFORD RD	52	L	Boleyn	15101990
41104 BERESFORD RD	54 FLAT A	S	Boleyn	24061990
41105 BERESFORD RD	54 FLAT B	L	Boleyn	31101988
41106 BERESFORD RD	54 FLAT C	S	Boleyn	8011995
9243 BROMFIELD ST	2	L	Upper	15051989
9244 BROMFIELD ST	17	L	Upper	19071999
54944 BROMFIELD ST	19 FLAT A	L	Upper	5011987
54945 BROMFIELD ST	19 FLAT B	S	Upper	14021993
54946 BROMFIELD ST	19 FLAT C	S	Upper	18031990
1204 BROMFIELD ST	23 FLAT A	S	Upper	19091993
1205 BROMFIELD ST	23 FLAT B	L	Upper	10081981
1206 BROMFIELD ST	23 FLAT C	L	Upper	20011986
1932 BURGH ST	10 FLAT A	L	Upper	22071996
1933 BURGH ST	10 FLAT B	L	Upper	29031999
1934 BURGH ST	17	L	Upper	7101996
27343 CALABRIA RD	10	L	Boleyn	3051993
3811 CALABRIA RD	22 FLAT A	L	Boleyn	5051997

61792 CALABRIA RD	22 FLAT B	S	Boleyn	28111982
3812 CALABRIA RD	50 FLAT A	V	Boleyn	29102001
3813 CALABRIA RD	50 FLAT B	V	Boleyn	10041995
3814 CALABRIA RD	61	L	Boleyn	17061996
3815 CALABRIA RD	63	L	Boleyn	11051998
3818 CALABRIA RD	90 FLAT A	S	Boleyn	9021997
3819 CALABRIA RD	90 FLAT B	L	Boleyn	11101999
60262 CALABRIA RD	114	L	Boleyn	19111990
27030 CALABRIA RD	140 FLAT A	L	Boleyn	2081999
27031 CALABRIA RD	140 FLAT B	L	Boleyn	5041999
27032 CALABRIA RD	140 FLAT C	L	Boleyn	25091995
2809 CANONBURY RD	47 FLAT A	S	Upper	30101994
2810 CANONBURY RD	47 FLAT B	L	Upper	1081977
2811 CANONBURY SQ	39	L	Upper	18032002
53355 CHANTRY ST	6	L	Upper	22071991
1935 CHARLTON PL	11	L	Upper	1071996
41109 CITY RD	295 FLAT A	L	Upper	17122001
41110 CITY RD	295 FLAT B	L	Upper	6041987
41107 CITY RD	297 FLAT A	L	Upper	29091980
41108 CITY RD	297 FLAT B	S	Upper	5111989
41111 CITY RD	299 FLAT A	S	Upper	18031990
41112 CITY RD	299 FLAT B	S	Upper	25071993
41113 CITY RD	301 FLAT A	L	Upper	19031990
41114 CITY RD	301 FLAT B	L	Upper	1091980
41115 CITY RD	303 FLAT A	L	Upper	13041981
41116 CITY RD	303 FLAT B	L	Upper	16051994
41117 CITY RD	305 FLAT A	S	Upper	28091997
41118 CITY RD	305 FLAT A	S	Upper	27071997
1520 CITY RD	307 FLAT A	L	Upper	9061997
1521 CITY RD	307 FLAT B	L	Upper	2081993
48049 CITY RD	389 FLAT A	S	Upper	26032000
48050 CITY RD	389 FLAT B	L	Upper	23072001
48051 CITY RD	389 FLAT C	S	Upper	27081995
48052 CITY RD	389 FLAT D	S	Upper	13052001
42074 CLEVELAND RD	1	S	Upper	20071997
41371 CLEVELAND RD	1 FLAT B	L	Upper	1121986

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42075 CLEVELAND RD	1A	FLAT 1	L	Upper	14041986
41167 CLEVELAND RD	1A	FLAT 2	S	Upper	15102000
41168 CLEVELAND RD	1A	FLAT 3	S	Upper	16051999
41169 CLEVELAND RD	1A	FLAT 4	L	Upper	17042000
2643 CLEVELAND RD		2 FLAT 1	L	Upper	30011995
2644 CLEVELAND RD		2 FLAT 2	L	Upper	8051978
41503 CLEVELAND RD	2A	FLAT A	L	Upper	21101996
41945 CLEVELAND RD	2A	FLAT B	S	Upper	14061998
2645 CLEVELAND RD		4 FLAT A	L	Upper	22101979
2646 CLEVELAND RD		4 FLAT B	L	Upper	16111987
2647 CLEVELAND RD		5 FLAT A	S	Upper	22072001
2648 CLEVELAND RD		5 FLAT B	L	Upper	19081991
2649 CLEVELAND RD		6 FLAT A	L	Upper	29011996
2650 CLEVELAND RD		6 FLAT B	L	Upper	28091992
2651 CLEVELAND RD		7 FLAT A	L	Upper	17011994
2652 CLEVELAND RD		7 FLAT B	L	Upper	11061990
2658 CLEVELAND RD		11 FLAT A	L	Upper	11101993
2659 CLEVELAND RD		11 FLAT B	L	Upper	23011978
2661 CLEVELAND RD		12	L	Upper	27071998
2660 CLEVELAND RD		12 FLAT A	L	Upper	16021976
2664 CLEVELAND RD		14 FLAT A	L	Upper	29061987
2665 CLEVELAND RD		14 FLAT B	L	Upper	28111977
2666 CLEVELAND RD		15 FLAT A	L	Upper	11111996
2667 CLEVELAND RD		15 FLAT B	L	Upper	3081992
2668 CLEVELAND RD		16 FLAT A	L	Upper	7051984
2669 CLEVELAND RD		16 FLAT B	L	Upper	13031978
2670 CLEVELAND RD		17 FLAT A	S	Upper	6111994
2671 CLEVELAND RD		17 FLAT B	L	Upper	20121976
47771 CLEVELAND RD		19 FLAT A	L	Upper	7111977
47772 CLEVELAND RD		19 FLAT B	L	Upper	26061989
2674 CLEVELAND RD		20 FLAT A	S	Upper	23011994
2675 CLEVELAND RD		20 FLAT B	L	Upper	28052001
2676 CLEVELAND RD		21 FLAT A	L	Upper	26101981
2677 CLEVELAND RD		21 FLAT B	L	Upper	7061993
2679 CLEVELAND RD		23 FLAT A	S	Upper	24032002
2680 CLEVELAND RD		23 FLAT B	L	Upper	30081993



2681 CLEVELAND RD	25 FLAT A	L	Upper	8061992
2682 CLEVELAND RD	25 FLAT B	L	Upper	5071976
2683 CLEVELAND RD	27 FLAT A	L	Upper	4121978
2684 CLEVELAND RD	27 FLAT B	L	Upper	12011998
2685 CLEVELAND RD	29 FLAT A	L	Upper	12051997
2686 CLEVELAND RD	29 FLAT B	S	Upper	31071988
2687 CLEVELAND RD	35 FLAT A	L	Upper	19121977
2688 CLEVELAND RD	35 FLAT B	L	Upper	22041991
2689 CLEVELAND RD	37 FLAT A	S	Upper	24081997
2690 CLEVELAND RD	37 FLAT B	L	Upper	15091997
2691 CLEVELAND RD	39 FLAT A	S	Upper	3111991
2692 CLEVELAND RD	39 FLAT B	L	Upper	11071988
2693 CLEVELAND RD	41 FLAT A	L	Upper	3081998
2694 CLEVELAND RD	41 FLAT B	S	Upper	28111999
2695 CLEVELAND RD	43 FLAT A	L	Upper	19121977
2696 CLEVELAND RD	43 FLAT B	L	Upper	9111998
2697 CLEVELAND RD	47	L	Upper	14071997
2698 CLEVELAND RD	47 FLAT A	L	Upper	3122001
2699 CLEVELAND RD	47 FLAT B	L	Upper	19081991
2700 CLEVELAND RD	49	L	Upper	4111991
2701 CLEVELAND RD	49 FLAT A	S	Upper	2041989
2702 CLEVELAND RD	49 FLAT B	L	Upper	26061978
2703 CLEVELAND RD	51 FLAT A	V	Upper	8042002
2704 CLEVELAND RD	51 FLAT B	L	Upper	10021986
2705 CLEVELAND RD	53 FLAT A	L	Upper	2021981
2706 CLEVELAND RD	53 FLAT B	L	Upper	5031984
2709 CLEVELAND RD	59 FLAT A	S	Upper	27091998
2710 CLEVELAND RD	59 FLAT B	L	Upper	5071993
2711 CLEVELAND RD	61 FLAT A	L	Upper	16031998
2712 CLEVELAND RD	61 FLAT B	L	Upper	6031978
8411 CLEVELAND RD	63 FLAT A	S	Upper	30041995
8412 CLEVELAND RD	63 FLAT B	L	Upper	22011996
2897 CLEVELAND RD	73 FLAT A	L	Upper	22091975
8423 CLEVELAND RD	73 FLAT B	L	Upper	4092000
4119 CLEVELAND RD	31 FLAT A	L	Upper	15031993
4120 CLEVELAND RD	31 FLAT B	L	Upper	26031990

41121 CLEVELAND RD	33	FLAT A	L	Upper	7061976
41122 CLEVELAND RD	33	FLAT B	L	Upper	22012001
34387 CLOUDESLEY PL		2	L	Upper	23061986
34388 CLOUDESLEY PL		4	L	Upper	14021983
26616 CLOUDESLEY PL		6	L	Upper	7121981
34389 CLOUDESLEY PL		7	L	Upper	7061999
34392 CLOUDESLEY PL		12	L	Upper	1021993
34395 CLOUDESLEY PL		18	L	Upper	1071996
34396 CLOUDESLEY PL		19	L	Upper	23081999
1217 CLOUDESLEY PL		34 FLAT A	L	Upper	31051976
1218 CLOUDESLEY PL		34 FLAT B	V	Upper	27081990
34397 CLOUDESLEY PL	22		L	Upper	24011983
34398 CLOUDESLEY PL	23		S	Upper	2092001
34399 CLOUDESLEY PL	24		L	Upper	10051993
34401 CLOUDESLEY RD		14	L	Upper	23021998
34402 CLOUDESLEY RD		16	L	Upper	3021997
62240 CLOUDESLEY RD		30	L	Upper	11121995
24831 CLOUDESLEY RD		36	L	Upper	13011997
34403 CLOUDESLEY RD	20		L	Upper	7121981
34404 CLOUDESLEY RD		22	L	Upper	13041987
24832 CLOUDESLEY RD	32		L	Upper	6021989
24833 CLOUDESLEY RD	34		L	Upper	4091978
8635 CLOUDESLEY ST		25 FLAT B	S	Upper	21081994
41535 CLOUDESLEY ST		25 FLAT A	L	Upper	30011984
42839 CLOUDESLEY ST		23 FLAT A	L	Upper	14101985
1225 CLOUDESLEY ST		23 FLAT B	S	Upper	16111986
1226 CLOUDESLEY ST		24 FLAT A	S	Upper	27061993
1227 CLOUDESLEY ST		24 FLAT B	L	Upper	24041995
1228 CLOUDESLEY ST		26 FLAT A	L	Upper	7041986
53401 CLOUDESLEY ST		26 FLAT B	S	Upper	11111990
1230 CLOUDESLEY ST		27 FLAT A	L	Upper	23111981
1231 CLOUDESLEY ST		27 FLAT B	L	Upper	16081999
1232 CLOUDESLEY ST		27 FLAT C	S	Upper	26021995
1233 CLOUDESLEY ST		27 FLAT D	S	Upper	11031990
1234 CLOUDESLEY ST		29 FLAT A	S	Upper	20051990
1235 CLOUDESLEY ST		29 FLAT B	S	Upper	13121987

1236 CLOUDESLEY ST	29 FLAT C	S	Upper	9122001
1237 CLOUDESLEY ST	29 FLAT D	L	Upper	2101989
1238 CLOUDESLEY ST	30 FLAT A	L	Upper	25011982
1239 CLOUDESLEY ST	30 FLAT B	L	Upper	8102001
1240 CLOUDESLEY ST	30 FLAT C	S	Upper	2071989
1241 CLOUDESLEY ST	30 FLAT D	S	Upper	23061996
1242 CLOUDESLEY ST	31 FLAT A	L	Upper	1091997
1243 CLOUDESLEY ST	31 FLAT B	L	Upper	24041995
1244 CLOUDESLEY ST	33 FLAT A	L	Upper	20041987
1245 CLOUDESLEY ST	33 FLAT B	L	Upper	17051993
14050 CLOUDESLEY ST	19	L	Upper	25111996
41191 CLOUDESLEY ST	19	L	Upper	27071998
41194 CLOUDESLEY ST	20	L	Upper	1081977
41193 CLOUDESLEY ST	20	L	Upper	26081985
1936 COLEBROOKE ROW	23 FLAT A	L	Upper	24101977
1937 COLEBROOKE ROW	23 FLAT B	L	Upper	16051977
1938 COLEBROOKE ROW	23 FLAT C	L	Upper	4101999
1939 COLEBROOKE ROW	23 FLAT D	S	Upper	15051994
4549 COLLEGE CROSS	53 FLAT A	L	Upper	12101992
4550 COLLEGE CROSS	53 FLAT B	L	Upper	11121995
27045 CORSICA ST	26	L	Baleyn	26091994
2812 CROSS ST	7-9	L	Upper	24061991
2813 CROSS ST	7-9	L	Upper	19071999
2814 CROSS ST	7-9	S	Upper	20082000
2815 CROSS ST	7-9	S	Upper	20011991
2816 CROSS ST	7-9	L	Upper	2021988
2817 CROSS ST	7-9	S	Upper	16021992
2818 CROSS ST	7-9	S	Upper	28121986
61823 CROSS ST	7-9	S	Upper	20031983
42802 CROSS ST	29_1	L	Upper	10042000
42803 CROSS ST	29_2	L	Upper	15051989
42804 CROSS ST	29_3	L	Upper	29101984
55357 CRUDEN ST	8	L	Upper	7041986
55364 CRUDEN ST	11	L	Upper	6041987
1940 CRUDEN ST	13	L	Upper	14111988
2819 DAGMAR TER	10 FLAT A	L	Upper	19031979

2820 DAGMAR TER	10 FLAT B	S	Upper	25111984
2821 DAGMAR TER	16	L	Upper	12051986
1942 DANBURY ST	3 FLAT A	S	Upper	6031994
1943 DANBURY ST	3 FLAT B	L	Upper	15011996
1944 DANBURY ST	43 FLAT A	L	Upper	16091996
1945 DANBURY ST	43 FLAT B	S	Upper	8101989
1946 DANBURY ST	45 FLAT A	S	Upper	24061990
1947 DANBURY ST	45 FLAT B	L	Upper	28021977
1948 DEVONIA RD	28 FLAT L	L	Upper	31051982
1949 DEVONIA RD	28 FLAT U	L	Upper	12011987
2822 DOUGLAS RD	36	L	Upper	22071974
2823 DOUGLAS RD	37 FLAT A	L	Upper	18121995
2824 DOUGLAS RD	37 FLAT B	L	Upper	15011996
2825 DOUGLAS RD	37 FLAT C	L	Upper	27121999
2826 DOUGLAS RD	37 FLAT D	L	Upper	9061997
2715 DOWNHAM RD	126 FLAT A	L	Upper	20111978
2716 DOWNHAM RD	126 FLAT B	S	Upper	24081997
2719 DOWNHAM RD	132 FLAT A	L	Upper	22031993
2720 DOWNHAM RD	132 FLAT B	L	Upper	14052001
2721 DOWNHAM RD	140 FLAT A	L	Upper	9021987
2722 DOWNHAM RD	140 FLAT B	L	Upper	24061996
41138 DOWNHAM RD	141 FLAT A	L	Upper	4071977
41139 DOWNHAM RD	141 FLAT B	S	Upper	4091988
41140 DOWNHAM RD	143 FLAT A	L	Upper	7082000
41141 DOWNHAM RD	143 FLAT B	L	Upper	23102000
2727 DOWNHAM RD	148 FLAT A	L	Upper	8081977
61825 DOWNHAM RD	148 FLAT B	S	Upper	22051983
2728 DOWNHAM RD	150 FLAT A	L	Upper	17041989
2729 DOWNHAM RD	150 FLAT B	L	Upper	24021986
41307 DOWNHAM RD	151 FLAT A	L	Upper	23051977
41308 DOWNHAM RD	151 FLAT B	L	Upper	6121999
41309 DOWNHAM RD	153 FLAT A	S	Upper	15121985
41310 DOWNHAM RD	153 FLAT B	L	Upper	22052000
2730 DOWNHAM RD	152 FLAT A	L	Upper	4081997
2731 DOWNHAM RD	152 FLAT B	L	Upper	3042000
2732 DOWNHAM RD	154 FLAT A	L	Upper	18011993

2733 DOWNHAM RD	154 FLAT B	L	Upper	3122001
2734 DOWNHAM RD	157 FLAT A	S	Upper	15051994
2735 DOWNHAM RD	157 FLAT B	L	Upper	17051976
2736 DOWNHAM RD	159 FLAT A	S	Upper	12051991
2737 DOWNHAM RD	159 FLAT B	L	Upper	21061999
2738 DOWNHAM RD	160 FLAT A	L	Upper	1041996
2739 DOWNHAM RD	160 FLAT B	L	Upper	5061978
2740 DOWNHAM RD	161 FLAT A	L	Upper	12011976
2741 DOWNHAM RD	161 FLAT B	L	Upper	15021999
2742 DOWNHAM RD	164 FLAT A	S	Upper	26041987
2743 DOWNHAM RD	164 FLAT B	L	Upper	3021997
2910 DOWNHAM RD	165	L	Upper	13031989
2744 DOWNHAM RD	167 FLAT A	L	Upper	12041976
2745 DOWNHAM RD	167 FLAT B	L	Upper	19041976
2747 DOWNHAM RD	169 FLAT A	L	Upper	24012000
2748 DOWNHAM RD	169 FLAT B	L	Upper	24031997
2911 DOWNHAM RD	170	V	Upper	6112000
2749 DOWNHAM RD	171 FLAT A	L	Upper	3051976
2750 DOWNHAM RD	171 FLAT B	L	Upper	21041997
2751 DOWNHAM RD	172 FLAT A	L	Upper	28061999
2752 DOWNHAM RD	172 FLAT B	L	Upper	4121995
2753 DOWNHAM RD	173	L	Upper	21021994
2754 DOWNHAM RD	174 FLAT A	S	Upper	18112001
2755 DOWNHAM RD	174 FLAT B	V	Upper	4011999
2756 DOWNHAM RD	175 FLAT A	L	Upper	3031997
2757 DOWNHAM RD	175 FLAT B	L	Upper	15091997
12872 DOWNHAM RD	176-178	L	Upper	26081996
41313 DOWNHAM RD	176-178	L	Upper	12031990
8413 DOWNHAM RD	177 FLAT A	L	Upper	18071994
8414 DOWNHAM RD	177 FLAT B	L	Upper	3042000
2758 DOWNHAM RD	179 FLAT B	L	Upper	9042001
2759 DOWNHAM RD	179 FLAT C	S	Upper	28031993
2760 DOWNHAM RD	183 FLAT A	L	Upper	25111996
2761 DOWNHAM RD	183 FLAT B	L	Upper	23061975
2764 DOWNHAM RD	189	L	Upper	5091977
41159 DOWNHAM RD	191 FLAT A	L	Upper	25041994

41160 DOWNHAM RD	191 FLAT B	L	Upper	23102000
41165 DOWNHAM RD	197	L	Upper	5031973
41161 DOWNHAM RD	199 FLAT A	L	Upper	12022001
41162 DOWNHAM RD	199 FLAT B	L	Upper	9121996
2765 DOWNHAM RD	201 FLAT A	S	Upper	20061999
2766 DOWNHAM RD	201 FLAT B	L	Upper	16091991
2767 DOWNHAM RD	203	L	Upper	25101993
57198 DUNCAN TER	19 FLAT A	L	Upper	16081993
57199 DUNCAN TER	19 FLAT B	L	Upper	10031997
57200 DUNCAN TER	19 FLAT C	L	Upper	31051999
57201 DUNCAN TER	19 FLAT D	L	Upper	30091991
1950 DUNCAN TER	36 FLAT 1	L	Upper	25122000
1951 DUNCAN TER	36 FLAT 2	L	Upper	24042000
1952 DUNCAN TER	36 FLAT 3	L	Upper	17072000
1953 DUNCAN TER	36 FLAT 4	L	Upper	2042001
1954 DUNCAN TER	61 FLAT A	L	Upper	8031993
1955 DUNCAN TER	61 FLAT B	L	Upper	22101990
1956 DUNCAN TER	61 FLAT C	S	Upper	9021992
1957 DUNCAN TER	62 FLAT A	L	Upper	7052001
1958 DUNCAN TER	62 FLAT B	L	Upper	27031995
1959 DUNCAN TER	62 FLAT C	L	Upper	24021997
1960 DUNCAN TER	63 FLAT A	L	Upper	12081996
1961 DUNCAN TER	63 FLAT B	L	Upper	2121996
1962 DUNCAN TER	63 FLAT C	S	Upper	27052001
2170 ECCLESBOURNE RD	21	L	Upper	30072001
57202 ECCLESBOURNE RD	23 FLAT A	L	Upper	21121987
57203 ECCLESBOURNE RD	23 FLAT B	S	Upper	2091990
2913 ECCLESBOURNE RD	24 FLAT A	L	Upper	23101989
2914 ECCLESBOURNE RD	24 FLAT B	L	Upper	1071996
2915 ECCLESBOURNE RD	25	L	Upper	15101990
2171 ECCLESBOURNE RD	28 FLAT A	L	Upper	26041976
2172 ECCLESBOURNE RD	28 FLAT B	L	Upper	10031997
2173 ECCLESBOURNE RD	29 FLAT A	L	Upper	9081999
2174 ECCLESBOURNE RD	29 FLAT B	L	Upper	28111983
2175 ECCLESBOURNE RD	29 FLAT C	L	Upper	27011986
2176 ECCLESBOURNE RD	30	L	Upper	20031978

27065 ECCLESBOURNE RD	31	L	Upper	30111981
2177 ECCLESBOURNE RD	32 FLAT A	L	Upper	16021976
2178 ECCLESBOURNE RD	32 FLAT B	L	Upper	1031993
60057 ECCLESBOURNE RD	33	L	Upper	22101990
2179 ECCLESBOURNE RD	34	L	Upper	23051994
2180 ECCLESBOURNE RD	36	L	Upper	2121996
2182 ECCLESBOURNE RD	38	L	Upper	11011988
2185 ECCLESBOURNE RD	40	L	Upper	24091979
2187 ECCLESBOURNE RD	42 FLAT A	L	Upper	25051987
2188 ECCLESBOURNE RD	42 FLAT B	L	Upper	26021979
2189 ECCLESBOURNE RD	43	L	Upper	8031976
8397 ECCLESBOURNE RD	45 FLAT A	L	Upper	21082000
8398 ECCLESBOURNE RD	45 FLAT B	S	Upper	16042000
2190 ECCLESBOURNE RD	47	L	Upper	26051975
37208 ELIZABETH AVE	10	L	Upper	15101990
37209 ELIZABETH AVE	12	L	Upper	22101990
37210 ELIZABETH AVE	14	L	Upper	6071987
2923 ELIZABETH AVE	30 FLAT A	L	Upper	30041984
2924 ELIZABETH AVE	30 FLAT B	L	Upper	17041995
42445 ELIZABETH AVE	30 FLAT C	S	Upper	29102000
2191 ELIZABETH AVE	32 FLAT A	S	Upper	2041995
2192 ELIZABETH AVE	32 FLAT B	L	Upper	28101974
2193 ELIZABETH AVE	34 FLAT A	L	Upper	14061976
2194 ELIZABETH AVE	34 FLAT B	L	Upper	14061976
2195 ELIZABETH AVE	36 FLAT A	L	Upper	30061975
2196 ELIZABETH AVE	36 FLAT B	L	Upper	29012001
2197 ELIZABETH AVE	38 FLAT A	S	Upper	10031991
2198 ELIZABETH AVE	38 FLAT B	L	Upper	13091982
2199 ELIZABETH AVE	40 FLAT A	S	Upper	18021996
2200 ELIZABETH AVE	40 FLAT B	L	Upper	25032002
2201 ELIZABETH AVE	42 FLAT A	L	Upper	16041984
2202 ELIZABETH AVE	42 FLAT B	L	Upper	19101981
2203 ELIZABETH AVE	44 FLAT A	L	Upper	6011997
2204 ELIZABETH AVE	44 FLAT B	L	Upper	29071996
2205 ELIZABETH AVE	44 FLAT C	S	Upper	31101993
2206 ELIZABETH AVE	44 FLAT D	L	Upper	5111990

2926 ELIZABETH AVE	45	L	Upper	10031997
2207 ELIZABETH AVE	46 FLAT A	S	Upper	16021992
8399 ELIZABETH AVE	46 FLAT B	L	Upper	8061992
2208 ELIZABETH AVE	46 FLAT C	S	Upper	22031992
2209 ELIZABETH AVE	46 FLAT D	S	Upper	11081996
2212 ELIZABETH AVE	48 FLAT A	L	Upper	22071985
2213 ELIZABETH AVE	48 FLAT B	L	Upper	25011988
2927 ELIZABETH AVE	49 FLAT A	L	Upper	5031973
2928 ELIZABETH AVE	49 FLAT B	V	Upper	10011977
2216 ELIZABETH AVE	51 FLAT A	L	Upper	27071998
2217 ELIZABETH AVE	51 FLAT B	L	Upper	8081988
2218 ELIZABETH AVE	51 FLAT C	S	Upper	16071995
2219 ELIZABETH AVE	51 FLAT D	L	Upper	3041995
2220 ELIZABETH AVE	52 FLAT A	L	Upper	12041999
2221 ELIZABETH AVE	52 FLAT B	L	Upper	18122000
2222 ELIZABETH AVE	53 FLAT A	L	Upper	8051995
2223 ELIZABETH AVE	53 FLAT B	L	Upper	11071977
2226 ELIZABETH AVE	55 FLAT A	L	Upper	10061996
2227 ELIZABETH AVE	55 FLAT B	L	Upper	30081976
2930 ELIZABETH AVE	56	L	Upper	31081987
2929 ELIZABETH AVE	56 FLAT B	S	Upper	28011996
47120 ELIZABETH AVE	57 FLAT A	S	Upper	20051990
47121 ELIZABETH AVE	57 FLAT B	L	Upper	6112000
47122 ELIZABETH AVE	57 FLAT C	L	Upper	27051985
2228 ELIZABETH AVE	58 FLAT A	L	Upper	30061997
2229 ELIZABETH AVE	58 FLAT B	S	Upper	6081989
2232 ELIZABETH AVE	60 FLAT A	L	Upper	7081989
2233 ELIZABETH AVE	60 FLAT B	L	Upper	12121988
2236 ELIZABETH AVE	62 FLAT A	L	Upper	2121991
2237 ELIZABETH AVE	62 FLAT B	S	Upper	10051998
2238 ELIZABETH AVE	63 FLAT A	L	Upper	26091994
2239 ELIZABETH AVE	63 FLAT B	S	Upper	5021995
2242 ELIZABETH AVE	66 FLAT A	L	Upper	27021984
2243 ELIZABETH AVE	66 FLAT B	S	Upper	5041987
2244 ELIZABETH AVE	67 FLAT A	L	Upper	31101977
2245 ELIZABETH AVE	67 FLAT B	L	Upper	7031977



2248 ELIZABETH AVE	69 FLAT A	L	Upper	26011987
2249 ELIZABETH AVE	69 FLAT B	L	Upper	4 10 1976
2252 ELIZABETH AVE	71 FLAT A	V	Upper	26022001
2253 ELIZABETH AVE	71 FLAT B	S	Upper	4 12 1988
53560 ELIZABETH AVE	72 FLAT A	L	Upper	2804 1986
53561 ELIZABETH AVE	72 FLAT B	L	Upper	3006 1986
53562 ELIZABETH AVE	72 FLAT C	S	Upper	302 1991
2254 ELIZABETH AVE	73 FLAT A	L	Upper	4092000
2255 ELIZABETH AVE	73 FLAT B	L	Upper	30072001
2256 ELIZABETH AVE	74 FLAT A	L	Upper	18 12 1995
2257 ELIZABETH AVE	74 FLAT B	S	Upper	2607 1992
8400 ELIZABETH AVE	75 FLAT A	L	Upper	25 10 1976
61834 ELIZABETH AVE	75 FLAT B	S	Upper	2905 1983
2258 ELIZABETH AVE	76 FLAT A	L	Upper	2605 1986
2259 ELIZABETH AVE	76 FLAT B	L	Upper	1904 1999
2260 ELIZABETH AVE	77 FLAT A	L	Upper	310 1977
2261 ELIZABETH AVE	77 FLAT B	L	Upper	25 10 1976
2262 ELIZABETH AVE	79 FLAT A	L	Upper	8 12 1997
2263 ELIZABETH AVE	79 FLAT B	L	Upper	22 11 1976
2264 ELIZABETH AVE	81 FLAT A	L	Upper	705 1999
2265 ELIZABETH AVE	81 FLAT B	S	Upper	2802 1999
2933 ELIZABETH AVE	85 FLAT A	S	Upper	2 108 1994
2934 ELIZABETH AVE	85 FLAT B	L	Upper	14052001
2266 ELIZABETH AVE	87 FLAT A	L	Upper	705 1990
2267 ELIZABETH AVE	87 FLAT B	L	Upper	13 12 1976
15983 ELIZABETH AVE	37-39 FLAT A	L	Upper	280 12002
15984 ELIZABETH AVE	37-39 FLAT B	L	Upper	13 10 1975
15985 ELIZABETH AVE	37-39 FLAT C	L	Upper	4 11 1991
37213 ELIZABETH AVE	41-43 41	L	Upper	12 12 1977
41327 ELIZABETH AVE	41-43 43B	L	Upper	2206 1992
2002 ELMORE ST	1 FLAT A	L	Upper	2202 1982
2003 ELMORE ST	1 FLAT B	L	Upper	2903 1982
2004 ELMORE ST	3 FLAT A	L	Upper	1407 1980
2005 ELMORE ST	3 FLAT B	S	Upper	29072001
2006 ELMORE ST	4 FLAT A	L	Upper	16 12 1991
2007 ELMORE ST	4 FLAT B	S	Upper	26032000

2008 ELMORE ST	5 FLAT A	L	Upper	3121979
2009 ELMORE ST	5 FLAT B	L	Upper	2101989
2010 ELMORE ST	6 FLAT A	S	Upper	29121985
2011 ELMORE ST	6 FLAT B	L	Upper	24021997
2012 ELMORE ST	7 FLAT A	L	Upper	3051999
2013 ELMORE ST	7 FLAT B	S	Upper	25022001
2014 ELMORE ST	8 FLAT A	L	Upper	12071993
2015 ELMORE ST	8 FLAT B	L	Upper	17061996
2016 ELMORE ST	9 FLAT A	L	Upper	18121995
2017 ELMORE ST	9 FLAT B	L	Upper	16081999
2018 ELMORE ST	10 FLAT A	L	Upper	17072000
2019 ELMORE ST	10 FLAT B	S	Upper	25022001
2020 ELMORE ST	11 FLAT A	L	Upper	12051997
2021 ELMORE ST	11 FLAT B	L	Upper	8052000
2022 ELMORE ST	12 FLAT A	S	Upper	12121999
2023 ELMORE ST	12 FLAT B	L	Upper	24122001
2024 ELMORE ST	13 FLAT A	S	Upper	31051998
2025 ELMORE ST	13 FLAT B	L	Upper	26061989
2026 ELMORE ST	15 FLAT A	L	Upper	27081979
2027 ELMORE ST	15 FLAT B	S	Upper	6071997
2028 ELMORE ST	16 FLAT A	L	Upper	20061983
2029 ELMORE ST	16 FLAT B	S	Upper	27111994
2030 ELMORE ST	17 FLAT A	S	Upper	22102000
2031 ELMORE ST	17 FLAT B	L	Upper	10091979
2034 ELMORE ST	21 FLAT A	L	Upper	30061997
2035 ELMORE ST	21 FLAT B	L	Upper	27101997
2036 ELMORE ST	22 FLAT A	L	Upper	16081999
2037 ELMORE ST	22 FLAT B	L	Upper	12091988
2038 ELMORE ST	23	L	Upper	11021991
2038 ELMORE ST	30 FLAT A	S	Upper	22071984
8395 ELMORE ST	30 FLAT B	V	Upper	31071995
2039 ELMORE ST	31 FLAT A	L	Upper	3101988
2040 ELMORE ST	31 FLAT B	L	Upper	19071999
2041 ELMORE ST	32 FLAT A	L	Upper	28041997
2042 ELMORE ST	32 FLAT B	S	Upper	3091989
2043 ELMORE ST	33 FLAT A	L	Upper	28041975

2044 ELMORE ST	33 FLAT B	L	Upper	26071999
2045 ELMORE ST	34 FLAT A	L	Upper	9031992
2046 ELMORE ST	34 FLAT B	L	Upper	22031993
2047 ELMORE ST	35 FLAT A	L	Upper	29081994
2048 ELMORE ST	35 FLAT B	L	Upper	22041991
2049 ELMORE ST	36 FLAT A	L	Upper	30071984
2050 ELMORE ST	36 FLAT B	L	Upper	20111995
2052 ELMORE ST	39 FLAT A	L	Upper	9051994
2053 ELMORE ST	39 FLAT B	S	Upper	6011991
2056 ELMORE ST	42 FLAT A	L	Upper	13112000
2057 ELMORE ST	42 FLAT B	L	Upper	18071994
2060 ELMORE ST	44 FLAT A	L	Upper	9061986
2061 ELMORE ST	44 FLAT B	L	Upper	22091986
2062 ELMORE ST	46 FLAT A	L	Upper	18051987
2063 ELMORE ST	46 FLAT B	L	Upper	4081986
2064 ELMORE ST	48 FLAT A	L	Upper	16121985
2065 ELMORE ST	48 FLAT B	L	Upper	17092001
2066 ELMORE ST	49 FLAT A	L	Upper	2091996
2067 ELMORE ST	49 FLAT B	S	Upper	8041990
2068 ELMORE ST	49 FLAT C	L	Upper	13082001
2069 ELMORE ST	50 FLAT A	L	Upper	28012002
2070 ELMORE ST	50 FLAT B	L	Upper	5031973
2071 ELMORE ST	51 FLAT A	L	Upper	31071978
2072 ELMORE ST	51 FLAT B	L	Upper	20091999
2073 ELMORE ST	51 FLAT C	S	Upper	27081995
2076 ELMORE ST	55 FLAT A	L	Upper	5101998
2077 ELMORE ST	55 FLAT B	S	Upper	26021995
2078 ELMORE ST	56 FLAT A	L	Upper	18122000
2079 ELMORE ST	56 FLAT B	L	Upper	7101991
2080 ELMORE ST	57 FLAT A	L	Upper	12062000
2081 ELMORE ST	57 FLAT B	S	Upper	23111997
2082 ELMORE ST	59 FLAT B	L	Upper	28031994
61841 ELMORE ST	59 FLAT A	S	Upper	6021983
2083 ELMORE ST	60 FLAT A	L	Upper	9121996
2084 ELMORE ST	60 FLAT B	L	Upper	7041997
2085 ELMORE ST	62 FLAT A	L	Upper	16121991

2086 ELMORE ST	62 FLAT B	L	Upper	10031997
2087 ELMORE ST	64 FLAT A	L	Upper	4092000
2088 ELMORE ST	64 FLAT B	L	Upper	7022000
2089 ELMORE ST	66 FLAT A	L	Upper	7061993
2090 ELMORE ST	66 FLAT B	S	Upper	5061994
2091 ELMORE ST	68 FLAT A	L	Upper	19071999
2092 ELMORE ST	68 FLAT B	L	Upper	21082000
2093 ELMORE ST	70 FLAT A	L	Upper	31071995
2094 ELMORE ST	70 FLAT B	L	Upper	6081990
2095 ELMORE ST	72 FLAT A	L	Upper	1091986
2096 ELMORE ST	72 FLAT B	L	Upper	2121996
2097 ELMORE ST	74 FLAT A	L	Upper	16021976
2098 ELMORE ST	74 FLAT B	L	Upper	18122000
2099 ELMORE ST	76 FLAT A	L	Upper	2121991
2100 ELMORE ST	76 FLAT B	L	Upper	10011983
2101 ELMORE ST	78 FLAT A	L	Upper	28111988
2102 ELMORE ST	78 FLAT B	L	Upper	6121999
2103 ELMORE ST	80 FLAT A	L	Upper	16051983
2104 ELMORE ST	80 FLAT B	S	Upper	8071984
2105 ELMORE ST	82 FLAT A	L	Upper	26071999
2106 ELMORE ST	82 FLAT B	L	Upper	1031999
2107 ELMORE ST	84 FLAT A	S	Upper	20081989
2108 ELMORE ST	84 FLAT B	L	Upper	23071979
2113 ELMORE ST	92 FLAT A	L	Upper	20111989
2114 ELMORE ST	92 FLAT B	L	Upper	13081979
2115 ELMORE ST	94 FLAT A	S	Upper	21101990
2116 ELMORE ST	94 FLAT B	L	Upper	25071988
2117 ELMORE ST	96 FLAT A	L	Upper	9121996
2118 ELMORE ST	96 FLAT B	S	Upper	22051994
2119 ELMORE ST	98 FLAT A	S	Upper	7061992
2120 ELMORE ST	98 FLAT B	L	Upper	5081996
2121 ELMORE ST	100 FLAT A	L	Upper	15021999
2122 ELMORE ST	100 FLAT B	S	Upper	22051989
2123 ELMORE ST	102 FLAT A	S	Upper	1091996
2124 ELMORE ST	102 FLAT B	L	Upper	18031996
12695 ELMORE ST	104-106 FLAT A	L	Upper	8031999

22122002

NOW

12696	ELMORE ST	104-106	FLAT B	L	Upper	26091988
12697	ELMORE ST	104-106	FLAT C	S	Upper	10091995
12698	ELMORE ST	104-106	FLAT D	L	Upper	29051995
2125	ELMORE ST		108 FLAT A	L	Upper	30072001
2126	ELMORE ST		108 FLAT B	L	Upper	21061999
2127	ELMORE ST		108 FLAT C	L	Upper	23101995
42070	ELMORE ST		25 FLAT A	S	Upper	5061994
42071	ELMORE ST		25 FLAT B	L	Upper	28071997
42073	ELMORE ST		27 FLAT A	S	Upper	31051998
42072	ELMORE ST		27 FLAT B	S	Upper	3032002
2860	ENGLEFIELD RD		74 FLAT A	L	Upper	26101992
2861	ENGLEFIELD RD		74 FLAT B	S	Upper	10091989
2862	ENGLEFIELD RD		74 FLAT C	L	Upper	22091980
2863	ENGLEFIELD RD		83 FLAT A	S	Upper	20121992
2864	ENGLEFIELD RD		83 FLAT B	L	Upper	7071986
2865	ENGLEFIELD RD		83 FLAT C	L	Upper	22012001
2866	ENGLEFIELD RD		83 FLAT D	L	Upper	26051975
47697	ENGLEFIELD RD		90 FLAT A	L	Upper	27051985
47698	ENGLEFIELD RD		90 FLAT B	S	Upper	11101998
47699	ENGLEFIELD RD		90 FLAT C	L	Upper	17111986
2944	ENGLEFIELD RD		93 FLAT A	L	Upper	12071993
2945	ENGLEFIELD RD		93 FLAT B	L	Upper	29111982
2946	ENGLEFIELD RD		93 FLAT C	L	Upper	18051992
2947	ENGLEFIELD RD		113 FLAT A	L	Upper	4041994
2948	ENGLEFIELD RD		113 FLAT B	L	Upper	16111998
2949	ENGLEFIELD RD		113 FLAT C	S	Upper	10121989
2867	ENGLEFIELD RD		115 FLAT A	S	Upper	30101988
2868	ENGLEFIELD RD		115 FLAT B	L	Upper	14121981
2869	ENGLEFIELD RD		116 FLAT A	L	Upper	13031989
2870	ENGLEFIELD RD		116 FLAT B	L	Upper	10051999
2950	ENGLEFIELD RD		117 FLAT A	L	Upper	17021997
2951	ENGLEFIELD RD		117 FLAT B	L	Upper	13051985
2952	ENGLEFIELD RD		117 FLAT C	L	Upper	15021993
57204	ENGLEFIELD RD		119 FLAT A	L	Upper	21052001
57205	ENGLEFIELD RD		119 FLAT B	L	Upper	21012002
57206	ENGLEFIELD RD		119 FLAT C	L	Upper	14071997

2871 ENGLEFIELD RD	120 FLAT A	L	Upper	14021977
2872 ENGLEFIELD RD	120 FLAT B	L	Upper	29111999
2873 ENGLEFIELD RD	120 FLAT C	L	Upper	17011977
2874 ENGLEFIELD RD	127 FLAT A	L	Upper	18051987
2875 ENGLEFIELD RD	127 FLAT B	L	Upper	25121995
54958 ENGLEFIELD RD	135 FLAT A	L	Upper	21101991
54959 ENGLEFIELD RD	135 FLAT B	L	Upper	14081995
54960 ENGLEFIELD RD	135 FLAT C	L	Upper	18022002
54961 ENGLEFIELD RD	135 FLAT D	S	Upper	16081992
57071 ENGLEFIELD RD	137 FLAT A	L	Upper	26101987
57072 ENGLEFIELD RD	137 FLAT B	S	Upper	26091999
57073 ENGLEFIELD RD	137 FLAT C	S	Upper	10101999
2876 ENGLEFIELD RD	155 FLAT A	L	Upper	17092001
2877 ENGLEFIELD RD	155 FLAT B	L	Upper	9101995
2878 ENGLEFIELD RD	155 FLAT C	S	Upper	20111988
2879 ENGLEFIELD RD	155 FLAT D	L	Upper	25062001
2953 ESSEX RD	246	L	Upper	5081991
2268 ESSEX RD	248 FLAT A	L	Upper	26011987
2269 ESSEX RD	248 FLAT B	L	Upper	20011997
2270 ESSEX RD	248 FLAT C	L	Upper	7051990
2271 ESSEX RD	250 FLAT A	L	Upper	7121998
2272 ESSEX RD	250 FLAT B	L	Upper	30061980
2273 ESSEX RD	252 FLAT A	S	Upper	28101990
2274 ESSEX RD	252 FLAT B	L	Upper	2031981
2275 ESSEX RD	254	L	Upper	26101981
2276 ESSEX RD	256 FLAT A	L	Upper	30041984
2277 ESSEX RD	256 FLAT B	L	Upper	25041994
2278 ESSEX RD	258 FLAT A	L	Upper	27082001
2279 ESSEX RD	258 FLAT B	L	Upper	23051988
2280 ESSEX RD	260 FLAT A	L	Upper	7081989
2281 ESSEX RD	260 FLAT B	L	Upper	6111995
2282 ESSEX RD	262 FLAT A	L	Upper	22111993
2283 ESSEX RD	262 FLAT B	S	Upper	28111993
2284 ESSEX RD	266 FLAT A	S	Upper	27071997
2285 ESSEX RD	266 FLAT B	L	Upper	10021986
2286 ESSEX RD	266 FLAT C	L	Upper	9071990

2287 ESSEX RD	268 FLAT A	L	Upper	15071996
2288 ESSEX RD	268 FLAT B	L	Upper	16071990
2289 ESSEX RD	268 FLAT C	L	Upper	8061987
27076 ESSEX RD	270 FLAT A	S	Upper	13081989
27077 ESSEX RD	270 FLAT B	S	Upper	4101987
27078 ESSEX RD	270 FLAT C	L	Upper	12121983
58013 ESSEX RD	272	L	Upper	26091988
12828 ESSEX RD	274-276 FLAT A	V	Upper	19071999
12829 ESSEX RD	274-276 FLAT B	L	Upper	25062001
12830 ESSEX RD	274-276 FLAT C	L	Upper	20021995
12831 ESSEX RD	274-276 FLAT D	L	Upper	3021992
43408 ESSEX RD	278 FLAT A	L	Upper	25051987
43409 ESSEX RD	278 FLAT B	L	Upper	18061990
2294 ESSEX RD	286 FLAT A	L	Upper	9051988
2295 ESSEX RD	286 FLAT B	L	Upper	12021990
2296 ESSEX RD	286 FLAT C	L	Upper	19111990
2297 ESSEX RD	286 FLAT D	L	Upper	5031990
60645 ESSEX RD	290 FLAT A	S	Upper	27012002
60646 ESSEX RD	290 FLAT B	L	Upper	23102000
60647 ESSEX RD	290 FLAT C	L	Upper	4111996
27079 ESSEX RD	378 FLAT A	L	Upper	12041999
27080 ESSEX RD	378 FLAT B	L	Upper	27011992
27081 ESSEX RD	378 FLAT C	L	Upper	22042002
61370 ESSEX RD	378 FLAT D	L	Upper	17021992
1399 FARRINGDON RD	122 FLAT A	L	Central	13121976
1400 FARRINGDON RD	122 FLAT B	L	Central	16031992
1401 FARRINGDON RD	122 FLAT C	S	Central	28011990
1402 FARRINGDON RD	126 FLAT A	L	Central	27032000
1403 FARRINGDON RD	126 FLAT B	L	Central	4081997
1404 FARRINGDON RD	126 FLAT C	L	Central	26032001
1405 FARRINGDON RD	130 FLAT A	L	Central	7111994
1406 FARRINGDON RD	130 FLAT B	L	Central	26021990
1407 FARRINGDON RD	130 FLAT C	L	Central	3061991
1408 FARRINGDON RD	132 FLAT A	L	Central	10061996
1409 FARRINGDON RD	132 FLAT B	S	Central	20031988
1410 FARRINGDON RD	132 FLAT C	L	Central	15121997

1411 FARRINGDON RD	134 FLAT A	S	Central	12111989
1412 FARRINGDON RD	134 FLAT B	S	Central	1121996
1413 FARRINGDON RD	134 FLAT C	L	Central	26061995
1414 FARRINGDON RD	136 FLAT A	L	Central	19031990
1415 FARRINGDON RD	136 FLAT B	V	Central	29042002
1416 FARRINGDON RD	136 FLAT C	L	Central	1011990
1417 FARRINGDON RD	138 FLAT A	L	Central	11121995
1418 FARRINGDON RD	138 FLAT B	S	Central	9021992
1419 FARRINGDON RD	138 FLAT C	L	Central	16081976
1420 FARRINGDON RD	140 FLAT A	L	Central	30031998
1421 FARRINGDON RD	140 FLAT B	L	Central	10101988
1422 FARRINGDON RD	140 FLAT C	S	Central	25022001
60332 FARRINGDON RD	160 FLAT A	L	Central	22101990
60333 FARRINGDON RD	160 FLAT B	L	Central	1101990
60334 FARRINGDON RD	160 FLAT C	L	Central	3072000
8452 FERNTOWER RD	3	L	Boleyn	27071981
27083 FERNTOWER RD	5 FLAT A	S	Boleyn	1101995
27084 FERNTOWER RD	5 FLAT B	L	Boleyn	5022001
3481 FERNTOWER RD	12	L	Boleyn	24011994
3482 FERNTOWER RD	17 FLAT A	L	Boleyn	4031991
3483 FERNTOWER RD	17 FLAT B	L	Boleyn	10111997
47755 FERNTOWER RD	19 FLAT A	L	Boleyn	30011989
47757 FERNTOWER RD	19 FLAT B	L	Boleyn	27061977
318 FERNTOWER RD	20 FLAT A	L	Boleyn	12061989
319 FERNTOWER RD	20 FLAT B	L	Boleyn	12061989
320 FERNTOWER RD	20 FLAT C	L	Boleyn	7101996
8487 FERNTOWER RD	21	L	Boleyn	2111987
3484 FERNTOWER RD	23 FLAT A	V	Boleyn	19112001
3485 FERNTOWER RD	23 FLAT B	L	Boleyn	20111995
321 FERNTOWER RD	24 FLAT A	S	Boleyn	28091997
322 FERNTOWER RD	24 FLAT B	L	Boleyn	12061989
323 FERNTOWER RD	24 FLAT C	S	Boleyn	16041989
3486 FERNTOWER RD	25 FLAT A	L	Boleyn	25111985
3487 FERNTOWER RD	25 FLAT B	S	Boleyn	25031990
3488 FERNTOWER RD	27 FLAT A	S	Boleyn	24041988
3489 FERNTOWER RD	27 FLAT B	L	Boleyn	28031977



27085 FERNTOWER RD	28 FLAT A	L	Boleyn	24051976
27086 FERNTOWER RD	28 FLAT B	L	Boleyn	9102000
3492 FERNTOWER RD	30 FLAT A	L	Boleyn	15081988
3493 FERNTOWER RD	30 FLAT B	L	Boleyn	8081977
3494 FERNTOWER RD	30 FLAT C	S	Boleyn	5111989
3497 FERNTOWER RD	32 FLAT A	L	Boleyn	21082000
3498 FERNTOWER RD	32 FLAT B	L	Boleyn	9111998
3499 FERNTOWER RD	32 FLAT C	L	Boleyn	4121995
3500 FERNTOWER RD	33 FLAT A	L	Boleyn	1121986
3501 FERNTOWER RD	33 FLAT B	S	Boleyn	15091996
3502 FERNTOWER RD	34 FLAT A	S	Boleyn	2071995
3503 FERNTOWER RD	34 FLAT B	L	Boleyn	12032001
3504 FERNTOWER RD	34 FLAT C	L	Boleyn	18021985
3505 FERNTOWER RD	37 FLAT A	L	Boleyn	29081977
3506 FERNTOWER RD	37 FLAT B	L	Boleyn	15081977
3507 FERNTOWER RD	38	L	Boleyn	31072000
3508 FERNTOWER RD	39 FLAT A	L	Boleyn	2101978
3509 FERNTOWER RD	39 FLAT B	L	Boleyn	25121978
324 FERNTOWER RD	40 FLAT A	L	Boleyn	12061989
325 FERNTOWER RD	40 FLAT B	S	Boleyn	29031992
326 FERNTOWER RD	40 FLAT C	S	Boleyn	12121999
3513 FERNTOWER RD	48 FLAT A	L	Boleyn	1051989
3514 FERNTOWER RD	48 FLAT B	L	Boleyn	7011991
3515 FERNTOWER RD	48 FLAT C	L	Boleyn	10121984
3518 FERNTOWER RD	55 FLAT A	V	Boleyn	17122001
3519 FERNTOWER RD	55 FLAT B	S	Boleyn	8021998
3523 FERNTOWER RD	59 FLAT A	L	Boleyn	18011999
3524 FERNTOWER RD	59 FLAT B	L	Boleyn	25101999
27088 FERNTOWER RD	60 FLAT A	L	Boleyn	12062000
27087 FERNTOWER RD	60 FLAT B	L	Boleyn	11122000
47864 FERNTOWER RD	64 FLAT A	L	Boleyn	7021994
47865 FERNTOWER RD	64 FLAT B	S	Boleyn	20111988
327 FERNTOWER RD	65 FLAT A	L	Boleyn	28071997
328 FERNTOWER RD	65 FLAT B	S	Boleyn	27011991
3525 FERNTOWER RD	68 FLAT A	L	Boleyn	23031998
3526 FERNTOWER RD	68 FLAT B	S	Boleyn	16031997

3527 FERNTOWER RD	68 FLAT C	S	Boleyn	26071992	
3528 FERNTOWER RD	69 FLAT A	S	Boleyn	19111989	
3529 FERNTOWER RD	69 FLAT B	L	Boleyn	13031978	
329 FERNTOWER RD	70 FLAT A	L	Boleyn	8101990	
330 FERNTOWER RD	70 FLAT B	L	Boleyn	14051990	
331 FERNTOWER RD	70 FLAT C	L	Boleyn	18091995	
3530 FERNTOWER RD	72	L	Boleyn	24021992	
2827 FLORENCE ST	30 FLAT A	L	Upper	8121975	
2828 FLORENCE ST	30 FLAT B	L	Upper	10042000	
2829 FLORENCE ST	31 FLAT A	S	Upper	30101988	
2830 FLORENCE ST	31 FLAT B	L	Upper	28041997	
2833 FLORENCE ST	37 FLAT B	L	Upper	5071976	
61854 FLORENCE ST	37 FLAT A	S	Upper	19021984	
2768 FROME ST	7	L	Upper	13101997	
2959 FROME ST	21	L	Upper	6011997	
12875 FROME ST	13-15	15	Upper	30031998	
12873 FROME ST	13-15	FLAT A	L	Upper	21111977
12874 FROME ST	13-15	FLAT B	S	Upper	4021996
1963 GERRARD RD	1	FLAT A	L	Upper	10031997
1964 GERRARD RD	1	FLAT B	L	Upper	27101997
1966 GERRARD RD	5		L	Upper	14011985
1965 GERRARD RD	5	FLAT A	S	Upper	11061995
1968 GERRARD RD	13		S	Upper	24021985
1967 GERRARD RD	13	FLAT A	L	Upper	15041985
1969 GERRARD RD	35	FLAT L	L	Upper	15011996
1970 GERRARD RD	35	FLAT U	S	Upper	24111996
41305 GIBSON SQ	35C	FLAT A	L	Upper	23021998
41306 GIBSON SQ	35C	FLAT B	L	Upper	3051999
4558 GIBSON SQ	37	FLAT A	L	Upper	12081996
61857 GIBSON SQ	37	FLAT B	S	Upper	6061982
4559 GIBSON SQ	70	FLAT A	L	Upper	10031997
4560 GIBSON SQ	70	FLAT B	S	Upper	3051987
12652 GRANTBRIDGE ST	1-3	3	Upper	7091998	
12649 GRANTBRIDGE ST	1-3	FLAT A	S	Upper	29011989
12650 GRANTBRIDGE ST	1-3	FLAT B	L	Upper	27061977
12651 GRANTBRIDGE ST	1-3	FLAT C	L	Upper	10092001

1971 GRANTBRIDGE ST	14 FLAT A	L	Upper	16031998
1972 GRANTBRIDGE ST	14 FLAT B	S	Upper	18121988
47749 GRANTBRIDGE ST	19 FLAT A	L	Upper	11101982
47750 GRANTBRIDGE ST	19 FLAT B	L	Upper	4101982
1975 GRANTBRIDGE ST	32 FLAT A	L	Upper	26071999
1976 GRANTBRIDGE ST	32 FLAT B	S	Upper	27111994
12653 GRANTBRIDGE ST	11-13 FLAT A	S	Upper	2031997
12654 GRANTBRIDGE ST	11-13 FLAT B	L	Upper	22051995
12655 GRANTBRIDGE ST	11-13 FLAT C	L	Upper	4031996
12656 GRANTBRIDGE ST	11-13 FLAT D	L	Upper	13111978
12657 GRANTBRIDGE ST	15-17 FLAT A	L	Upper	21041980
12658 GRANTBRIDGE ST	15-17 FLAT B	L	Upper	10051993
12659 GRANTBRIDGE ST	15-17 FLAT C	L	Upper	10021992
12660 GRANTBRIDGE ST	15-17 FLAT D	L	Upper	9042001
3532 GREEN LANES	57	L	Boleyn	27071987
3531 GREEN LANES	57 FLAT A	L	Boleyn	11062001
3534 GREEN LANES	59	L	Boleyn	18121995
3533 GREEN LANES	59 FLAT A	L	Boleyn	27111978
3535 GROSVENOR AVE	1 FLAT A	L	Boleyn	15061998
3536 GROSVENOR AVE	1 FLAT B	L	Boleyn	17121979
3537 GROSVENOR AVE	1 FLAT C	L	Boleyn	9042001
3538 GROSVENOR AVE	2 FLAT B	S	Boleyn	5121999
3539 GROSVENOR AVE	2 FLAT C	L	Boleyn	5111979
3540 GROSVENOR AVE	2 FLAT D	S	Boleyn	23101988
57610 GROSVENOR AVE	3 FLAT A	L	Boleyn	28121998
57611 GROSVENOR AVE	3 FLAT B	L	Boleyn	11032002
57612 GROSVENOR AVE	3 FLAT C	L	Boleyn	3092001
571 GROSVENOR AVE	5 FLAT A	L	Boleyn	11041983
572 GROSVENOR AVE	5 FLAT B	L	Boleyn	13011992
573 GROSVENOR AVE	5 FLAT C	S	Boleyn	1071990
3544 GROSVENOR AVE	6 FLAT A	L	Boleyn	13101986
3545 GROSVENOR AVE	6 FLAT B	L	Boleyn	19081991
3546 GROSVENOR AVE	6 FLAT C	L	Boleyn	13011997
3547 GROSVENOR AVE	8 FLAT A	L	Boleyn	1071996
3548 GROSVENOR AVE	8 FLAT B	L	Boleyn	6011992
3549 GROSVENOR AVE	8 FLAT C	S	Boleyn	10022002

574 GROSVENOR AVE	10 FLAT A	S	Boleyn	29031992
575 GROSVENOR AVE	10 FLAT B	L	Boleyn	11051992
3550 GROSVENOR AVE	11 FLAT A	S	Boleyn	23071989
3551 GROSVENOR AVE	11 FLAT B	L	Boleyn	4071994
3552 GROSVENOR AVE	11 FLAT C	L	Boleyn	18091995
3553 GROSVENOR AVE	12 FLAT A	L	Boleyn	20101997
3554 GROSVENOR AVE	12 FLAT B	S	Boleyn	6111988
3555 GROSVENOR AVE	12 FLAT C	S	Boleyn	3022002
3556 GROSVENOR AVE	12 FLAT D	L	Boleyn	18011982
27123 GROSVENOR AVE	13 FLAT A	L	Boleyn	16121996
27124 GROSVENOR AVE	13 FLAT B	L	Boleyn	28111994
27125 GROSVENOR AVE	13 FLAT C	L	Boleyn	1121997
27126 GROSVENOR AVE	13 FLAT D	L	Boleyn	22102001
3557 GROSVENOR AVE	14 FLAT A	L	Boleyn	3081998
3558 GROSVENOR AVE	14 FLAT B	L	Boleyn	10071989
3559 GROSVENOR AVE	14 FLAT C	S	Boleyn	19021989
3560 GROSVENOR AVE	14 FLAT D	L	Boleyn	10031980
3561 GROSVENOR AVE	15 FLAT A	L	Boleyn	2042001
3562 GROSVENOR AVE	15 FLAT B	S	Boleyn	19031989
576 GROSVENOR AVE	16 FLAT A	S	Boleyn	15071990
577 GROSVENOR AVE	16 FLAT B	L	Boleyn	31051982
578 GROSVENOR AVE	16 FLAT C	S	Boleyn	20051985
42537 GROSVENOR AVE	19 FLAT A	L	Boleyn	19101981
42538 GROSVENOR AVE	19 FLAT B	L	Boleyn	5022001
579 GROSVENOR AVE	20 FLAT A	L	Boleyn	12091994
580 GROSVENOR AVE	20 FLAT B	L	Boleyn	8111999
3563 GROSVENOR AVE	21 FLAT A	S	Boleyn	9081992
3564 GROSVENOR AVE	21 FLAT B	L	Boleyn	30041979
3565 GROSVENOR AVE	21 FLAT C	S	Boleyn	25091988
3566 GROSVENOR AVE	21 FLAT D	L	Boleyn	13061994
332 GROSVENOR AVE	22 FLAT A	L	Boleyn	12061989
333 GROSVENOR AVE	22 FLAT B	L	Boleyn	11081997
334 GROSVENOR AVE	22 FLAT C	S	Boleyn	25031990
335 GROSVENOR AVE	22 FLAT D	L	Boleyn	18101993
336 GROSVENOR AVE	23 FLAT A	L	Boleyn	12061989
337 GROSVENOR AVE	23 FLAT B	L	Boleyn	13091999

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338 GROSVENOR AVE	23 FLAT C	S	Boleyn	18021990
339 GROSVENOR AVE	24 FLAT A	L	Boleyn	29081994
340 GROSVENOR AVE	24 FLAT B	L	Boleyn	16061997
341 GROSVENOR AVE	24 FLAT C	S	Boleyn	25031990
3567 GROSVENOR AVE	27 FLAT A	L	Boleyn	10051999
3568 GROSVENOR AVE	27 FLAT B	S	Boleyn	17011999
3569 GROSVENOR AVE	27 FLAT C	S	Boleyn	15071990
581 GROSVENOR AVE	30 FLAT A	L	Boleyn	4 101982
582 GROSVENOR AVE	30 FLAT B	L	Boleyn	31122001
583 GROSVENOR AVE	30 FLAT C	S	Boleyn	15121996
3570 GROSVENOR AVE	31 FLAT A	S	Boleyn	6041997
3571 GROSVENOR AVE	31 FLAT B	L	Boleyn	29041985
3572 GROSVENOR AVE	31 FLAT C	L	Boleyn	19051980
3573 GROSVENOR AVE	31 FLAT D	L	Boleyn	10031980
3574 GROSVENOR AVE	32 FLAT A	L	Boleyn	17121979
3575 GROSVENOR AVE	32 FLAT B	L	Boleyn	22111993
3576 GROSVENOR AVE	32 FLAT C	L	Boleyn	17121979
3577 GROSVENOR AVE	32 FLAT D	S	Boleyn	9021992
3581 GROSVENOR AVE	34	L	Boleyn	22011996
3579 GROSVENOR AVE	34 FLAT 2	L	Boleyn	30011984
3580 GROSVENOR AVE	34 FLAT 3	S	Boleyn	5111995
3578 GROSVENOR AVE	34 FLAT 1	S	Boleyn	18101987
3582 GROSVENOR AVE	38 FLAT A	V	Boleyn	1042002
3583 GROSVENOR AVE	38 FLAT B	L	Boleyn	25032002
3584 GROSVENOR AVE	38 FLAT C	S	Boleyn	1061997
3585 GROSVENOR AVE	39 FLAT A	L	Boleyn	26121988
3586 GROSVENOR AVE	39 FLAT B	L	Boleyn	3121979
3587 GROSVENOR AVE	39 FLAT C	L	Boleyn	18031985
3588 GROSVENOR AVE	39 FLAT D	S	Boleyn	2061996
3589 GROSVENOR AVE	40 FLAT A	L	Boleyn	3111997
3590 GROSVENOR AVE	40 FLAT B	S	Boleyn	20082000
3591 GROSVENOR AVE	40 FLAT C	S	Boleyn	30071989
3592 GROSVENOR AVE	40 FLAT D	S	Boleyn	14041991
3593 GROSVENOR AVE	41 FLAT A	L	Boleyn	28031988
3594 GROSVENOR AVE	41 FLAT B	S	Boleyn	26111995
3595 GROSVENOR AVE	41 FLAT C	L	Boleyn	14012002

3596 GROSVENOR AVE	L	41 FLAT D	28091987	Boleyn
3597 GROSVENOR AVE	L	42 FLAT A	3071995	Boleyn
3598 GROSVENOR AVE	L	42 FLAT B	9081993	Boleyn
3599 GROSVENOR AVE	L	47 FLAT A	27071992	Boleyn
3600 GROSVENOR AVE	L	47 FLAT B	3031997	Boleyn
3601 GROSVENOR AVE	S	47 FLAT C	10091989	Boleyn
352 GROSVENOR AVE	S	49 FLAT A	10071988	Boleyn
353 GROSVENOR AVE	S	49 FLAT B	17122000	Boleyn
354 GROSVENOR AVE	L	49 FLAT C	14051990	Boleyn
584 GROSVENOR AVE	L	50 FLAT A	26021996	Boleyn
585 GROSVENOR AVE	L	50 FLAT B	5101998	Boleyn
586 GROSVENOR AVE	S	50 FLAT C	2092002	Boleyn
3602 GROSVENOR AVE	S	51 FLAT A	11031990	Boleyn
3603 GROSVENOR AVE	L	51 FLAT B	7091981	Boleyn
3604 GROSVENOR AVE	S	51 FLAT C	9081987	Boleyn
3605 GROSVENOR AVE	S	51 FLAT D	4071999	Boleyn
3606 GROSVENOR AVE	L	53 FLAT A	22102001	Boleyn
3607 GROSVENOR AVE	L	53 FLAT B	6071998	Boleyn
3608 GROSVENOR AVE	L	53 FLAT C	3061985	Boleyn
3609 GROSVENOR AVE	S	53 FLAT D	4071993	Boleyn
3610 GROSVENOR AVE	L	54 FLAT A	4031996	Boleyn
3611 GROSVENOR AVE	L	54 FLAT B	20031995	Boleyn
3612 GROSVENOR AVE	L	54 FLAT C	25091989	Boleyn
3613 GROSVENOR AVE	L	54 FLAT D	14111988	Boleyn
3614 GROSVENOR AVE	L	55 FLAT A	20021984	Boleyn
3615 GROSVENOR AVE	L	55 FLAT B	13051991	Boleyn
3616 GROSVENOR AVE	L	55 FLAT C	2011989	Boleyn
3617 GROSVENOR AVE	S	56 FLAT A	16091990	Boleyn
3618 GROSVENOR AVE	L	56 FLAT B	23081999	Boleyn
3619 GROSVENOR AVE	L	56 FLAT C	4091978	Boleyn
3620 GROSVENOR AVE	L	57 FLAT A	23051988	Boleyn
3621 GROSVENOR AVE	V	57 FLAT B	11022002	Boleyn
3622 GROSVENOR AVE	L	57 FLAT C	30111987	Boleyn
3623 GROSVENOR AVE	S	58 FLAT A	27031988	Boleyn
3624 GROSVENOR AVE	L	58 FLAT B	8021988	Boleyn
3625 GROSVENOR AVE	L	59 FLAT A	21012002	Boleyn

3626 GROSVENOR AVE	59 FLAT B	L	Boleyn	11051998
3627 GROSVENOR AVE	59 FLAT C	L	Boleyn	3071995
3628 GROSVENOR AVE	59 FLAT D	L	Boleyn	2081997
3629 GROSVENOR AVE	60 FLAT A	L	Boleyn	26061995
3630 GROSVENOR AVE	60 FLAT B	L	Boleyn	7071986
3631 GROSVENOR AVE	60 FLAT C	L	Boleyn	24051999
3632 GROSVENOR AVE	60 FLAT D	L	Boleyn	21121987
3633 GROSVENOR AVE	61 FLAT A	L	Boleyn	18081997
3634 GROSVENOR AVE	61 FLAT B	S	Boleyn	7111999
3635 GROSVENOR AVE	61 FLAT C	L	Boleyn	4022002
3636 GROSVENOR AVE	61 FLAT D	L	Boleyn	19091988
3637 GROSVENOR AVE	63 FLAT A	L	Boleyn	23031981
3638 GROSVENOR AVE	63 FLAT B	L	Boleyn	10021997
3639 GROSVENOR AVE	63 FLAT C	S	Boleyn	10111991
355 GROSVENOR AVE	66 FLAT A	S	Boleyn	25021990
356 GROSVENOR AVE	66 FLAT B	L	Boleyn	12061989
357 GROSVENOR AVE	66 FLAT C	S	Boleyn	13071997
27381 GROSVENOR AVE	67 FLAT A	L	Boleyn	8051991
27382 GROSVENOR AVE	67 FLAT B	L	Boleyn	22071991
27383 GROSVENOR AVE	67 FLAT C	L	Boleyn	21041997
27384 GROSVENOR AVE	67 FLAT D	L	Boleyn	16102000
587 GROSVENOR AVE	69 FLAT A	L	Boleyn	12051986
588 GROSVENOR AVE	69 FLAT B	S	Boleyn	7081994
3644 GROSVENOR AVE	70 FLAT A	L	Boleyn	24042000
3645 GROSVENOR AVE	70 FLAT B	L	Boleyn	10111986
3646 GROSVENOR AVE	70 FLAT C	L	Boleyn	24051999
3647 GROSVENOR AVE	70 FLAT D	L	Boleyn	7011991
37216 GROSVENOR AVE	71 FLAT A	L	Boleyn	27091982
37217 GROSVENOR AVE	71 FLAT B	L	Boleyn	5051986
3648 GROSVENOR AVE	76 FLAT A	V	Boleyn	26021996
3649 GROSVENOR AVE	76 FLAT B	L	Boleyn	3111997
3650 GROSVENOR AVE	76 FLAT C	L	Boleyn	29091997
3651 GROSVENOR AVE	76 FLAT D	L	Boleyn	4032002
3301 GROSVENOR AVE	105 FLAT A	L	Boleyn	1021999
3302 GROSVENOR AVE	105 FLAT B	L	Boleyn	7021983
3303 GROSVENOR AVE	105 FLAT C	L	Boleyn	21081995

3304 GROSVENOR AVE	105 FLAT D	L	Boleyn	14061999
3305 GROSVENOR AVE	107 FLAT A	S	Boleyn	24011988
3306 GROSVENOR AVE	107 FLAT B	S	Boleyn	1102000
3307 GROSVENOR AVE	107 FLAT C	L	Boleyn	7071997
3308 GROSVENOR AVE	107 FLAT D	S	Boleyn	8091985
3309 GROSVENOR AVE	109 FLAT A	S	Boleyn	5041992
3310 GROSVENOR AVE	109 FLAT B	L	Boleyn	10121984
3311 GROSVENOR AVE	109 FLAT C	S	Boleyn	22011989
3312 GROSVENOR AVE	109 FLAT D	L	Boleyn	25011993
27127 GROSVENOR AVE	115 FLAT A	L	Boleyn	26101998
27128 GROSVENOR AVE	115 FLAT B	L	Boleyn	15101990
27129 GROSVENOR AVE	115 FLAT C	L	Boleyn	15091997
27130 GROSVENOR AVE	115 FLAT D	V	Boleyn	17122001
3313 GROSVENOR AVE	117 FLAT A	S	Boleyn	25111984
3314 GROSVENOR AVE	117 FLAT B	L	Boleyn	23081999
3315 GROSVENOR AVE	117 FLAT C	L	Boleyn	27112000
3316 GROSVENOR AVE	117 FLAT D	L	Boleyn	7041997
3317 GROSVENOR AVE	121 FLAT A	L	Boleyn	30011978
3318 GROSVENOR AVE	121 FLAT B	S	Boleyn	22041990
3319 GROSVENOR AVE	121 FLAT C	L	Boleyn	20121999
3320 GROSVENOR AVE	141 FLAT A	S	Boleyn	9081987
3321 GROSVENOR AVE	141 FLAT B	L	Boleyn	27041998
3322 GROSVENOR AVE	141 FLAT C	L	Boleyn	18011988
3323 GROSVENOR AVE	141 FLAT D	S	Boleyn	27051984
3324 GROSVENOR AVE	141 FLAT E	L	Boleyn	14081978
3325 GROSVENOR AVE	143 FLAT A	S	Boleyn	11061995
3326 GROSVENOR AVE	143 FLAT B	L	Boleyn	8031982
3327 GROSVENOR AVE	143 FLAT C	L	Boleyn	14061982
3328 GROSVENOR AVE	143 FLAT D	S	Boleyn	9072000
41604 GROSVENOR AVE	35	L	Boleyn	16061997
41606 GROSVENOR AVE	37 FLAT A	L	Boleyn	23121991
41608 GROSVENOR AVE	37 FLAT B	L	Boleyn	12061989
41609 GROSVENOR AVE	37 FLAT C	S	Boleyn	21081994
41611 GROSVENOR AVE	37 FLAT D	L	Boleyn	12061989
41613 GROSVENOR AVE	37 FLAT E	S	Boleyn	28052000
41614 GROSVENOR AVE	37 FLAT F	S	Boleyn	6071997



41702 GROSVENOR AVE	43 FLAT A	L	Boleyn	30101978
41703 GROSVENOR AVE	43 FLAT B	L	Boleyn	10081998
41696 GROSVENOR AVE	45 FLAT A	L	Boleyn	4091995
41697 GROSVENOR AVE	45 FLAT B	L	Boleyn	11111991
41698 GROSVENOR AVE	45 FLAT C	S	Boleyn	3061990
41699 GROSVENOR AVE	45 FLAT D	L	Boleyn	13101997
41700 GROSVENOR AVE	43 FLAT E	S	Boleyn	18021990
41701 GROSVENOR AVE	45 FLAT F	S	Boleyn	7052000
41709 GROSVENOR AVE	72 FLAT A	L	Boleyn	18071977
41710 GROSVENOR AVE	72 FLAT B	L	Boleyn	17061985
41713 GROSVENOR AVE	72 FLAT C	L	Boleyn	31071995
41714 GROSVENOR AVE	72 FLAT D	L	Boleyn	17061996
41715 GROSVENOR AVE	72 FLAT E	L	Boleyn	29101990
41716 GROSVENOR AVE	72 FLAT F	S	Boleyn	1081977
41711 GROSVENOR AVE	74 FLAT A	S	Boleyn	10091989
41712 GROSVENOR AVE	74 FLAT B	L	Boleyn	11071977
2960 HALLIFORD ST	1 FLAT R	V	Upper	4091978
2961 HALLIFORD ST	1 FLAT S	L	Upper	26101998
2301 HALLIFORD ST	2 FLAT A	S	Upper	6031988
2302 HALLIFORD ST	2 FLAT B	L	Upper	4111996
2303 HALLIFORD ST	4 FLAT A	S	Upper	16051999
2304 HALLIFORD ST	4 FLAT B	L	Upper	26021990
2307 HALLIFORD ST	6 FLAT A	L	Upper	9111992
2308 HALLIFORD ST	6 FLAT B	L	Upper	15041996
2309 HALLIFORD ST	7 FLAT A	L	Upper	6021989
2310 HALLIFORD ST	7 FLAT B	L	Upper	19021996
2311 HALLIFORD ST	9	L	Upper	27101986
2312 HALLIFORD ST	10	L	Upper	9081993
2313 HALLIFORD ST	11 FLAT A	L	Upper	25032002
2314 HALLIFORD ST	11 FLAT B	L	Upper	6121999
2315 HALLIFORD ST	13	L	Upper	2061997
2316 HALLIFORD ST	14 FLAT A	L	Upper	2101989
2317 HALLIFORD ST	14 FLAT B	L	Upper	27041992
2964 HALLIFORD ST	15	L	Upper	16061997
2318 HALLIFORD ST	17 FLAT A	S	Upper	31071988
2319 HALLIFORD ST	17 FLAT B	L	Upper	31012000

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2320 HALLIFORD ST	18 FLAT A	L	Upper	3031997
2321 HALLIFORD ST	18 FLAT B	L	Upper	26091983
12832 HALLIFORD ST	20 FLAT B	L	Upper	7041997
12833 HALLIFORD ST	20 FLAT C	L	Upper	25081975
2322 HALLIFORD ST	21 FLAT A	V	Upper	25032002
2323 HALLIFORD ST	21 FLAT B	L	Upper	17031997
2324 HALLIFORD ST	22	L	Upper	13101975
2326 HALLIFORD ST	24 FLAT A	L	Upper	15121975
2327 HALLIFORD ST	24 FLAT B	S	Upper	10011988
2328 HALLIFORD ST	25 FLAT A	L	Upper	9051994
2329 HALLIFORD ST	25 FLAT B	L	Upper	17091979
2330 HALLIFORD ST	26	L	Upper	6051991
2331 HALLIFORD ST	27 FLAT A	L	Upper	1304 1998
2332 HALLIFORD ST	27 FLAT B	S	Upper	20091987
2333 HALLIFORD ST	28	L	Upper	30111998
2336 HALLIFORD ST	30	L	Upper	29061981
2337 HALLIFORD ST	31 FLAT A	S	Upper	18111984
2338 HALLIFORD ST	31 FLAT B	L	Upper	27091976
2339 HALLIFORD ST	32 FLAT A	L	Upper	5061978
2340 HALLIFORD ST	32 FLAT B	S	Upper	16081992
2341 HALLIFORD ST	33 FLAT A	L	Upper	22051989
2342 HALLIFORD ST	33 FLAT B	L	Upper	16101989
2343 HALLIFORD ST	34 FLAT A	L	Upper	18031991
2344 HALLIFORD ST	34 FLAT B	S	Upper	9092002
2345 HALLIFORD ST	35 FLAT A	S	Upper	30091984
2346 HALLIFORD ST	35 FLAT B	L	Upper	24061991
2349 HALLIFORD ST	37 FLAT A	S	Upper	23101988
2350 HALLIFORD ST	37 FLAT B	L	Upper	18071977
2354 HALLIFORD ST	40 FLAT A	L	Upper	4071977
2355 HALLIFORD ST	40 FLAT B	L	Upper	1081977
2356 HALLIFORD ST	43 FLAT A	L	Upper	1031999
2357 HALLIFORD ST	43 FLAT B	L	Upper	28022000
2358 HALLIFORD ST	44 FLAT A	L	Upper	29052000
2359 HALLIFORD ST	44 FLAT B	L	Upper	23111998
2360 HALLIFORD ST	45 FLAT A	S	Upper	4032001
8401 HALLIFORD ST	45 FLAT B	L	Upper	29051978

2361 HALLIFORD ST	46 FLAT B	L	Upper	1121978
61863 HALLIFORD ST	46 FLAT A	S	Upper	
2362 HALLIFORD ST	47 FLAT A	L	Upper	13011997
2363 HALLIFORD ST	47 FLAT B	S	Upper	29072001
2364 HALLIFORD ST	48 FLAT A	L	Upper	2031998
2365 HALLIFORD ST	48 FLAT B	L	Upper	11031996
2366 HALLIFORD ST	49 FLAT A	L	Upper	19112001
2367 HALLIFORD ST	49 FLAT B	L	Upper	4092000
2368 HALLIFORD ST	50 FLAT A	S	Upper	10091989
2369 HALLIFORD ST	50 FLAT B	L	Upper	17091990
2370 HALLIFORD ST	50 FLAT C	L	Upper	26111990
2371 HALLIFORD ST	50 FLAT D	L	Upper	8051978
2969 HALLIFORD ST	53	L	Upper	5031973
2372 HALLIFORD ST	55	L	Upper	13011992
2373 HALLIFORD ST	57 FLAT A	L	Upper	15071996
2374 HALLIFORD ST	57 FLAT B	L	Upper	21022000
61114 HALLIFORD ST	65 FLAT A	L	Upper	30091991
2834 HALTON RD	15 FLAT A	L	Upper	4121995
2835 HALTON RD	15 FLAT B	L	Upper	19011998
2836 HALTON RD	18 FLAT A	L	Upper	22011996
2837 HALTON RD	18 FLAT B	L	Upper	22102001
2838 HALTON RD	42 FLAT 1	L	Upper	20101986
2839 HALTON RD	42 FLAT 2	S	Upper	9061996
2840 HALTON RD	42 FLAT 3	S	Upper	22101989
2841 HALTON RD	44 FLAT 1	L	Upper	16011995
2842 HALTON RD	44 FLAT 2	S	Upper	29121991
2843 HALTON RD	44 FLAT 3	S	Upper	15102000
2844 HALTON RD	44 FLAT 4	S	Upper	3121989
2845 HALTON RD	46 FLAT 1	S	Upper	6121992
2846 HALTON RD	46 FLAT 2	L	Upper	22061987
2847 HALTON RD	46 FLAT 3	L	Upper	20061983
2848 HALTON RD	48 FLAT 1	L	Upper	9051977
2849 HALTON RD	48 FLAT 2	L	Upper	12081991
2850 HALTON RD	48 FLAT 3	L	Upper	6091976
2851 HALTON RD	48 FLAT 4	S	Upper	2092001
2852 HALTON RD	50 FLAT 1	S	Upper	17051998

2853 HALTON RD	50 FLAT 2	S	Upper
2854 HALTON RD	50 FLAT 3	S	Upper
2855 HALTON RD	50 FLAT 4	L	Upper
12879 HALTON RD	19	S	Upper
41337 HALTON RD	21 FLAT A	S	Upper
41338 HALTON RD	21 FLAT B	S	Upper
41339 HALTON RD	21 FLAT C	L	Upper
57210 HARECOURT RD	3 FLAT A	L	Boleyn
57211 HARECOURT RD	3 FLAT B	S	Boleyn
57212 HARECOURT RD	3 FLAT C	L	Boleyn
10348 HARECOURT RD	10 FLAT A	L	Boleyn
10349 HARECOURT RD	10 FLAT B	L	Boleyn
10350 HARECOURT RD	10 FLAT C	S	Boleyn
57353 HARECOURT RD	11 FLAT A	L	Boleyn
57354 HARECOURT RD	11 FLAT B	L	Boleyn
57355 HARECOURT RD	11 FLAT C	L	Boleyn
27137 HARECOURT RD	21 FLAT A	L	Boleyn
27138 HARECOURT RD	21 FLAT B	L	Boleyn
47764 HARECOURT RD	23 FLAT A	L	Boleyn
47765 HARECOURT RD	23 FLAT B	L	Boleyn
47766 HARECOURT RD	23 FLAT C	L	Boleyn
3150 HARECOURT RD	25 FLAT A	L	Boleyn
3151 HARECOURT RD	25 FLAT B	S	Boleyn
47838 HARECOURT RD	28 FLAT A	L	Boleyn
47840 HARECOURT RD	28 FLAT B	L	Boleyn
3152 HARECOURT RD	29	L	Boleyn
1525 HAVERSTOCK ST	7	L	Upper
1526 HAVERSTOCK ST	9 FLAT A	L	Upper
1527 HAVERSTOCK ST	9 FLAT B	L	Upper
1528 HAVERSTOCK ST	14	L	Upper
1530 HAVERSTOCK ST	20	V	Upper
1531 HAVERSTOCK ST	21	L	Upper
1532 HAVERSTOCK ST	23	L	Upper
1533 HAVERSTOCK ST	24 FLAT A	L	Upper
1534 HAVERSTOCK ST	24 FLAT B	S	Upper
1535 HAVERSTOCK ST	28	L	Upper

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6031994
2041989
5101987
5071987
25112001
8011996
8111999
10021997
28102001
31011994
27051996
8011990
17121995
20021989
27061994
24031997
23031998
17012000
14101985
23091991
21121992
2041979
3011988
24081992
23011989
17031986
28031977
29081994
4031996
3051993
12071999
9111981
20061988
19051986
10021985
25091995

41422 HIGHBURY GRO	133	S	Boleyn	
41423 HIGHBURY GRO	135	L	Boleyn	102985
41424 HIGHBURY GRO	137	L	Boleyn	20061977
41425 HIGHBURY GRO	137	L	Boleyn	18062001
41426 HIGHBURY GRO	139	L	Boleyn	30011995
41427 HIGHBURY GRO	141	L	Boleyn	7052001
41428 HIGHBURY GRO	143	L	Boleyn	8101970
41429 HIGHBURY GRO	143	L	Boleyn	14031986
27149 HIGHBURY PL		S	Boleyn	14121998
27150 HIGHBURY PL	33 FLAT 1	V	Boleyn	8012001
27151 HIGHBURY PL	33 FLAT 2	L	Boleyn	23081999
27152 HIGHBURY PL	33 FLAT 3	L	Boleyn	5061994
27153 HIGHBURY PL	33 FLAT 4	L	Boleyn	17122001
27153 HIGHBURY PL	33 FLAT 5	S	Boleyn	14031994
27144 HIGHBURY PL	6 FLAT A	L	Boleyn	9072001
27145 HIGHBURY PL	6 FLAT B	L	Boleyn	13071998
27146 HIGHBURY PL	6 FLAT C	V	Boleyn	18121995
27147 HIGHBURY PL	6 FLAT D	L	Boleyn	25022002
27148 HIGHBURY PL	6 FLAT E	L	Boleyn	17101994
4561 ISLINGTON PARK ST	26	L	Upper	2041984
53621 KING HENRYS WALK	66 FLAT A	L	Boleyn	6121999
9570 KING HENRYS WALK	66	V	Boleyn	11021991
60403 KING HENRYS WALK	70 FLAT A	L	Boleyn	5011987
60404 KING HENRYS WALK	70 FLAT B	L	Boleyn	26121988
27166 LECONFIELD RD	8 FLAT A	L	Boleyn	5101986
27167 LECONFIELD RD	8 FLAT B	L	Boleyn	14111994
3654 LECONFIELD RD	18 FLAT A	S	Boleyn	27082000
3655 LECONFIELD RD	18 FLAT B	L	Boleyn	17091979
3657 LECONFIELD RD	28 FLAT A	S	Boleyn	12021989
3658 LECONFIELD RD	28 FLAT B	L	Boleyn	13101986
3660 LECONFIELD RD	30 FLAT A	S	Boleyn	23101988
3661 LECONFIELD RD	30 FLAT B	L	Boleyn	17072000
3662 LECONFIELD RD	32 FLAT A	S	Boleyn	25111996
3663 LECONFIELD RD	32 FLAT B	L	Boleyn	19051997
3943 LECONFIELD RD	33 FLAT A	L	Boleyn	26022001
3944 LECONFIELD RD	33 FLAT B	L	Boleyn	
3945 LECONFIELD RD	33 FLAT C	L	Boleyn	

3665 LECONFIELD RD	43 FLAT A	L	Boleyn	25032002
3666 LECONFIELD RD	43 FLAT B	L	Boleyn	9091985
3667 LECONFIELD RD	60 FLAT A	L	Boleyn	26081991
3668 LECONFIELD RD	60 FLAT B	L	Boleyn	19011998
3669 LECONFIELD RD	69 FLAT A	L	Boleyn	2031998
3670 LECONFIELD RD	69 FLAT B	S	Boleyn	10021985
3671 LECONFIELD RD	71 FLAT A	L	Boleyn	20121999
3672 LECONFIELD RD	71 FLAT B	L	Boleyn	27101980
3673 LECONFIELD RD	91 FLAT A	L	Boleyn	6121982
3674 LECONFIELD RD	91 FLAT B	L	Boleyn	1021999
3675 LECONFIELD RD	91 FLAT C	L	Boleyn	25021991
4562 LIVERPOOL RD	88 FLAT A	L	Upper	1102001
4563 LIVERPOOL RD	88 FLAT B	S	Upper	27091987
4564 LIVERPOOL RD	95 FLAT A	L	Upper	11081997
4565 LIVERPOOL RD	95 FLAT B	L	Upper	11111996
42911 LIVERPOOL RD	101 FLAT A	L	Upper	8061992
42910 LIVERPOOL RD	101 FLAT B	S	Upper	31051992
17228 LIVERPOOL RD	103 FLAT B	L	Upper	4081986
42909 LIVERPOOL RD	103 FLAT A	L	Upper	28051979
4570 LIVERPOOL RD	113 FLAT A	L	Upper	15121986
4571 LIVERPOOL RD	113 FLAT B	L	Upper	13101980
4574 LIVERPOOL RD	116 FLAT A	L	Upper	9121996
4575 LIVERPOOL RD	116 FLAT B	L	Upper	30051977
4576 LIVERPOOL RD	116 FLAT C	L	Upper	22061987
4577 LIVERPOOL RD	117 FLAT A	L	Upper	14071980
4578 LIVERPOOL RD	117 FLAT B	L	Upper	30111998
4579 LIVERPOOL RD	120 FLAT A	L	Upper	8081977
4580 LIVERPOOL RD	120 FLAT B	L	Upper	20081990
41358 LIVERPOOL RD	121 FLAT A	S	Upper	22041990
41359 LIVERPOOL RD	121 FLAT B	L	Upper	26081991
41360 LIVERPOOL RD	123 FLAT A	L	Upper	18051981
41361 LIVERPOOL RD	123 FLAT B	L	Upper	8111999
27424 LIVERPOOL RD	125 FLAT A	L	Upper	5041982
27425 LIVERPOOL RD	125 FLAT B	L	Upper	22031982
27426 LIVERPOOL RD	127 FLAT A	L	Upper	10011983
27427 LIVERPOOL RD	127 FLAT B	S	Upper	17071988

27428 LIVERPOOL RD	135 FLAT A	L	Upper	11091995
27429 LIVERPOOL RD	135 FLAT B	L	Upper	1031982
41362 LIVERPOOL RD	FLAT A	L	Upper	4071994
41363 LIVERPOOL RD	FLAT B	L	Upper	9021981
41364 LIVERPOOL RD	FLAT A	L	Upper	9021981
41365 LIVERPOOL RD	FLAT B	S	Upper	17022002
4600 LIVERPOOL RD	212 FLAT A	L	Upper	17101988
4601 LIVERPOOL RD	212 FLAT B	L	Upper	17011983
4602 LIVERPOOL RD	212 FLAT C	L	Upper	31071995
53310 LIVERPOOL RD	222 FLAT A	L	Upper	23031987
53311 LIVERPOOL RD	222 FLAT B	L	Upper	30121985
53312 LIVERPOOL RD	222 FLAT C	L	Upper	20011992
53313 LIVERPOOL RD	222 FLAT D	L	Upper	3031986
4603 LIVERPOOL RD	228 FLAT A	L	Upper	23031998
4604 LIVERPOOL RD	228 FLAT B	L	Upper	27081979
4605 LIVERPOOL RD	250 FLAT A	S	Upper	2071995
4606 LIVERPOOL RD	250 FLAT B	L	Upper	22071996
4607 LIVERPOOL RD	252 FLAT A	S	Upper	13041997
4608 LIVERPOOL RD	252 FLAT B	L	Upper	11101976
55362 MILDWAY GRO	9 FLAT A	L	Boleyn	DK
55365 MILDWAY GRO	9 FLAT B	L	Boleyn	18071994
55366 MILDWAY GRO	9 FLAT C	S	Boleyn	11021990
10379 MILDWAY GRO	11 FLAT A	L	Boleyn	13112000
10380 MILDWAY GRO	11 FLAT B	L	Boleyn	3051999
10381 MILDWAY GRO	15 FLAT A	L	Boleyn	11051998
61928 MILDWAY GRO	15 FLAT B	S	Boleyn	27031983
3880 MILDWAY GRO	17 FLAT A	L	Boleyn	13041998
3881 MILDWAY GRO	17 FLAT B	L	Boleyn	4061990
27188 MILDWAY GRO	26 FLAT A	L	Boleyn	13111995
27189 MILDWAY GRO	26 FLAT B	L	Boleyn	26041999
27190 MILDWAY GRO	26 FLAT C	L	Boleyn	9091991
27191 MILDWAY GRO	30 FLAT A	L	Boleyn	19041999
27192 MILDWAY GRO	30 FLAT B	L	Boleyn	1121997
27193 MILDWAY GRO	30 FLAT C	L	Boleyn	21011991
27194 MILDWAY GRO	32 FLAT A	L	Boleyn	27101997
27195 MILDWAY GRO	32 FLAT B	L	Boleyn	6041998

27196 MILDWAY GRO	32 FLAT C	S	Boleyn	24061990
27197 MILDWAY GRO	34 FLAT A	L	Boleyn	2071990
27198 MILDWAY GRO	34 FLAT B	L	Boleyn	25081997
27199 MILDWAY GRO	34 FLAT C	L	Boleyn	29071996
45199 MILDWAY GRO	35 FLAT A	L	Boleyn	31031997
45203 MILDWAY GRO	35 FLAT B	L	Boleyn	26022001
45207 MILDWAY GRO	35 FLAT C	L	Boleyn	5032001
55368 MILDWAY GRO	39 FLAT B	S	Boleyn	30012000
55367 MILDWAY GRO	39 FLAT A	L	Boleyn	6011997
3882 MILDWAY GRO	52 FLAT A	L	Boleyn	26091983
3883 MILDWAY GRO	52 FLAT B	S	Boleyn	15111998
3886 MILDWAY GRO	62 FLAT A	S	Boleyn	29011995
3887 MILDWAY GRO	62 FLAT B	L	Boleyn	12081985
3888 MILDWAY GRO	63 FLAT B	L	Boleyn	12071993
61929 MILDWAY GRO	63 FLAT A	S	Boleyn	14021982
3889 MILDWAY GRO	65 FLAT A	L	Boleyn	25081997
3890 MILDWAY GRO	65 FLAT B	L	Boleyn	1091997
3891 MILDWAY GRO	65 FLAT C	L	Boleyn	26091994
3892 MILDWAY GRO	65 FLAT D	L	Boleyn	23101995
27200 MILDWAY GRO	74 FLAT A	L	Boleyn	23111998
27201 MILDWAY GRO	74 FLAT B	L	Boleyn	27051991
10382 MILDWAY GRO	81 FLAT A	S		16091984
10383 MILDWAY GRO	81 FLAT B	L	Boleyn	9061997
10384 MILDWAY GRO	81 FLAT C	S	Boleyn	22071984
3895 MILDWAY GRO	86 FLAT A	L	Boleyn	27031978
3896 MILDWAY GRO	86 FLAT B	L	Boleyn	11111985
10385 MILDWAY GRO	102	L	Boleyn	19011998
41220 MILDWAY GRO	44 FLAT A	L	Boleyn	12022001
41221 MILDWAY GRO	44 FLAT B	L	Boleyn	13051991
41222 MILDWAY GRO	46 FLAT A	L	Boleyn	3081998
41223 MILDWAY GRO	46 FLAT B	L	Boleyn	13091999
41224 MILDWAY GRO	46 FLAT C	L	Boleyn	30111998
41225 MILDWAY GRO	46 FLAT D	L	Boleyn	19071999
41226 MILDWAY GRO	46 FLAT E	L	Boleyn	24071995
41227 MILDWAY GRO	46 FLAT F	L	Boleyn	24111997
41228 MILDWAY GRO	46 FLAT G	L	Boleyn	1121997



41229 MILDWAY GRO	46 FLAT H	L	Boleyn	24071989
10386 MILDWAY PK	25 FLAT A	S	Boleyn	20091987
10387 MILDWAY PK	25 FLAT B	L	Boleyn	18121978
3897 MILDWAY PK	41 FLAT A	L	Boleyn	9011989
3898 MILDWAY PK	41 FLAT B	S	Boleyn	17041994
42859 MILDWAY PK	46 FLAT A	L	Boleyn	9021998
42860 MILDWAY PK	46 FLAT B	L	Boleyn	20061994
42861 MILDWAY PK	46 FLAT C	L	Boleyn	30081999
42862 MILDWAY PK	46 FLAT D	L	Boleyn	6051991
10388 MILDWAY PK	51 FLAT A	L	Boleyn	2102000
10389 MILDWAY PK	51 FLAT B	L	Boleyn	17121979
10390 MILDWAY PK	51 FLAT C	S	Boleyn	15031992
10391 MILDWAY PK	51 FLAT D	L	Boleyn	4021985
10392 MILDWAY PK	53 FLAT A	L	Boleyn	19061978
10393 MILDWAY PK	53 FLAT B	L	Boleyn	11091978
10394 MILDWAY PK	57 FLAT A	S	Boleyn	2061996
10395 MILDWAY PK	57 FLAT B	L	Boleyn	16091996
10396 MILDWAY PK	63 FLAT A	L	Boleyn	15012001
10397 MILDWAY PK	63 FLAT B	L	Boleyn	5021979
10398 MILDWAY PK	63 FLAT C	L	Boleyn	17031997
10399 MILDWAY PK	63 FLAT D	L	Boleyn	29081983
9614 MILDWAY PK	83	L	Boleyn	5011998
55373 MILDWAY RD	1 FLAT A	S	Boleyn	7011990
55375 MILDWAY RD	1 FLAT B	L	Boleyn	20071998
10400 MILDWAY RD	3 FLAT A	L	Boleyn	12051980
10401 MILDWAY RD	3 FLAT B	L	Boleyn	12051980
3904 MILDWAY RD	25 FLAT A	L	Boleyn	9071990
3905 MILDWAY RD	25 FLAT B	L	Boleyn	30081993
3906 MILDWAY RD	25 FLAT C	S	Boleyn	9121990
10403 MILDWAY RD	29 FLAT A	V	Boleyn	3041995
10404 MILDWAY RD	29 FLAT B	L	Boleyn	3011983
10405 MILDWAY RD	30 FLAT A	L	Boleyn	18041994
10406 MILDWAY RD	30 FLAT B	L	Boleyn	19081985
10407 MILDWAY RD	32 FLAT A	L	Boleyn	11122000
10408 MILDWAY RD	32 FLAT B	S	Boleyn	31011999
3909 MILDWAY RD	40 FLAT A	L	Boleyn	26011976

3910 MILDWAY RD	40 FLAT B	S	Boleyn	22051994
62629 MILDWAY RD	43	L	Boleyn	10081998
3911 MILDWAY RD	45	L	Boleyn	22021993
10412 MILDWAY RD	46 FLAT A	L	Boleyn	9101995
10413 MILDWAY RD	46 FLAT B	L	Boleyn	16091985
61930 MILDWAY RD	46 FLAT C	S	Boleyn	15011984
10415 MILDWAY RD	60	L	Boleyn	25081997
3912 MILDWAY RD	64 FLAT A	L	Boleyn	23111981
3913 MILDWAY RD	64 FLAT B	S	Boleyn	25071999
10416 MILDWAY RD	66 FLAT A	S	Boleyn	26082001
10417 MILDWAY RD	66 FLAT B	L	Boleyn	1091997
10418 MILDWAY RD	71 FLAT A	L	Boleyn	19101992
10419 MILDWAY RD	71 FLAT B	L	Boleyn	25051992
3917 MILDWAY RD	74	L	Boleyn	9072001
3916 MILDWAY RD	74 FLAT A	S	Boleyn	27031988
10420 MILDWAY RD	75 FLAT A	L	Boleyn	11091978
10421 MILDWAY RD	75 FLAT B	S	Boleyn	9092001
3918 MILDWAY RD	76 FLAT A	S	Boleyn	24022002
3919 MILDWAY RD	76 FLAT B	L	Boleyn	28111977
10422 MILDWAY RD	78 FLAT A	S	Boleyn	29071990
10423 MILDWAY RD	78 FLAT B	L	Boleyn	19101987
3920 MILDWAY RD	84 FLAT A	L	Boleyn	3041995
3921 MILDWAY RD	84 FLAT B	L	Boleyn	28091998
10426 MILDWAY RD	93 FLAT A	S	Boleyn	16091984
10427 MILDWAY RD	93 FLAT B	L	Boleyn	13021978
3922 MILDWAY RD	126 FLAT A	S	Boleyn	13051990
3923 MILDWAY RD	126 FLAT B	L	Boleyn	26091994
4613 MILNER SQ	5 FLAT A	S	Upper	29061997
4614 MILNER SQ	5 FLAT B	L	Upper	26081991
4615 MILNER SQ	5 FLAT C	L	Upper	10092001
4616 MILNER SQ	6 FLAT A	L	Upper	3021997
4617 MILNER SQ	6 FLAT B	L	Upper	4121995
4618 MILNER SQ	6 FLAT C	L	Upper	31011994
4619 MILNER SQ	7 FLAT A	L	Upper	12091983
4620 MILNER SQ	7 FLAT B	L	Upper	22091997
4621 MILNER SQ	7 FLAT C	L	Upper	30081976

4622 MILNER SQ	8 FLAT A	L	Upper	17071978
4623 MILNER SQ	8 FLAT B	S	Upper	24111985
4624 MILNER SQ	8 FLAT C	S	Upper	22071984
4764 MILNER SQ	9 FLAT A	L	Upper	20111989
4765 MILNER SQ	9 FLAT B	S	Upper	23061985
4766 MILNER SQ	9 FLAT C	S	Upper	15041984
4625 MILNER SQ	10 FLAT A	L	Upper	25091995
4626 MILNER SQ	10 FLAT B	S	Upper	1031998
4627 MILNER SQ	10 FLAT C	S	Upper	26021989
4628 MILNER SQ	23 FLAT A	S	Upper	24041988
4629 MILNER SQ	23 FLAT B	L	Upper	1102001
4630 MILNER SQ	23 FLAT C	S	Upper	31071988
4631 MILNER SQ	28 FLAT A	L	Upper	3021997
4632 MILNER SQ	28 FLAT B	L	Upper	18031996
4633 MILNER SQ	28 FLAT C	L	Upper	29031976
4634 MILNER SQ	45 FLAT A	L	Upper	21031977
4635 MILNER SQ	45 FLAT B	S	Upper	16011994
4636 MILNER SQ	45 FLAT C	L	Upper	21021977
4637 MILNER SQ	48 FLAT A	L	Upper	2042001
4638 MILNER SQ	48 FLAT B	L	Upper	5011976
4639 MILNER SQ	48 FLAT C	L	Upper	5112001
41289 MILNER SQ	11	L	Upper	29091997
41291 MILNER SQ	12 FLAT B	S	Upper	23042002
41292 MILNER SQ	12 FLAT C	L	Upper	20111989
41293 MILNER SQ	12 FLAT D	S	Upper	2071989
41294 MILNER SQ	12 FLATE	L	Upper	27011997
41295 MILNER SQ	12 FLAT F	L	Upper	25031996
41297 MILNER SQ	12 FLAT G	L	Upper	17031997
41298 MILNER SQ	13	L	Upper	3071989
41299 MILNER SQ	14 FLAT B	L	Upper	23071990
41300 MILNER SQ	14 FLAT C	S	Upper	21111999
41301 MILNER SQ	14 FLAT D	L	Upper	9121985
41302 MILNER SQ	14 FLATE	L	Upper	4071983
41303 MILNER SQ	14 FLAT F	L	Upper	29071991
41304 MILNER SQ	14 FLAT G	L	Upper	15081983
17252 MILNER SQ	15 FLAT B	L	Upper	8031999

17253 MILNER SQ	15	FLAT C	L	Upper	4032002
17254 MILNER SQ	15	FLAT D	L	Upper	13101997
17255 MILNER SQ	15	FLAT E	L	Upper	10101983
17256 MILNER SQ	15	FLAT F	S	Upper	10091989
17257 MILNER SQ	15	FLAT G	L	Upper	16111992
17251 MILNER SQ	16		L	Upper	24041995
17259 MILNER SQ	17	FLAT B	S	Upper	10011993
17260 MILNER SQ	17	FLAT C	S	Upper	29031992
17261 MILNER SQ	17	FLAT D	L	Upper	8071991
17262 MILNER SQ	17	FLAT E	L	Upper	9051977
17263 MILNER SQ	17	FLAT F	L	Upper	23101989
17264 MILNER SQ	17	FLAT G	L	Upper	21071980
17258 MILNER SQ	18		S	Upper	11032001
17265 MILNER SQ	19	FLAT B	L	Upper	18081997
17266 MILNER SQ	19	FLAT C	S	Upper	24041988
17267 MILNER SQ	19	FLAT D	L	Upper	19091977
17268 MILNER SQ	19	FLAT E	S	Upper	27012002
17269 MILNER SQ	19	FLAT F	L	Upper	2011989
17270 MILNER SQ	19	FLAT G	L	Upper	28101986
17271 MILNER SQ	20		L	Upper	23042001
17273 MILNER SQ	21	FLAT B	L	Upper	2031998
17274 MILNER SQ	21	FLAT C	L	Upper	16021998
17275 MILNER SQ	21	FLAT D	S	Upper	17121989
17276 MILNER SQ	21	FLAT E	S	Upper	27101991
17277 MILNER SQ	21	FLAT F	L	Upper	8012001
17278 MILNER SQ	21	FLAT G	S	Upper	1061997
17272 MILNER SQ	22		L	Upper	26041976
17280 MILNER SQ	24	FLAT B	L	Upper	5041993
17281 MILNER SQ	24	FLAT C	L	Upper	5011976
17282 MILNER SQ	24	FLAT D	S	Upper	9021992
17283 MILNER SQ	24	FLAT E	L	Upper	14052001
17284 MILNER SQ	24	FLAT F	S	Upper	17071994
17285 MILNER SQ	24	FLAT G	L	Upper	29081983
17279 MILNER SQ	25		L	Upper	20071992
17286 MILNER SQ	26-27	FLAT A	L	Upper	19051986
17287 MILNER SQ	26-27	FLAT B	L	Upper	9031998

17288 MILNER SQ	26-27	FLAT C	L	Upper	9072001
17289 MILNER SQ	26-27	FLAT D	L	Upper	8031999
17290 MILNER SQ	26-27	FLAT E	L	Upper	8071996
17291 MILNER SQ	26-27	FLAT F	L	Upper	13061988
17292 MILNER SQ	26-27	FLAT G	L	Upper	28071997
17294 MILNER SQ	29-30	FLAT C	S	Upper	25111984
17295 MILNER SQ	29-30	FLAT D	L	Upper	2061997
17296 MILNER SQ	29-30	FLAT E	S	Upper	21061998
17297 MILNER SQ	29-30	FLAT F	S	Upper	1101995
17298 MILNER SQ	29-30	FLAT G	L	Upper	2081976
17293 MILNER SQ	29-30	FLAT B	S	Upper	22111987
17305 MILNER SQ	31		L	Upper	13031995
44306 MILNER SQ	32	FLAT B	L	Upper	4041994
44307 MILNER SQ	32	FLAT C	L	Upper	22081977
44308 MILNER SQ	32	FLAT D	S	Upper	4101998
44309 MILNER SQ	32	FLAT E	L	Upper	8121997
44318 MILNER SQ	32	FLAT F	L	Upper	8111993
44324 MILNER SQ	32	FLAT G	S	Upper	26091999
17306 MILNER SQ	33-34	FLAT A	L	Upper	17101977
17307 MILNER SQ	33-34	FLAT B	L	Upper	9101989
17308 MILNER SQ	33-34	FLAT C	L	Upper	22011996
17309 MILNER SQ	33-34	FLAT D	S	Upper	12021989
17310 MILNER SQ	33-34	FLAT E	S	Upper	12032000
17311 MILNER SQ	33-34	FLAT F	S	Upper	10101988
17312 MILNER SQ	33-34	FLAT G	L	Upper	22091997
17313 MILNER SQ	35		L	Upper	24031997
17314 MILNER SQ	36	FLAT B	S	Upper	14121997
17315 MILNER SQ	36	FLAT C	L	Upper	23121996
17316 MILNER SQ	36	FLAT D	L	Upper	8081988
17317 MILNER SQ	36	FLAT E	L	Upper	27051996
17318 MILNER SQ	36	FLAT F	L	Upper	2081982
17319 MILNER SQ	36	FLAT G	L	Upper	16061997
17320 MILNER SQ	37	FLAT B	S	Upper	7031993
17321 MILNER SQ	37	FLAT C	L	Upper	11091995
17322 MILNER SQ	37	FLAT D	L	Upper	4041994
17323 MILNER SQ	37	FLAT E	S	Upper	23021992

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61933 MILNER SQ	37	FLAT F	S	Upper	20031983
17324 MILNER SQ	37	FLAT G	L	Upper	10051999
17325 MILNER SQ	38		L	Upper	17111986
17327 MILNER SQ	39	FLAT B	S	Upper	22041990
17328 MILNER SQ	39	FLAT C	L	Upper	18061990
17329 MILNER SQ	39	FLAT D	L	Upper	13031996
17330 MILNER SQ	39	FLAT E	L	Upper	9111987
17331 MILNER SQ	39	FLAT F	S	Upper	13081995
17332 MILNER SQ	39	FLAT G	L	Upper	12032001
17326 MILNER SQ	40		L	Upper	28111977
17334 MILNER SQ	41	FLAT B	L	Upper	26071993
17335 MILNER SQ	41	FLAT C	L	Upper	11022002
17336 MILNER SQ	41	FLAT D	S	Upper	27082000
17337 MILNER SQ	41	FLAT E	L	Upper	26111984
17338 MILNER SQ	41	FLAT F	L	Upper	25101993
17339 MILNER SQ	41	FLAT G	L	Upper	7111977
17333 MILNER SQ	42		L	Upper	24101977
17340 MILNER SQ	43	FLAT B	L	Upper	13032000
17341 MILNER SQ	43	FLAT C	S	Upper	5111995
17342 MILNER SQ	43	FLAT D	S	Upper	26111989
17343 MILNER SQ	43	FLAT E	L	Upper	25101993
17344 MILNER SQ	43	FLAT F	S	Upper	23061996
17345 MILNER SQ	43	FLAT G	L	Upper	11021985
17346 MILNER SQ	44		L	Upper	23042001
17347 MILNER SQ	46	FLAT B	S	Upper	21091986
17349 MILNER SQ	46	FLAT C	S	Upper	15111998
17350 MILNER SQ	46	FLAT D	L	Upper	25111996
17351 MILNER SQ	46	FLAT E	S	Upper	3041994
17352 MILNER SQ	46	FLAT F	L	Upper	1071991
17353 MILNER SQ	46	FLAT G	L	Upper	12041993
17348 MILNER SQ	47		L	Upper	12111990
17355 MILNER SQ	49	FLAT B	L	Upper	26071999
17356 MILNER SQ	49	FLAT C	S	Upper	25021990
17357 MILNER SQ	49	FLAT D	L	Upper	14081995
17358 MILNER SQ	49	FLAT E	L	Upper	29061998
17359 MILNER SQ	49	FLAT F	S	Upper	21052000

17360 MILNER SQ	49	FLAT G	L	Upper	10061991
17354 MILNER SQ	50		S	Upper	30091990
2129 MITCHISON RD	3		L	Upper	14071997
12733 MITCHISON RD	4	FLAT A	L	Upper	6011997
12734 MITCHISON RD	4	FLAT B	L	Upper	24081987
12735 MITCHISON RD	6		L	Upper	8061992
2130 MITCHISON RD	5		L	Upper	25051998
2131 MITCHISON RD	7		L	Upper	17021997
2132 MITCHISON RD	9		L	Upper	24081987
2134 MITCHISON RD	14		L	Upper	14021994
42069 MITCHISON RD	19		L	Upper	26041999
2135 MITCHISON RD	21		L	Upper	5041976
2136 MITCHISON RD	23		L	Upper	6032000
2137 MITCHISON RD	25		L	Upper	26061995
12703 MITCHISON RD	11	FLAT A	L	Upper	2021981
12704 MITCHISON RD	11	FLAT B	S	Upper	26031995
12705 MITCHISON RD	13		S	Upper	6091992
12706 MITCHISON RD	15	FLAT A	L	Upper	20071992
12707 MITCHISON RD	15	FLAT B	S	Upper	10062001
12708 MITCHISON RD	17		L	Upper	23111998
12709 MITCHISON RD	16	FLAT A	L	Upper	31101988
12710 MITCHISON RD	16	FLAT B	L	Upper	28111988
12711 MITCHISON RD	18		L	Upper	14051984
12712 MITCHISON RD	20	FLAT A	L	Upper	24011994
12713 MITCHISON RD	20	FLAT B	L	Upper	1121986
12714 MITCHISON RD	22		S	Upper	13041997
12715 MITCHISON RD	24	FLAT A	L	Upper	11101999
12716 MITCHISON RD	24	FLAT B	S	Upper	18121994
12717 MITCHISON RD	26		L	Upper	22011990
12718 MITCHISON RD	27	FLAT A	L	Upper	8031976
12719 MITCHISON RD	27	FLAT B	L	Upper	25032002
12720 MITCHISON RD	29		L	Upper	1031976
12721 MITCHISON RD	28	FLAT A	S	Upper	24041994
12722 MITCHISON RD	30	FLAT B	L	Upper	6021978
12723 MITCHISON RD	30		L	Upper	6051996
12724 MITCHISON RD	31	FLAT A	L	Upper	30111987

12725 MITCHISON RD	31	FLAT B	L	Upper	23091996
12726 MITCHISON RD	33		L	Upper	26091988
12727 MITCHISON RD	35	FLAT A	L	Upper	12011998
12728 MITCHISON RD	35	FLAT B	S	Upper	27101991
12729 MITCHISON RD	37		L	Upper	7101996
12730 MITCHISON RD	39	FLAT A	L	Upper	3031980
12731 MITCHISON RD	39	FLAT B	L	Upper	4071988
12732 MITCHISON RD	41		S	Upper	19111989
12736 MITCHISON RD	43	FLAT A	L	Upper	26091988
12737 MITCHISON RD	43	FLAT B	L	Upper	16081999
12738 MITCHISON RD	45		L	Upper	20071992
12739 MITCHISON RD	47	FLAT A	L	Upper	6101997
12740 MITCHISON RD	47	FLAT B	S	Upper	1111998
12741 MITCHISON RD	49		S	Upper	27071997
12742 MITCHISON RD	51	FLAT A	L	Upper	31071995
12743 MITCHISON RD	51	FLAT B	S	Upper	22031998
12744 MITCHISON RD	53		L	Upper	27101997
12747 MITCHISON RD	10		L	Upper	7021983
12745 MITCHISON RD	8	FLAT A	L	Upper	10061996
12746 MITCHISON RD	8	FLAT B	S	Upper	19031995
24479 MOON ST	9		L	Upper	25121978
24480 MOON ST	10		L	Upper	10101983
24482 MOON ST	15		L	Upper	19091983
2377 MORTON RD	15		L	Upper	16121991
2378 MORTON RD	17		L	Upper	20091993
47071 MORTON RD	19	FLAT A	L	Upper	23102000
47072 MORTON RD	19	FLAT B	S	Upper	1042001
2380 MORTON RD	23		L	Upper	10051999
2382 MORTON RD	34		L	Upper	23101995
2384 MORTON RD	42		L	Upper	31081998
2385 MORTON RD	44		L	Upper	29101979
2388 MORTON RD	46		L	Upper	24111975
2389 MORTON RD	47	FLAT A	S	Upper	23101988
2390 MORTON RD	47	FLAT B	L	Upper	28061993
2391 MORTON RD	49	FLAT A	L	Upper	25121995
2392 MORTON RD	49	FLAT B	L	Upper	11021991



2393 MORTON RD	50	L	Upper	23071979
2394 MORTON RD	51 FLAT A	L	Upper	24061996
61937 MORTON RD	51 FLAT B	S	Upper	28031982
2395 MORTON RD	53 FLAT A	S	Upper	7101990
2396 MORTON RD	53 FLAT B	L	Upper	8121986
2398 MORTON RD	55 FLAT A	S	Upper	17051998
2399 MORTON RD	55 FLAT B	L	Upper	11061979
2400 MORTON RD	57 FLAT A	L	Upper	24021997
2401 MORTON RD	57 FLAT B	L	Upper	11061979
2402 MORTON RD	60 FLAT A	L	Upper	9031998
2403 MORTON RD	60 FLAT B	L	Upper	7081989
2408 MORTON RD	70 FLAT A	L	Upper	17061991
2409 MORTON RD	70 FLAT B	L	Upper	21071975
2410 MORTON RD	72 FLAT A	L	Upper	5041999
2411 MORTON RD	72 FLAT B	S	Upper	8072002
2412 MORTON RD	76 FLAT A	S	Upper	3022002
2413 MORTON RD	76 FLAT B	L	Upper	26021990
2414 MORTON RD	78 FLAT A	L	Upper	20121976
2415 MORTON RD	78 FLAT B	L	Upper	13121976
2416 MORTON RD	82 FLAT A	L	Upper	20061994
2417 MORTON RD	82 FLAT B	L	Upper	20121976
2428 MORTON RD	94 FLAT A	S	Upper	24111985
2429 MORTON RD	94 FLAT B	L	Upper	4031996
1536 NELSON TER	16 FLAT A	S	Upper	6081995
1537 NELSON TER	16 FLAT B	S	Upper	8091996
1538 NELSON TER	16 FLAT C	L	Upper	24051999
1539 NELSON TER	16 FLAT D	S	Upper	24042000
2769 NEW NORTH RD	140 FLAT A	L	Upper	16081999
2770 NEW NORTH RD	140 FLAT B	S	Upper	25031990
2771 NEW NORTH RD	144 FLAT A	L	Upper	1111999
2772 NEW NORTH RD	144 FLAT B	S	Upper	22042001
2773 NEW NORTH RD	144 FLAT C	L	Upper	15101979
43074 NEW NORTH RD	154 FLAT A	L	Upper	3121984
43075 NEW NORTH RD	154 FLAT B	L	Upper	3121984
2776 NEW NORTH RD	168 FLAT A	L	Upper	5091983
2777 NEW NORTH RD	168 FLAT B	S	Upper	24021985

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25254 NEW NORTH RD	228	L	Upper	31031997
2778 NEW NORTH RD	231 FLAT A	L	Upper	22031999
2779 NEW NORTH RD	231 FLAT B	L	Upper	19022001
56868 NEW NORTH RD	249 FLAT A	L	Upper	9091991
56869 NEW NORTH RD	249 FLAT B	L	Upper	9081999
60059 NEW NORTH RD	251 FLAT A	S	Upper	24032002
60060 NEW NORTH RD	251 FLAT B	L	Upper	13081990
55056 NEW NORTH RD	259 FLAT A	L	Upper	23021987
55057 NEW NORTH RD	259 FLAT B	L	Upper	16102000
3676 NEWINGTON GREEN RD	82 FLAT A	L	Boleyn	13011992
3677 NEWINGTON GREEN RD	82 FLAT B	L	Boleyn	2091991
57978 NEWINGTON GREEN RD	84 FLAT A	S	Boleyn	5081990
57979 NEWINGTON GREEN RD	84 FLAT B	L	Boleyn	24061996
1981 NOEL RD	21	L	Upper	7082000
1983 NOEL RD	29	L	Upper	20031978
1982 NOEL RD	29 FLAT A	L	Upper	16061986
1984 NOEL RD	53	L	Upper	17011983
1985 NOEL RD	53 FLAT A	L	Upper	18051981
1988 NOEL RD	83	L	Upper	26032001
1989 NOEL RD	95 FLAT A	L	Upper	30031987
1990 NOEL RD	95 FLAT B	L	Upper	25111996
1991 NOEL RD	95 FLAT C	S	Upper	3062001
3329 NORTHAMPTON GRO	2	L	Boleyn	24021997
3330 NORTHAMPTON PK	1 FLAT A	L	Boleyn	21012002
3331 NORTHAMPTON PK	1 FLAT B	L	Boleyn	14071997
37235 NORTHAMPTON PK	2 FLAT A	L	Boleyn	7121981
37236 NORTHAMPTON PK	2 FLAT B	L	Boleyn	7051990
3337 NORTHAMPTON PK	9 FLAT A	V	Boleyn	20032000
3338 NORTHAMPTON PK	9 FLAT B	L	Boleyn	31101988
3339 NORTHAMPTON PK	11 FLAT A	L	Boleyn	7111960
3340 NORTHAMPTON PK	11 FLAT B	S	Boleyn	18051997
3341 NORTHAMPTON PK	18 FLAT A	S	Boleyn	14091998
3342 NORTHAMPTON PK	18 FLAT B	L	Boleyn	17042000
3345 NORTHAMPTON PK	24 FLAT A	L	Boleyn	12091994
3346 NORTHAMPTON PK	24 FLAT B	L	Boleyn	5121988
3347 NORTHAMPTON PK	30 FLAT A	L	Boleyn	5011987

3348 NORTHAMPTON PK	30 FLAT B	L	Boleyn	29121986
3349 NORTHAMPTON PK	30 FLAT C	S	Boleyn	28102001
3350 NORTHAMPTON PK	32 FLAT A	L	Boleyn	26011976
3351 NORTHAMPTON PK	32 FLAT B	L	Boleyn	8071991
3352 NORTHAMPTON PK	32 FLAT C	L	Boleyn	19101987
42329 NORTHCHURCH RD	75 FLAT A	S	Upper	12061994
42330 NORTHCHURCH RD	75 FLAT B	L	Upper	4011999
42331 NORTHCHURCH RD	75 FLAT C	L	Upper	18111996
42332 NORTHCHURCH RD	75 FLAT D	L	Upper	23041984
60448 NORTHCHURCH RD	81 FLAT A	L	Upper	18031991
60449 NORTHCHURCH RD	81 FLAT B	L	Upper	25021991
60450 NORTHCHURCH RD	81 FLAT C	S	Upper	27031994
27205 NORTHCHURCH RD	94 FLAT A	V	Upper	11032002
27206 NORTHCHURCH RD	94 FLAT B	L	Upper	3042000
27207 NORTHCHURCH RD	94 FLAT C	L	Upper	20091999
27208 NORTHCHURCH RD	94 FLAT D	L	Upper	21041997
10309 NORTHCHURCH RD	99 FLAT A	L	Upper	28011991
61954 NORTHCHURCH RD	99 FLAT B	S	Upper	28031982
10310 NORTHCHURCH RD	102 FLAT A	L	Upper	16051977
10311 NORTHCHURCH RD	102 FLAT B	L	Upper	6041992
10312 NORTHCHURCH RD	106 FLAT A	L	Upper	22031993
10313 NORTHCHURCH RD	106 FLAT B	S	Upper	26071992
10316 NORTHCHURCH RD	138 FLAT A	L	Upper	16111992
10317 NORTHCHURCH RD	138 FLAT B	L	Upper	19031984
10318 NORTHCHURCH RD	139 FLAT A	L	Upper	14041997
10319 NORTHCHURCH RD	139 FLAT B	L	Upper	7101991
10320 NORTHCHURCH RD	139 FLAT C	L	Upper	25041983
10321 NORTHCHURCH RD	155 FLAT A	L	Upper	1051989
10322 NORTHCHURCH RD	155 FLAT B	L	Upper	10122001
10323 NORTHCHURCH RD	155 FLAT C	L	Upper	3091984
53501 NORTHCHURCH RD	173 FLAT A	L	Upper	2121991
53502 NORTHCHURCH RD	173 FLAT B	S	Upper	23012000
53530 NORTHCHURCH RD	173 FLAT C	L	Upper	15042002
10324 NORTHCHURCH RD	177 FLAT 1	S	Upper	19071998
10325 NORTHCHURCH RD	177 FLAT 2	L	Upper	22012001
42898 OAKLEY RD	19 FLAT A	L	Upper	16021998

42899 OAKLEY RD	19 FLAT B	S	Upper	10121989
42900 OAKLEY RD	19 FLAT C	S	Upper	24101999
2882 OAKLEY RD	21 FLAT A	L	Upper	12121988
2883 OAKLEY RD	21 FLAT B	L	Upper	14081995
56287 OAKLEY RD	31 FLAT A	L	Upper	8061987
56288 OAKLEY RD	31 FLAT B	S	Upper	22101989
2884 OAKLEY RD	33 FLAT A	S	Upper	9061991
2885 OAKLEY RD	33 FLAT B	L	Upper	16071979
2886 OAKLEY RD	33 FLAT C	L	Upper	5011987
57175 OAKLEY RD	36 FLAT A	L	Upper	2111987
57176 OAKLEY RD	36 FLAT B	L	Upper	22111993
57177 OAKLEY RD	36 FLAT C	S	Upper	12121993
2887 OAKLEY RD	44 FLAT A	S	Upper	11021996
2888 OAKLEY RD	44 FLAT B	L	Upper	20071987
43134 OAKLEY RD	47 FLAT A	L	Upper	18031985
43135 OAKLEY RD	47 FLAT B	L	Upper	10081998
43136 OAKLEY RD	47 FLAT C	L	Upper	24061985
43137 OAKLEY RD	47 FLAT D	L	Upper	21011985
41548 OAKLEY RD	54 FLAT A	S	Upper	14011990
41549 OAKLEY RD	54 FLAT B	L	Upper	13021984
41550 OAKLEY RD	54 FLAT C	L	Upper	13021984
43070 OAKLEY RD	64 FLAT A	L	Upper	23031998
43071 OAKLEY RD	64 FLAT B	L	Upper	1041985
43072 OAKLEY RD	64 FLAT C	S	Upper	16121990
43073 OAKLEY RD	64 FLAT D	L	Upper	9121996
2138 OCKENDON RD	7 FLAT A	L	Upper	15071996
2139 OCKENDON RD	7 FLAT B	L	Upper	5071976
2140 OCKENDON RD	7 FLAT C	L	Upper	26101992
2141 OCKENDON RD	11 FLAT A	L	Upper	3031980
2142 OCKENDON RD	11 FLAT B	L	Upper	28091987
2143 OCKENDON RD	11 FLAT C	S	Upper	29031992
2144 OCKENDON RD	44 FLAT A	S	Upper	23012000
2145 OCKENDON RD	44 FLAT B	L	Upper	3101977
2150 OCKENDON RD	82 FLAT A	L	Upper	3061991
2151 OCKENDON RD	82 FLAT B	L	Upper	17061991
1992 PACKINGTON ST	15 FLAT A	L	Upper	16121996

1993 PACKINGTON ST	15 FLAT B	L	Upper	3061996
1994 PACKINGTON ST	15 FLAT C	L	Upper	27112000
1995 PACKINGTON ST	15 FLAT D	L	Upper	2081993
3691 PETHERTON RD	8 FLAT B	L	Boleyn	3061985
3692 PETHERTON RD	8 FLAT C	S	Boleyn	4071982
3693 PETHERTON RD	8 FLAT D	L	Boleyn	14111994
61971 PETHERTON RD	8 FLAT A	S	Boleyn	20061982
3694 PETHERTON RD	10 FLAT A	L	Boleyn	5041999
3695 PETHERTON RD	10 FLAT B	L	Boleyn	22052000
3696 PETHERTON RD	10 FLAT C	S	Boleyn	3111996
3697 PETHERTON RD	10 FLAT D	L	Boleyn	22081994
3698 PETHERTON RD	24 FLAT A	L	Boleyn	14081978
3699 PETHERTON RD	24 FLAT B	S	Boleyn	8102000
3700 PETHERTON RD	24 FLAT C	L	Boleyn	4051998
3701 PETHERTON RD	24 FLAT D	L	Boleyn	31071978
3702 PETHERTON RD	26 FLAT A	L	Boleyn	7082000
3703 PETHERTON RD	26 FLAT B	L	Boleyn	8061998
3704 PETHERTON RD	26 FLAT D	L	Boleyn	25041988
61970 PETHERTON RD	26 FLAT C	S	Boleyn	6021983
3705 PETHERTON RD	28 FLAT A	L	Boleyn	30111981
3706 PETHERTON RD	28 FLAT B	L	Boleyn	25111991
3707 PETHERTON RD	28 FLAT C	S	Boleyn	19061994
27453 PETHERTON RD	104 FLAT A	S	Boleyn	26082002
27454 PETHERTON RD	104 FLAT B	S	Boleyn	2072000
27455 PETHERTON RD	104 FLAT C	L	Boleyn	5021996
3718 POETS RD	2 FLAT A	L	Boleyn	2072001
3719 POETS RD	2 FLAT B	L	Boleyn	3101988
3720 POETS RD	2 FLAT C	L	Boleyn	2061997
27461 POETS RD	11	L	Boleyn	29041991
3722 POETS RD	16 FLAT A	S	Boleyn	10021991
3723 POETS RD	16 FLAT B	L	Boleyn	22071996
3724 POETS RD	16 FLAT C	L	Boleyn	30061997
47102 POETS RD	17 FLAT A	S	Boleyn	7121997
47103 POETS RD	17 FLAT B	L	Boleyn	10061985
3725 POETS RD	22 FLAT A	S	Boleyn	13012002
3726 POETS RD	22 FLAT B	S	Boleyn	9122001

3727 POETS RD	L	22 FLAT C	Boleyn	27071987
3728 POETS RD	L	25 FLAT A	Boleyn	1101990
3729 POETS RD	L	25 FLAT B	Boleyn	5091988
3730 POETS RD	S	25 FLAT C	Boleyn	23092001
3731 POETS RD	L	28 FLAT A	Boleyn	2091996
3732 POETS RD	S	28 FLAT B	Boleyn	14102001
3733 POETS RD	L	28 FLAT C	Boleyn	5031990
3735 POETS RD	L	42	Boleyn	16031998
3736 POETS RD	L	44 FLAT A	Boleyn	5011998
3737 POETS RD	L	44 FLAT B	Boleyn	14031988
358 POETS RD	S	46 FLAT A	Boleyn	9071989
359 POETS RD	L	46 FLAT B	Boleyn	27041998
3742 POETS RD	L	61 FLAT A	Boleyn	23051994
3743 POETS RD	L	61 FLAT B	Boleyn	24101977
1996 PREBEND ST	L	44	Upper	7071975
56368 PYRLAND RD	L	4 FLAT A	Boleyn	2071990
56369 PYRLAND RD	S	4 FLAT B	Boleyn	16081992
3744 PYRLAND RD	L	5 FLAT A	Boleyn	12071999
3745 PYRLAND RD	L	5 FLAT B	Boleyn	18081986
3746 PYRLAND RD	L	5 FLAT C	Boleyn	19021990
41686 PYRLAND RD	L	6 FLAT A	Boleyn	24041978
41681 PYRLAND RD	S	6 FLAT B	Boleyn	14091997
41682 PYRLAND RD	S	6 FLAT C	Boleyn	20111988
41683 PYRLAND RD	S	6 FLAT D	Boleyn	26061994
41684 PYRLAND RD	L	6 FLAT E	Boleyn	14011999
41685 PYRLAND RD	S	6 FLAT F	Boleyn	8111998
41680 PYRLAND RD	L	8 FLAT A	Boleyn	19041999
41687 PYRLAND RD	L	8 FLAT B	Boleyn	18122000
43099 PYRLAND RD	L	7 FLAT A	Boleyn	3081998
43100 PYRLAND RD	S	7 FLAT B	Boleyn	14102001
56370 PYRLAND RD	L	9 FLAT A	Boleyn	18051987
56371 PYRLAND RD	L	9 FLAT B	Boleyn	25051987
3747 PYRLAND RD	L	10 FLAT A	Boleyn	31051993
3748 PYRLAND RD	V	10 FLAT B	Boleyn	28022000
360 PYRLAND RD	S	11 FLAT A	Boleyn	5111989
361 PYRLAND RD	L	11 FLAT B	Boleyn	12061989

362 PYRLAND RD	11 FLAT C	L	Boleyn	12061989
3749 PYRLAND RD	12 FLAT A	L	Boleyn	5091983
3750 PYRLAND RD	12 FLAT B	L	Boleyn	23091996
3751 PYRLAND RD	12 FLAT C	S	Boleyn	5111989
3752 PYRLAND RD	21 FLAT A	L	Boleyn	3081981
3753 PYRLAND RD	21 FLAT B	S	Boleyn	26021989
3754 PYRLAND RD	21 FLAT C	S	Boleyn	26041987
3755 PYRLAND RD	21 FLAT D	S	Boleyn	13091987
3756 PYRLAND RD	22 FLAT A	L	Boleyn	3041989
3757 PYRLAND RD	22 FLAT B	L	Boleyn	5032001
3758 PYRLAND RD	22 FLAT C	L	Boleyn	31031997
3759 PYRLAND RD	22 FLAT D	L	Boleyn	24111997
3760 PYRLAND RD	25 FLAT A	S	Boleyn	6031988
3761 PYRLAND RD	25 FLAT B	L	Boleyn	17101977
3762 PYRLAND RD	26 FLAT A	L	Boleyn	25091989
3763 PYRLAND RD	26 FLAT B	S	Boleyn	28102001
3764 PYRLAND RD	29	L	Boleyn	18111996
3765 PYRLAND RD	32 FLAT A	S	Boleyn	27011991
3766 PYRLAND RD	32 FLAT B	L	Boleyn	15102001
3767 PYRLAND RD	33	L	Boleyn	30061997
3768 PYRLAND RD	36 FLAT A	L	Boleyn	14051979
3769 PYRLAND RD	36 FLAT B	L	Boleyn	18081997
42467 PYRLAND RD	42 FLAT A	S	Boleyn	8041990
42468 PYRLAND RD	42 FLAT B	L	Boleyn	25061990
12121 PYRLAND RD	45 FLAT A	L	Boleyn	12061989
12122 PYRLAND RD	45 FLAT B	L	Boleyn	22052000
12123 PYRLAND RD	45 FLAT C	L	Boleyn	12061989
3771 PYRLAND RD	50 FLAT A	L	Boleyn	15091986
3772 PYRLAND RD	50 FLAT B	L	Boleyn	4031996
3773 PYRLAND RD	54 FLAT A	L	Boleyn	25051998
3774 PYRLAND RD	54 FLAT B	L	Boleyn	23051988
363 PYRLAND RD	65 FLAT A	S	Boleyn	17061990
364 PYRLAND RD	65 FLAT B	L	Boleyn	3092001
365 PYRLAND RD	65 FLAT C	L	Boleyn	12061989
366 PYRLAND RD	65 FLAT D	L	Boleyn	12061989
37245 PYRLAND RD	66 FLAT A	S	Boleyn	14021999

37246 PYRLAND RD	66 FLAT B	L	Boleyn	18031991
41694 PYRLAND RD	57 FLAT A	S	Boleyn	1071990
41695 PYRLAND RD	57 FLAT B	L	Boleyn	15031999
41688 PYRLAND RD	59 FLAT A	S	Boleyn	8011989
41689 PYRLAND RD	59 FLAT B	L	Boleyn	15041996
41690 PYRLAND RD	59 FLAT C	L	Boleyn	2121996
41691 PYRLAND RD	59 FLAT D	S	Boleyn	16122001
41692 PYRLAND RD	59 FLAT E	L	Boleyn	29061992
41693 PYRLAND RD	59 FLAT F	S	Boleyn	4061989
10430 QUEEN MARGARETS GR	1 FLAT A	L	Boleyn	12101987
10431 QUEEN MARGARETS GR	1 FLAT B	L	Boleyn	30041990
10432 QUEEN MARGARETS GR	4 FLAT A	L	Boleyn	24091979
10433 QUEEN MARGARETS GR	4 FLAT B	L	Boleyn	1121986
10434 QUEEN MARGARETS GR	5 FLAT A	L	Boleyn	15111999
10435 QUEEN MARGARETS GR	5 FLAT B	L	Boleyn	2081999
10437 QUEEN MARGARETS GR	8 FLAT A	L	Boleyn	12101998
10438 QUEEN MARGARETS GR	8 FLAT B	L	Boleyn	2061997
10440 QUEEN MARGARETS GR	11	L	Boleyn	29031993
10441 QUEEN MARGARETS GR	13	L	Boleyn	20111978
12944 QUEEN MARGARETS GR	15 FLAT A	L	Boleyn	24091990
12945 QUEEN MARGARETS GR	15 FLAT B	L	Boleyn	24051999
3900 QUEEN MARGARETS GR	51	L	Boleyn	12041976
56292 QUEEN MARGARETS GR	59	L	Boleyn	12091988
3901 QUEEN MARGARETS GR	63 FLAT A	L	Boleyn	30072001
3902 QUEEN MARGARETS GR	63 FLAT B	L	Boleyn	23071984
3903 QUEEN MARGARETS GR	63 FLAT C	L	Boleyn	20011997
1999 QUEENS HEAD ST	59	L	Upper	9031998
1998 QUEENS HEAD ST	59 FLAT B	L	Upper	14021994
2001 QUEENS HEAD ST	61	L	Upper	17021992
2000 QUEENS HEAD ST	61 FLAT B	S	Upper	8072001
8394 QUEENS HEAD ST	63	L	Upper	27051996
53066 QUEENSBURY ST	2 FLAT A	L	Upper	17041995
53067 QUEENSBURY ST	2 FLAT B	L	Upper	16101995
53068 QUEENSBURY ST	2 FLAT C	S	Upper	28061998
2990 REES ST	2	L	Upper	19112001
2784 REES ST	6 FLAT A	L	Upper	21101991



2785 REES ST	L	6 FLAT B	Upper	30041984
2786 REES ST	L	8 FLAT A	Upper	26101998
2787 REES ST	L	8 FLAT B	Upper	20021995
17099 REMINGTON ST	L	4-5 5	Upper	18081997
17097 REMINGTON ST	L	4-5 FLAT A	Upper	18081997
17098 REMINGTON ST	L	4-5 FLAT B	Upper	12051997
17102 REMINGTON ST	L	7-8 8	Upper	11101999
17100 REMINGTON ST	L	7-8 FLAT A	Upper	4122000
17101 REMINGTON ST	S	7-8 FLAT B	Upper	9011994
1540 REMINGTON ST	L	15	Upper	23061997
1541 REMINGTON ST	L	31 FLAT A	Upper	9061980
1542 REMINGTON ST	S	31 FLAT B	Upper	21121997
17096 REMINGTON ST	L	11-12 12	Upper	2081993
17094 REMINGTON ST	L	11-12 FLAT A	Upper	13011986
17095 REMINGTON ST	L	11-12 FLAT B	Upper	24121990
17105 REMINGTON ST	L	9-10 10	Upper	19111979
17103 REMINGTON ST	L	9-10 FLAT A	Upper	2121985
17104 REMINGTON ST	S	9-10 FLAT B	Upper	18081996
24834 RITCHIE ST	L	18	Upper	7052001
34425 RITCHIE ST	L	19	Upper	27011997
24835 RITCHIE ST	L	22	Upper	16101978
37300 RITCHIE ST	L	23	Upper	13111978
34427 RITCHIE ST	L	24	Upper	18031996
62237 RITCHIE ST	L	27	Upper	22051995
35775 RITCHIE ST	L	28	Upper	25021985
1543 ROCLIFFE ST	L	14	Upper	22101984
1544 ROCLIFFE ST	L	16	Upper	9081999
2430 ROTHERFIELD ST	L	7	Upper	7031994
2431 ROTHERFIELD ST	L	9	Upper	3071978
2432 ROTHERFIELD ST	L	11	Upper	14031994
2993 ROTHERFIELD ST	L	17	Upper	15061992
42416 ROTHERFIELD ST	L	19	Upper	15081994
2433 ROTHERFIELD ST	L	22 FLAT A	Upper	20111989
2434 ROTHERFIELD ST	L	22 FLAT B	Upper	10122001
2435 ROTHERFIELD ST	L	24	Upper	23011978
2436 ROTHERFIELD ST	L	26 FLAT A	Upper	28121998

2437 ROTHERFIELD ST	26 FLAT B	V	Upper	3061996
8406 ROTHERFIELD ST	26 FLAT C	L	Upper	27082001
2438 ROTHERFIELD ST	26 FLAT D	L	Upper	8011996
2440 ROTHERFIELD ST	2B	L	Upper	9121996
2439 ROTHERFIELD ST	28 FLAT A	L	Upper	8101990
2441 ROTHERFIELD ST	30 FLAT A	L	Upper	11111991
2442 ROTHERFIELD ST	30 FLAT B	L	Upper	10071995
2443 ROTHERFIELD ST	30 FLAT C	L	Upper	17042000
2446 ROTHERFIELD ST	32	L	Upper	25111991
2445 ROTHERFIELD ST	32 FLAT A	L	Upper	4111991
2447 ROTHERFIELD ST	34 FLAT A	L	Upper	25111991
2448 ROTHERFIELD ST	34 FLAT B	S	Upper	17062001
2449 ROTHERFIELD ST	34 FLAT C	L	Upper	4111991
2450 ROTHERFIELD ST	34 FLAT D	L	Upper	4111991
2456 ROTHERFIELD ST	47 FLAT A	S	Upper	15051988
2457 ROTHERFIELD ST	47 FLAT B	L	Upper	16121974
27223 ROTHERFIELD ST	49	L	Upper	25011999
2458 ROTHERFIELD ST	51	L	Upper	4122000
2464 ROTHERFIELD ST	59 FLAT A	L	Upper	24051999
2465 ROTHERFIELD ST	59 FLAT B	L	Upper	16102000
2466 ROTHERFIELD ST	61	L	Upper	30061986
2467 ROTHERFIELD ST	63	L	Upper	27021989
2468 ROTHERFIELD ST	65	L	Upper	5101992
2469 ROTHERFIELD ST	71 FLAT A	L	Upper	17071995
2470 ROTHERFIELD ST	71 FLAT B	S	Upper	22021998
2471 ROTHERFIELD ST	73 FLAT A	L	Upper	1031993
2472 ROTHERFIELD ST	73 FLAT B	L	Upper	6031995
2473 ROTHERFIELD ST	75 FLAT A	L	Upper	13121999
2474 ROTHERFIELD ST	75 FLAT B	L	Upper	15102001
2476 ROTHERFIELD ST	79 FLAT A	L	Upper	16021998
2477 ROTHERFIELD ST	79 FLAT B	L	Upper	17031997
2478 ROTHERFIELD ST	82 FLAT A	L	Upper	5021996
2479 ROTHERFIELD ST	82 FLAT B	L	Upper	24031986
8426 ROTHERFIELD ST	83	L	Upper	20091999
2480 ROTHERFIELD ST	84	L	Upper	8061992
2481 ROTHERFIELD ST	86	L	Upper	12111979

2483 ROTHERFIELD ST	90 FLAT A	L	Upper	20121999
2484 ROTHERFIELD ST	90 FLAT B	L	Upper	5071999
2485 ROTHERFIELD ST	92 FLAT A	S	Upper	26032000
2486 ROTHERFIELD ST	92 FLAT B	L	Upper	26011987
2487 ROTHERFIELD ST	98	L	Upper	20011997
8407 ROTHERFIELD ST	100	L	Upper	7051979
2489 ROTHERFIELD ST	104	L	Upper	1031993
56013 ROTHERFIELD ST	106 FLAT A	L	Upper	1061987
56014 ROTHERFIELD ST	106 FLAT B	S	Upper	13101996
56015 ROTHERFIELD ST	106 FLAT C	L	Upper	23101995
56016 ROTHERFIELD ST	106 FLAT D	S	Upper	14011996
2490 ROTHERFIELD ST	108	L	Upper	28031988
2491 ROTHERFIELD ST	110	L	Upper	26031990
2496 ROTHERFIELD ST	131	L	Upper	6011997
43052 ROTHERFIELD ST	136	L	Upper	14011985
2499 ROTHERFIELD ST	138 FLAT A	L	Upper	23121985
2500 ROTHERFIELD ST	138 FLAT B	L	Upper	24021997
2501 ROTHERFIELD ST	138 FLAT C	L	Upper	14061976
27480 RYDON ST	1 FLAT 1	L	Upper	3021986
27481 RYDON ST	1 FLAT 2	S	Upper	15081999
27482 RYDON ST	1 FLAT 3	L	Upper	5112001
2502 SHEPPERTON RD	35	L	Upper	9111998
2504 SHEPPERTON RD	39	L	Upper	18032002
2505 SHEPPERTON RD	41 FLAT A	L	Upper	31031997
2506 SHEPPERTON RD	41 FLAT B	L	Upper	18111985
2507 SHEPPERTON RD	48 FLAT A	S	Upper	22061997
2508 SHEPPERTON RD	48 FLAT B	L	Upper	12081996
2509 SHEPPERTON RD	48 FLAT C	L	Upper	19021979
2510 SHEPPERTON RD	50 FLAT A	L	Upper	8061981
2511 SHEPPERTON RD	50 FLAT B	L	Upper	14091987
2512 SHEPPERTON RD	50 FLAT C	S	Upper	5041998
14898 SHEPPERTON RD	52	L	Upper	19021996
3000 SHEPPERTON RD	54	L	Upper	14111983
27485 SHEPPERTON RD	56	L	Upper	3031997
1731 SHEPPERTON RD	58	L	Upper	2031987
2513 SHEPPERTON RD	60	L	Upper	23061975

2514 SHEPPERTON RD	62	L	Upper	26101981
2515 SHEPPERTON RD	64 FLAT A	S	Upper	18112001
2516 SHEPPERTON RD	64 FLAT B	L	Upper	19081996
2518 SHEPPERTON RD	68	L	Upper	12112001
42084 SHEPPERTON RD	70	L	Upper	14111983
2519 SHEPPERTON RD	72	L	Upper	23121996
2520 SHEPPERTON RD	74	L	Upper	26041976
2521 SHEPPERTON RD	76	L	Upper	24041989
3003 SHEPPERTON RD	78	L	Upper	5121983
2522 SHEPPERTON RD	80	L	Upper	18061979
2523 SHEPPERTON RD	82	L	Upper	4031991
2528 SHEPPERTON RD	92	L	Upper	15051978
2530 SHEPPERTON RD	96	L	Upper	20111978
2531 SHEPPERTON RD	98	L	Upper	29061992
8408 SHEPPERTON RD	100	L	Upper	28081989
1732 SHEPPERTON RD	101	L	Upper	17061991
3004 SHEPPERTON RD	107	L	Upper	6071987
42892 SHEPPERTON RD	23	L	Upper	8121986
42893 SHEPPERTON RD	25	L	Upper	17061985
42891 SHEPPERTON RD	25 FLAT A	L	Upper	16091996
12841 SHEPPERTON RD	27	L	Upper	12021979
12842 SHEPPERTON RD	29	L	Upper	6121999
12840 SHEPPERTON RD	29 FLAT A	S	Upper	23041995
12844 SHEPPERTON RD	31	L	Upper	18121978
12845 SHEPPERTON RD	33	L	Upper	6091993
12843 SHEPPERTON RD	33 FLAT A	S	Upper	8071990
12848 SHEPPERTON RD	45	L	Upper	16081999
12846 SHEPPERTON RD	45 FLAT A	S	Upper	25031990
12847 SHEPPERTON RD	45 FLAT B	S	Upper	1042001
12851 SHEPPERTON RD	49	S	Upper	2021997
12849 SHEPPERTON RD	49 FLAT A	L	Upper	3081987
12850 SHEPPERTON RD	49 FLAT B	L	Upper	19051997
41664 SHEPPERTON RD	51 FLAT A	L	Upper	29091986
41665 SHEPPERTON RD	51 FLAT B	S	Upper	18021996
41666 SHEPPERTON RD	53	L	Upper	17081987
47683 SOUTHGATE RD	115 FLAT A	S	Upper	19011992

47684 SOUTHGATE RD	115 FLAT B	L	Upper	4031996
47685 SOUTHGATE RD	115 FLAT C	L	Upper	20121993
47686 SOUTHGATE RD	115 FLAT D	L	Upper	14012002
55018 SOUTHGATE RD	119 FLAT A	L	Upper	23021987
55019 SOUTHGATE RD	119 FLAT B	L	Upper	5091994
55020 SOUTHGATE RD	119 FLAT C	L	Upper	9031987
55021 SOUTHGATE RD	119 FLAT D	L	Upper	23031987
3005 SOUTHGATE RD	127 FLAT A	L	Upper	13121982
3006 SOUTHGATE RD	127 FLAT B	S	Upper	13121992
3007 SOUTHGATE RD	127 FLAT C	L	Upper	28111994
3008 SOUTHGATE RD	127 FLAT D	S	Upper	22042001
3009 SOUTHGATE RD	129 FLAT A	S	Upper	22101989
3010 SOUTHGATE RD	129 FLAT B	L	Upper	2061997
3011 SOUTHGATE RD	129 FLAT C	S	Upper	1101989
2164 SOUTHGATE RD	157 FLAT A	L	Upper	21101996
2155 SOUTHGATE RD	157 FLAT B	S	Upper	24091989
2156 SOUTHGATE RD	157 FLAT C	L	Upper	29091986
60648 SOUTHGATE RD	163	L	Upper	24041995
2160 SOUTHGATE RD	167 FLAT A	S	Upper	8081993
2161 SOUTHGATE RD	167 FLAT B	L	Upper	22052000
2162 SOUTHGATE RD	167 FLAT C	L	Upper	16072001
2163 SOUTHGATE RD	175 FLAT A	L	Upper	28031994
2164 SOUTHGATE RD	175 FLAT B	L	Upper	10021997
2165 SOUTHGATE RD	177 FLAT A	S	Upper	4101987
2166 SOUTHGATE RD	177 FLAT B	L	Upper	16101995
27228 SOUTHGATE RD	185 FLAT A	L	Upper	12022001
27229 SOUTHGATE RD	185 FLAT B	L	Upper	26101998
27230 SOUTHGATE RD	185 FLAT C	L	Upper	4011993
57234 SOUTHGATE RD	195 FLAT A	L	Upper	29081988
57235 SOUTHGATE RD	195 FLAT B	L	Upper	27031995
57236 SOUTHGATE RD	195 FLAT C	L	Upper	6061994
57298 SOUTHGATE RD	199 FLAT A	L	Upper	27061988
57299 SOUTHGATE RD	199 FLAT B	L	Upper	2121996
57300 SOUTHGATE RD	199 FLAT C	L	Upper	20061988
2167 SOUTHGATE RD	209 FLAT A	S	Upper	17011988
2168 SOUTHGATE RD	209 FLAT B	L	Upper	16031998

2169 SOUTHGATE RD	209 FLAT C	S	Upper	6121998
27231 SOUTHGATE RD	211 FLAT 1	L	Upper	20112000
27232 SOUTHGATE RD	211 FLAT 2	S	Upper	17032002
27233 SOUTHGATE RD	211 FLAT 3	L	Upper	4011988
27234 SOUTHGATE RD	211 FLAT 4	L	Upper	2081999
27235 SOUTHGATE RD	213 FLAT A	L	Upper	6051996
27236 SOUTHGATE RD	213 FLAT B	L	Upper	10021997
27237 SOUTHGATE RD	213 FLAT C	L	Upper	5022001
10442 ST JUDE ST	10	L	Boleyn	9041979
54542 ST JUDE ST	13	L	Boleyn	7121987
27503 ST MARYS GRO	34 FLAT A	S	Upper	8011995
27504 ST MARYS GRO	34 FLAT B	S	Upper	11061995
27505 ST MARYS GRO	34 FLAT C	L	Upper	18021991
62002 ST MARYS GRO	34 FLAT D	S	Upper	23011983
3379 ST PAULS PL	11	L	Boleyn	6071998
27245 ST PAULS RD	36 FLAT A	L	Boleyn	19051997
27246 ST PAULS RD	36 FLAT B	L	Boleyn	27021978
1735 ST PAULS RD	88 FLAT A	L	Boleyn	7041997
1736 ST PAULS RD	88 FLAT B	L	Boleyn	15021999
3380 ST PAULS RD	94 FLAT A	L	Boleyn	22081977
62003 ST PAULS RD	94 FLAT B	S	Boleyn	17041983
3271 ST PAULS RD	124 FLAT A	L	Boleyn	18051992
3272 ST PAULS RD	124 FLAT B	L	Boleyn	1051989
41481 ST PAULS RD	148 FLAT A	S	Boleyn	23061985
41482 ST PAULS RD	148 FLAT B	L	Boleyn	17122001
27260 ST PAULS RD	178 FLAT A	L	Boleyn	30042001
27261 ST PAULS RD	178 FLAT B	S	Boleyn	19121999
53002 ST PAULS RD	182 FLAT A	L	Boleyn	26032001
53003 ST PAULS RD	182 FLAT B	L	Boleyn	7101985
53622 ST PAULS RD	184 FLAT A	L	Boleyn	16061986
53623 ST PAULS RD	184 FLAT B	L	Boleyn	4081986
42348 ST PAULS RD	196 FLAT A	L	Boleyn	13111978
42349 ST PAULS RD	196 FLAT B	L	Boleyn	8121997
3273 ST PAULS RD	210 FLAT A	S	Boleyn	3031991
3274 ST PAULS RD	210 FLAT B	L	Boleyn	4081997
46897 ST PAULS RD	258 FLAT A	L	Boleyn	1101990

46898 ST PAULS RD	258 FLAT B	L	Boleyn	16121996
3275 ST PAULS RD	272 FLAT A	L	Boleyn	8021988
3276 ST PAULS RD	272 FLAT B	L	Boleyn	27082001
3277 ST PAULS RD	272 FLAT C	L	Boleyn	23061997
12661 ST PETERS ST	52 FLAT A	L	Upper	1031999
12662 ST PETERS ST	52 FLAT B	L	Upper	23111998
12663 ST PETERS ST	57	L	Upper	5121983
12880 TIBBERTON SQ	1 FLAT A	S	Upper	3101999
12881 TIBBERTON SQ	1 FLAT B	S	Upper	23092001
12882 TIBBERTON SQ	1 FLAT C	L	Upper	9101989
12883 TIBBERTON SQ	2	L	Upper	19021990
12912 TIBBERTON SQ	3 FLAT A	L	Upper	29031999
12913 TIBBERTON SQ	3 FLAT B	S	Upper	9061991
12914 TIBBERTON SQ	3 FLAT C	S	Upper	1101995
12915 TIBBERTON SQ	4	L	Upper	25081997
12916 TIBBERTON SQ	5 FLAT A	S	Upper	29071990
12917 TIBBERTON SQ	5 FLAT B	L	Upper	17111986
12918 TIBBERTON SQ	5 FLAT C	S	Upper	25061995
12919 TIBBERTON SQ	6	S	Upper	3081998
12923 TIBBERTON SQ	7	L	Upper	15021988
12920 TIBBERTON SQ	8 FLAT A	L	Upper	10091979
12921 TIBBERTON SQ	8 FLAT B	L	Upper	17091979
12922 TIBBERTON SQ	8 FLAT C	L	Upper	14121998
12887 TIBBERTON SQ	11	L	Upper	18071994
12884 TIBBERTON SQ	12 FLAT A	L	Upper	3091984
62019 TIBBERTON SQ	12 FLAT B	S	Upper	11091983
12886 TIBBERTON SQ	12 FLAT C	S	Upper	10031985
12888 TIBBERTON SQ	18 FLAT A	S	Upper	20071997
12889 TIBBERTON SQ	18 FLAT B	L	Upper	5041982
12890 TIBBERTON SQ	18 FLAT C	L	Upper	5032001
12891 TIBBERTON SQ	19	L	Upper	16051984
12896 TIBBERTON SQ	22 FLAT A	S	Upper	26031995
12897 TIBBERTON SQ	22 FLAT B	L	Upper	27082001
12898 TIBBERTON SQ	22 FLAT C	L	Upper	8081994
12899 TIBBERTON SQ	23	L	Upper	26041993
12903 TIBBERTON SQ	24	L	Upper	27081984

27102002

NOW

12900 TIBBERTON SQ	25	FLAT A	S	Upper	3122000
12901 TIBBERTON SQ	25	FLAT B	L	Upper	28051979
12902 TIBBERTON SQ	25	FLAT C	S	Upper	23071989
12907 TIBBERTON SQ	26		L	Upper	8121997
12904 TIBBERTON SQ	27	FLAT A	L	Upper	28051979
12905 TIBBERTON SQ	27	FLAT B	L	Upper	21051979
12906 TIBBERTON SQ	27	FLAT C	L	Upper	21111994
12911 TIBBERTON SQ	28		S	Upper	15011995
12908 TIBBERTON SQ	29	FLAT A	L	Upper	8011996
12909 TIBBERTON SQ	29	FLAT B	L	Upper	13032000
12910 TIBBERTON SQ	29	FLAT C	L	Upper	8101990
12924 TIBBERTON SQ	10	FLAT A	S	Upper	22101989
12925 TIBBERTON SQ	10	FLAT B	S	Upper	6082000
12926 TIBBERTON SQ	10	FLAT C	S	Upper	4021990
12927 TIBBERTON SQ	9		L	Upper	10101988
42076 TILNEY GDNS	5	FLAT A	L	Upper	18031991
42077 TILNEY GDNS	5	FLAT B	L	Upper	5022001
42078 TILNEY GDNS	7	FLAT A	L	Upper	6061977
42081 TILNEY GDNS	13	FLAT A	S	Upper	4071993
42082 TILNEY GDNS	13	FLAT B	L	Upper	19091988
43057 TILNEY GDNS	15		L	Upper	14022000
12752 TILNEY GDNS	11		L	Upper	22071991
42079 TILNEY GDNS	9	FLAT A	L	Upper	15081994
42080 TILNEY GDNS	9	FLAT B	L	Upper	5101998
11971 TOMPION ST		18 FLAT A	L	Central	16081999
11972 TOMPION ST		18 FLAT B	L	Central	9091968
11973 TOMPION ST		18 FLAT C	S	Central	19091999
36614 WALLACE RD		10 FLAT A	L	Boleyn	22061992
4657 WATERLOO TER		5 FLAT A	L	Upper	29081977
4658 WATERLOO TER		5 FLAT B	S	Upper	26071998
10490 WOLSEY RD		14	L	Boleyn	28081995
54993 WOLSEY RD		24	L	Boleyn	21081989
10492 WOLSEY RD		26	L	Boleyn	6041998
44351 WOLSEY RD		33	L	Boleyn	16051994
2532 YEATE ST		7 FLAT A	L	Upper	16061997
2533 YEATE ST		7 FLAT B	L	Upper	22121997



15122002

NOW

1747 YEATE ST	10 FLAT A	S	Upper
1748 YEATE ST	10 FLAT B	L	Upper
2534 YEATE ST	11 FLAT A	L	Upper
2535 YEATE ST	11 FLAT B	L	Upper
2536 YEATE ST	12 FLAT A	S	Upper
2537 YEATE ST	12 FLAT B	L	Upper
2538 YEATE ST	13 FLAT A	S	Upper
2539 YEATE ST	13 FLAT B	L	Upper

21111977
7101996
8051989
25101982
11022001
19031984
20022000
10071995

TOTAL 2348 COUNCIL 1799 LEASEHOLD 549

Count of Let or Sold	Total
L	1
S	1770
V	548
(blank)	29
Grand Total	2348



SCHEDULE 8  
REVIEW PROCEDURE

1. REVIEW PROCEDURE

- 1.1 The provisions of this Schedule 8 (*Review Procedure*) shall apply whenever any time, document or course of action is required by the provisions of this Contract to be reviewed, approved or otherwise processed in accordance with the Review Procedure.
- 1.2 Each of the following items shall be subject to submission for review by the Authority in accordance with the following provisions of this Schedule 8:-
- 1.2.1 a Cyclical Maintenance and Replacement Programme;
  - 1.2.2 a revised Contractor's Contractual Method Statements;
  - 1.2.3 Contractor's Procedures;
  - 1.2.4 an Ancillary Document referred to under clause 7.1 (*Ancillary Documents*);
- 1.3 Each submission under the Review Procedure shall be accompanied by a copy of the proposed document to be reviewed or a statement of the proposed course of action (the entire contents of a submission being referred to in this Schedule 8 (*Review Procedure*) as a "Submitted Item").
- 1.4 In relation to each Submitted Item, the following procedure shall apply:-
- 1.4.1 as soon as possible and, if the Submitted Item comprises:-
    - (a) a revised Contractor's Contractual Method Statement; or
    - (b) an Ancillary Document referred to under clause 7.1 (*Ancillary Documents*),within 15 Working Days of the date or receipt of a submission (or re-submission, as the case may be) of the Submitted Item to the Authority's Representative (or such other period as the parties may agree), the Authority's Representative shall return one copy of the relevant Submitted Item to the Contractor endorsed "no comment" or (subject to and in accordance with paragraph 3 (*Objections*)) or "objections" or "comments" as appropriate; and
  - 1.4.2 if the Authority's Representative fails to return a copy of any Submitted Item (including any re-submitted Submitted Item) duly endorsed in accordance with paragraph 1.4.1, within 15 Working Days (or within such other period as the parties may agree in writing) of the date of its submission to the Authority's Representative, then the Authority's Representative shall be deemed to have returned the Submitted Item to the Contractor endorsed "no comment".
- 1.5 If the Authority's Representative makes objections on any Submitted Item in accordance with paragraph 3 (*Objections*) he shall state the ground upon which such objections are based and the evidence or other information necessary to substantiate that ground. To the extent that the Authority's Representative objects to a Submitted Item other than on the basis set out in paragraph 3 (*Objections*), or fails to comply with the provisions of this paragraph 1.5 (*Review Procedure*), the Contractor may, in its discretion, either:-

1.5.1 request written clarification of the basis for such comments and, if clarification is not received within 5 Working Days of such request by the Contractor, refer the matter for determination in accordance with the Disputes Resolution Procedure as a Fast Track Matter;

1.5.2 proceed disregarding such comments.

## 2. FURTHER INFORMATION

2.1 The Contractor shall submit any further or other information, data and documents that the Authority's Representative reasonably requires in order to determine whether he has a basis for raising comments or making objections to any Submitted Item in accordance with paragraph 3 (**Objections**). If the Contractor does not submit any such information, data and documents, the Authority's Representative shall be entitled to:-

2.2 raise comments or make objections on the Submitted Item in accordance with paragraph 3 (**Objections**) on the basis of the information, data and documents which have been provided; or

2.3 make objections to the Submitted Item on the grounds that insufficient information, data and documents have been provided to enable the Authority's Representative to determine whether he has a legitimate basis for commenting or objecting in accordance with paragraph 3 (**Objections**).

## 3. OBJECTIONS

3.1 Subject to paragraph 2 (**Further Information**) the Authority may make objections in relation to any Submitted Item only in accordance with the grounds in this paragraph 3, but in any event may raise any comments on any Submitted Item:-

3.2 in relation to any Submitted Item submitted pursuant to clause 7.1 (**Ancillary Documents**) on the grounds that:-

3.2.1 the proposed course of action would (on the balance of probabilities) result in a material increase in the Authority's Compensation Liabilities (whether actual, potential or contingent) or to satisfy any indemnity;

3.2.2 the Contractor's ability to perform its obligations under the Contract would (on the balance of probabilities) be materially adversely affected by the proposed course of action; or

3.2.3 any right of the Authority to step-into any Ancillary Document in accordance with a Direct Agreement (Sub-Contractor) would be materially and adversely affected;

3.2.4 the proposed course of action would (on the balance of probabilities) significantly reduce the direct or indirect liability of a Main Sub-Contractor to the Contractor.

3.2.5 any cap on any indemnity in a Sub-Contract would be reduced;

3.3 in relation to the submission of any proposed revision or substitution for the Contractor's Contractual Method Statements pursuant to clause 10.1 (**Changes to Contractual Method Statements**) on the grounds that:-

3.3.1 the proposed revision or substitution is not in accordance with Good Industry Practice;

- 3.3.2 the performance of the relevant Service in accordance with the proposed revision or substitution would (on the balance of probabilities):-
- (a) mean that compliance with relevant parts of the Output Specification will not occur; or
  - (b) not (on the balance of probabilities) enable the Works to be completed by the Planned Refurbishment Completion Date;
  - (c) materially increase the cost to the Authority arising from Disrepair Actions;
  - (d) materially increase the cost to the Authority arising from Void Dwellings under Excessive Void Turnover Events;
  - (e) in the case of a revised Refurbishment Works Approach, not pay due and reasonable regard to needs of Tenants in a frail or vulnerable condition.

#### 4. EFFECT OF REVIEW

- 4.1 Any Submitted Item which is returned or deemed to have been returned by the Authority's Representative endorsed "no comment" may be implemented by the Contractor in accordance with its terms.
- 4.2 In the case of any Submitted Item, if the Authority's Representative returns the Submitted Item to the Contractor endorsed "objections", the Contractor shall comply with such Submitted Item after amendment in accordance with the objections unless the Contractor disputes that any such objection is on grounds permitted by this Contract, in which case the Contractor or the Authority's Representative may refer the matter for determination under the Disputes Resolution Procedure as a Fast Track Matter.
- 4.3 In the case of any Submitted Item, if the Authority's Representative returns the Submitted Item to the Contractor endorsed "comments", the Contractor shall give due and proper consideration to those comments.
- 4.4 If the Submitted Item comprises:-
- 4.4.1 a revised Contractor's Procedure; or
  - 4.4.2 a revised Cyclical Maintenance and Replacement Programme,
- the Authority, through its Authority's Representative, may comment on the Submitted Item.

#### 5. DOCUMENTATION MANAGEMENT

- 5.1 The Contractor shall compile and maintain a register of the date and contents of the submission of all Submitted Items.
- 5.2 The Contractor shall compile and maintain a register of the date of receipt and content of all Submitted Items that are returned or deemed to be returned by the Authority's Representative.
- 5.3 No review, comment or approval by the Authority shall operate to exclude or limit the Contractor's obligations or liabilities under this Contract (or the Authority's rights under the Contract).

6. **VARIATIONS**

- 6.1 No approval or comment or any failure to give or make an approval or comment under this Schedule 8 (*Review Procedure*) shall constitute an Authority Change save to the extent provided in this Schedule 8 (*Review Procedure*).
- 6.2 If, having received comments from the Authority's Representative, the Contractor considers that compliance with those comments would amount to an Authority Change, the Contractor shall notify the Authority of the same and, if it is agreed by the parties or determined pursuant to the Disputes Resolution Procedure as a Fast Track Matter that an Authority Change would arise if the comments were complied with, the Authority may, if it wishes, implement the Authority Change and it shall be dealt with in accordance with clause 52 (*Variations*).
- 6.3 No alteration or modification to the design, quality and quantity of the Works arising from the development of detailed design or from the co-ordination of the design shall be construed or regarded as an Authority Change.

SCHEDULE 9  
AUTHORITY'S PROTOCOLS

## SCHEDULE 9

### AUTHORITY'S PROTOCOLS

#### PART 1 – GENERAL

##### 1. OPERATION OF PROTOCOLS

- 1.1 The Authority's Protocols as set out in this Schedule shall operate as between the Contractor and the Authority from the Services Commencement Date.
- 1.2 Where events are listed as Compensation Events, Relief Events and Excusing Events under this Contract they shall be construed as such.



SCHEDULE 9  
AUTHORITY'S PROTOCOLS  
Part 2  
Home Ownership Protocol

SCHEDULE 9

AUTHORITY'S PROTOCOLS

PART 2 – HOME OWNERSHIP

Protocol between the Contractor and the Authority - Draft 1 May 2003

Issue	Action Required	Consequence
RTB Processing		
1. Initial Application	The Authority's Home Ownership section shall request electronically such information from the Contractor as is in the Contractor's possession and control as may be required to assess a Tenant's eligibility under Right to Buy. Such information shall be supplied by the Contractor to the Authority within 10 Working Days of receipt of such request.	Failure of the Contractor to supply the information required in the time provided for shall be treated as a breach of the Output Specification.
2. Preparation of Landlord Offer Notice	Following expiry of the 10 Working Days notice given in 1. Initial Application (above) (regardless of whether the Contractor responded within 10 Working Days) the Authority's Home Ownership section shall request electronically such information from the Contractor as is in the Contractor's possession and/or control that it requires to comply with Section 125 of the Housing Act 1985, including information on any proposed Works and Services to the Dwelling and estimates of the cost of such Works and Services. Such information shall be supplied by the Contractor to the Authority within 10 Working Days of receipt of such request. Any requirement to gain access to other Dwellings within the property may result in the provision of such information later than within the 10 Working Days required,. Where it is not reasonably possible to gain such access within 10 Working Days, the Contractor will use all reasonable endeavours to expedite its survey work and supply the information.	If the Authority does not <ul style="list-style-type: none"> <li>• Request the information; or</li> <li>• Give 10 Working Days notice</li> </ul> this shall be a Compensation Event.  Failure of the Contractor to supply the information required in the time provided for shall be treated as a breach of Output Specification.

Issue	Action Required	Consequence
3. Completion of sale	<p>Prior to setting a date for completion, the Contractor shall provide to the Authority's Legal Services department an apportionment of the service charge for the remainder of the Contract Year.</p> <p>The Authority's Legal Services department shall collect such apportioned amount of service charge on completion and shall pay such collected sum to the Contractor within 15 Working Days.</p> <p>For any completion occurring between 1 April 2003 and 12 May 2003, the Authority's Home Ownership section shall pay any apportioned amounts of service charge collected to the Contractor within 15 Working Days of the Services Commencement Date.</p> <p>The Authority's Legal Services department shall notify the Contractor, the Authority's Housing Performance and Procurement section and the Authority's Home Ownership section of the Right to Buy sale's completion date within 10 Working Days of such completion taking place.</p>	<p>If such notification is not sent or is not sent in time to the Contractor and as a consequence the Contractor fails to serve a notice as required by section 20 of the Landlord and Tenant Act 1985 and allied information correctly, this shall be a Compensation Event.</p>
<b>Assignments</b>		
4. Property sold on	<p>The Authority's Home Ownership section and Legal Services department shall pass to the Contractor all solicitors' enquiries received on behalf of Leaseholders assigning a Dwelling. The Contractor shall supply full responses to such enquiries, including information on future service charges and the estimated cost of Works and Services to the Dwelling.</p> <p>The Authority's Home Ownership section and Legal Services department shall require the Contractor to provide details of any outstanding debts relating to</p>	<p>Failure of the Contractor to supply the information required in the time provided for shall be treated as a breach of the Output Specification.</p>

Issue	Action Required	Consequence
	<p>Works and Services provided by the Contractor to the Dwelling subject to the assignment. The Authority shall procure that any such debts shall be settled in full by the Leaseholder prior to assignment. Any sums due to the Contractor shall be paid by the Authority within 15 Working Days. Any sums due to the Authority but paid to the Contractor in error shall be paid by the Contractor to the Authority within 15 Working Days.</p> <p>The Authority's Home Ownership and Legal Services department shall notify the Contractor of the assignment within 15 Working Days.</p> <p>Any administration fees charged by the Authority to the Leaseholder shall be shared with the Contractor in such proportion as to reflect any such amount paid to the Authority's Home Ownership Section for dwellings equivalent to the Dwellings.</p>	<p>If the Authority fails to procure the settlement of an outstanding debt owed to the Contractor by a Tenant, this shall be a Compensation Event.</p> <p>Failure of the Contractor to supply the information required in the time provided for shall be treated as a breach of the Output Specification.</p> <p>If such notification is not sent or is not sent in time to the Contractor and as a consequence the Contractor fails to serve a notice as required by section 20 of the Landlord and Tenant Act 1985 and allied information correctly, this shall be a Compensation Event.</p>
5. Deeds of Variation	<p>The Authority's Home Ownership and Legal Services department shall inform, consult with and seek to obtain the consent of the Contractor for any requests for deeds of variation, including for physical alterations to the Dwelling or Property. The Contractor shall be responsible for reviewing and advising on the Authority's response to such requests.</p> <p>Any administration fees charged by the Authority to the Leaseholder shall be shared with</p>	<p>If the Authority's permission is given to such a deed of variation without the consent of the Contractor, resulting in additional expense for the Contractor, this shall be a Compensation Event.</p>

Issue	Action Required	Consequence
	the Contractor in such proportion as to reflect any such amount paid to the Authority's Home Ownership Section for dwellings equivalent to the Dwellings.	
6. Deeds of Covenant	<p>The Authority's Home Ownership and Legal Services department shall inform, consult with and seek to obtain the consent of the Contractor for any requests for deeds of covenant. The Contractor shall be responsible for reviewing and advising on the Authority's response to such requests.</p> <p>Any administration fees charged by the Authority to the Leaseholder shall be shared with the Contractor in such proportion as to reflect any such amount paid to the Authority's Home Ownership Section for dwellings equivalent to the Dwellings.</p>	If the Authority's permission is given to such a deed of covenant without the consent of the Contractor, resulting in additional expense for the Contractor, this shall be a Compensation Event.
<b>Leasehold Charges- Transitional Period</b>		
7. Authority management charges for the period from the Transitional Services Commencement Date to the Services Commencement Date (1 April – 11 May 2003)	The Contractor shall, as soon as practicable after the Services Commencement Date, issue the estimated management charges for the First Contracting Year and the Contractor shall pay to the Authority an amount equivalent to the Authority's management charges for 2003/04 assessed on a pro rata basis for the period 1 April - 11 May 2003. Such invoice shall be paid by the Contractor to the Authority by 31 December 2004.	
8. Communal / structural responsive repairs during the period from the Transitional Services Commencement Date to the Services Commencement Date (1April - 11 May 2003)	The Authority may undertake such necessary responsive repairs during the period where the Authority has a liability to the Leaseholders. The Authority's Home Ownership section shall invoice the Contractor for such repairs at the end of the First Contracting Year and the Contractor shall recover such costs from the relevant Leaseholder. Such invoice shall be paid by the Contractor by 31 December 2004.	
<b>Collection of</b>		

Issue	Action Required	Consequence
<b>Leaseholder Charges</b>		
<p>9. Payment by leaseholders to the former Council account</p>	<p>The Contractor shall receive, weekly, from the Authority an electronic file containing financial information from the Authority Leaseholder accounts system to enable it to monitor and identify potential payments due to the Contractor.</p> <p>Leaseholders shall be clearly advised by the Authority about what sums are to be paid and to whom and will be asked to certify such at time of payment, wherever possible.</p> <p>Leaseholders shall be clearly advised by the Contractor about what sums are to be paid and to whom and will be asked to certify such at time of payment, wherever possible during Year 1.</p> <p>Following the Services Commencement Date, in the First Contract Year at three-monthly intervals and in the second Contract Year at six-monthly intervals the Authority and the Contractor shall undertake a review of payments made by Leaseholders to the Authority and the Contractor.</p> <p>Following 8 months after the Services Commencement Date, the Authority and the Contractor shall write to Leaseholders inviting them to agree that monies in credit and not for the purpose of any outstanding payment due held in their account by the Authority shall be transferred to the Contractor account, such consent to be deemed to be given if no response is given by the Leaseholder within 20 Working Days.</p> <p>Further such letters and subsequent transfers of monies shall take place one Contract</p>	<p>If the Authority fails to pay such sums to the Contractor, this shall be a Compensation Event.</p> <p>If the Authority fails to pay such sums to the Contractor, this shall be a Compensation Event.</p>

Issue	Action Required	Consequence
	<p>Month after each review of payments referred to above in the period from 8 months after the Services Commencement Date to end of the Second Contract Year.</p> <p>Following 8 months after the Services Commencement Date, the Authority will terminate existing leaseholders direct debit and standing order payment arrangements except where these are explicitly retained as part of an arrears repayment agreement.</p> <p>Where leaseholders are considering entering into payment by direct debit or standing order to the Contractor following contract commencement, the Contractor shall not suggest or encourage leaseholders who are in payment arrears with the Authority to terminate existing direct debit or standing order payment arrangements with the Authority but to advise them to enter into an arrears payment agreement with the Authority.</p> <p>Where monies are due to the Contractor and paid to the Authority in error, the Authority shall repay the monies to the Contractor within 15 Working Days from the date on which the error has come to the Authority's attention.</p> <p>Where monies are due to the Authority and paid to the Contractor in error, the Contractor shall repay the monies to the Authority within 15 Working Days from the date on which the error has come to the Contractor's attention.</p> <p>The Contractor and the Authority shall exchange information on any proposed debt recovery actions against Leaseholders.</p>	<p>If the Authority fails to pay such sums to the Contractors, this shall be a Compensation Event.</p> <p>Failure of the Contractor to supply the information (relating to proposed debt recovery actions against Leaseholders) required in the time provided for shall be treated as breach of the Output Specification.</p>

SCHEDULE 9  
AUTHORITY'S PROTOCOLS  
Part 3  
Disrepair Protocol



SCHEDULE 9

AUTHORITY'S PROTOCOLS

PART 3 – DISREPAIR PROTOCOL

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
up to 31 March 2003	all existing cases relating to Disrepair Actions	<ul style="list-style-type: none"> <li>• Continue to specify all works to address Disrepair Actions.</li> <li>• Authority is responsible for all litigation up to settlement of Disrepair Actions, including legal and compensation costs and counterclaims against the Authority</li> <li>• Authority's sub contractor to continue with works</li> <li>• New instructions to Authority sub contractors to cease on 31 March at 5.00pm except in urgent or other priority cases</li> </ul>	None
up to 31 March 2003	any other counterclaims against the Authority	<ul style="list-style-type: none"> <li>• Continue to specify all works to address Disrepair Actions.</li> <li>• Authority is responsible for all litigation up to settlement of Disrepair Actions, including legal and compensation costs and counterclaims against the Authority</li> <li>• Authority's sub-contractor to continue with works</li> <li>• New instructions to Authority's sub-contractor to cease on 31 March 2003 at 5pm except in urgent or other priority cases</li> <li>• Continue to liaise with all within Authority</li> </ul>	None
31 March 2003 to Services Commence-	all new cases	<ul style="list-style-type: none"> <li>• Specifications for new works to cease and those in progress to be completed.</li> </ul>	<ul style="list-style-type: none"> <li>• Specifications for new works to commence during the transitional phase.</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
ment Date		<ul style="list-style-type: none"> <li>• The Authority takes responsibility for mitigating Contractor risks.</li> <li>• Any "On Notice" letters acknowledged shall be referred to the Contractor from 31 March 2003</li> <li>• Joint working on specifications from 31 March 2003 with the Authority leading</li> <li>• Authority is responsible for all litigation up to settlement of Disrepair Actions, including legal and compensation costs and counterclaims against the Authority</li> <li>• Authority's sub-contractor to complete all works in progress</li> <li>• No new works to address Disrepair Actions.</li> <li>• "On Notice" letters to be acknowledged and referred to the Contractor.</li> </ul>	<p>The Contractor takes responsibility for mitigating Authority risks, including legal costs and checking legal compliance during survey visits</p> <ul style="list-style-type: none"> <li>• Joint working on specifications</li> </ul>
12 May 2003-12 May 2006 Post Services Commencement Date	Existing cases opened pre 12 May 2003	<ul style="list-style-type: none"> <li>• Agree final specification for those cases where this is still outstanding with Contractor</li> <li>• Authority is responsible for all litigation up to settlement of Disrepair Actions, including legal and compensation costs and counterclaims against the Authority</li> <li>• The Authority's sub-contractor to complete all work in progress in relation to Disrepair Actions at the cost of the Authority, as identified by the Contractor and the Authority as</li> </ul>	<ul style="list-style-type: none"> <li>• The Contractor takes responsibility for mitigating Authority risks including legal costs and checking legal compliance during Survey visits</li> <li>• Reporting the works to the Authority</li> <li>• If a live counterclaim, liaise with Authority central legal team</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
		<p>outstanding at the Services Commencement Date, within a reasonable period following the Services Commencement Date</p> <ul style="list-style-type: none"> <li>• Any guarantees relating to works carried out by the Authority's sub-contractor to be assigned, where possible</li> <li>• Where the Authority cannot assign the benefit of any guarantee, at the Contractor's request the Authority shall invoke the provisions of the guarantee</li> </ul>	
<p>12 May 2003– 12 May 2006 Post Services Commence- ment Date</p>	<p>New cases pre- refurbishment of Dwellings</p>	<ul style="list-style-type: none"> <li>• Agree the level of specification for any works to address Disrepair Actions, depending on where Dwelling is in the refurbishment programme, with the Contractor</li> <li>• Agree final specification with the Contractor</li> <li>• Authority is responsible for all litigation up to settlement of Disrepair Actions, including legal and compensation costs and counterclaims against the Authority</li> <li>• Liaise with the Contractor</li> <li>• Refer "on notice" letters to the Contractor</li> <li>• Joint working with the Contractor on any live counterclaims until settlement</li> </ul>	<ul style="list-style-type: none"> <li>• The legal compensation costs and counterclaims shall be a Contractor risk from the date following the relevant Rectification Period (as set out in Schedule 6 (Payment and Performance Mechanism)) in respect of any notification received by the Contractor in the form set out in paragraph 2.16 of Schedule 2 (the <b>Output Specification</b>) provided that such defect is due to failure by the Contractor to maintain Dwellings and Properties at the Availability Standards Council (Initial)</li> <li>• All new works to address Disrepair Actions to be undertaken</li> <li>• Liaise with the Authority in relation</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			<p>to any letters before action relating to Disrepair Actions</p> <ul style="list-style-type: none"> <li>• Negotiate the specification of works with the Authority</li> <li>• All risks and responsibility relating to all new works undertaken by the Contractor and their costs</li> <li>• Refer any "On Notice" letters to the Authority disrepair legal team</li> <li>• Where the volume of Works required to be undertaken by the Contractor due to Disrepair Actions or claims under the Authority's Refund, Compensation and Remedies Policy exceeds the Refurbishment Contractor's capacity to undertake the Works (acting in accordance with Good Industry Practice, the Refurbishment Works Approach method statement and in a reasonable timeframe), the Contractor shall raise such volume of Works with the Authority under the Liaison Procedure or otherwise. The Contractor and the Authority shall consider the relevant Disrepair Actions and claims (or potential</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			<p>claims) under the Refund, Compensation and Remedies Policy and the Authority and the Contractor (acting reasonably) will agree to a programme of such Works to prioritise urgent Works and if no agreement can be reached between the parties, the matter shall be determined under the Dispute Resolution Procedure.</p> <ul style="list-style-type: none"> <li>• Insofar as the Contractor complies with the timetable set out in any such agreed programme, it shall be deemed to have mitigated all liabilities of the Authority arising from such Disrepair Actions (in accordance with clause 27.5.4) of the Contract and, where such claims give rise to additional claims for compensation from the Contractor under the Authority's Refund, Compensation and Remedies Policy due to the Contractor's compliance with such programme, the Authority shall be liable for settling any such additional claims, including making any relevant payments.</li> <li>• At any time following the Works</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			<p>Commencement Date (as defined in the Refurbishment Contract) and prior to the Disrepair Action Cut-off Date, the Authority, the Contractor and the Refurbishment Contractor shall consider whether as part of the Refurbishment Contractor's programme of works further consideration can be given to the carrying out of works to address any outstanding Disrepair Actions within such programme but having at all times regard to the Refurbishment Contractor's obligations to achieve the Milestones (as defined in the Refurbishment Contract) and the Key Milestone Works (as defined in the Refurbishment Contract).</p> <ul style="list-style-type: none"> <li data-bbox="1155 1496 1461 1998">• The Authority shall agree with the Contractor (such agreement not to be unreasonably withheld) a standard brief to be used by the Contractor's or Sub-Contractor's employees when discussing with Tenants and Leaseholders possible Works to address potential or actual Disrepair</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			<p>Actions. Failure to comply with such a brief shall be a failure to comply with requirements notified by the Authority to the Contractor in accordance with clause 29.2 of the Contract and may lead to the removal of the Contractor's or Sub-Contractor's employee from works in connection with the Project.</p>
<p>12 May 2003-12 May 2006 Post Services Commencement Date</p>	<p>New counterclaims pre-refurbishment</p>	<ul style="list-style-type: none"> <li>Authority is responsible for settling contested arrears cases that form part of a counterclaim to a Disrepair Action</li> </ul>	<ul style="list-style-type: none"> <li>Commission and specify works to address Disrepair Actions to mitigate Authority losses and costs as above</li> <li>Contractor is responsible for ensuring payment of rent arrears, excepting any contested arrears arising from a Disrepair Action</li> <li>All risks and responsibility for all works to address Disrepair Actions undertaken by the Contractor and their costs</li> <li>Instruct Contractor legal team</li> <li>Where the volume of Works required to be undertaken by the Contractor due to Disrepair Actions or claims under the Authority's Refund,</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			<p>Compensation and Remedies Policy exceeds the Refurbishment Contractor's capacity to undertake the Works (acting in accordance with Good Industry Practice, the Refurbishment Works Approach Method Statement and in a reasonable timeframe), the Contractor shall raise such volume of Works with the Authority under the Liaison Procedure or otherwise. The Contractor and the Authority shall consider the relevant Disrepair Actions and claims (or potential claims) under the Refund, Compensation and Remedies Policy and the Authority and the Contractor (acting reasonably) will agree to a programme of such Works to prioritise urgent Works and if no agreement can be reached between the parties, the matter shall be determined under the Dispute Resolution Procedure.</p> <ul style="list-style-type: none"> <li>• Insofar as the Contractor complies with the timetable set out in any such agreed programme, it shall be deemed to have mitigated all liabilities of the</li> </ul>



Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			<p>Authority arising from such Disrepair Actions (in accordance with clause 27.5.4) and, where such claims give rise to additional claims for compensation from the Contractor under the Authority's Refund, Compensation and Remedies Policy due to the Contractor's compliance with such programme, the Authority shall be liable for setting any such additional claims, including making any relevant payments.</p> <ul style="list-style-type: none"> <li>The Authority shall agree with the Contractor (such agreement not to be unreasonably withheld) a standard brief to be used by the Contractor's or sub contractor's employees when discussing with Tenants and Leaseholder possible Works to address potential or actual Disrepair Actions. Failure to adopt such a brief shall be a failure to comply with requirements notified by the Authority to the Contractor in accordance with clause 29.2 of the Contract and may lead to the removal of the Contractor or Sub Contractor's employee from works</li> </ul>

Timetable	Case	Authority Risk and Responsibility	Contractor Risk and Responsibility
			in connection with the Project.
12 May 2003- 12 May 2006 Post Services Commence- ment Date	New counterclaims post-refurbishment	None	All, including making a direct payment into the rent account as compensation for any counterclaim
12 May 2003- 12 May 2006 Post Services Commence- ment Date	New cases post- refurbishment	None	All
12 May 2006 Post Disrepair Action Cut-Off Date	All	None	All

SCHEDULE 9

AUTHORITY'S PROTOCOLS

Part 4

Allocations and Nominations Protocol

SCHEDULE 9

AUTHORITY'S PROTOCOLS

PART 4 – ALLOCATIONS AND NOMINATIONS PROTOCOL

**Scope:** the process of identifying suitable offerees and administration of the allocation and acceptance of empty homes (specification reference 6.4 / Scope / (g), (j) and (k)).

**Purpose:** to clarify the responsibilities of the Authority and the Contractor in the allocations process and in particular to identify the standards that are applicable to the identification of offerees and to the offer process.

Process Number	Party	Process	Standard
1	Contractor	Complete Property attributes pro-forma at initial inspection and send to designated Authority officer for entry to system (alternatively input data locally as directed by the designated Authority officer or electronically through iWorld)	No later than one working day after Dwelling is inspected
2	Contractor	Notify the Authority of availability of Dwelling for offer through iWorld.	No later than one working day after Dwelling becomes available
3	Authority	Identify offeree for Dwelling and notify the name and contact details of the offeree to designated officers of Contractor and, subject to any statutory provisions prohibiting or restricting the release of such information, provide whatever information is held by the Allocation Team on the offeree including any information held as to whether the offeree is a potentially dangerous person.	<p>Within 2 working days of completion of Process 2 (period commences at time availability data is entered into the Authority Allocations system through iWorld).</p> <p>Except that it shall be an Excusing Event where a Dwelling has mobility adaptations or other similar attributes in which case the excess time period beyond 2 Working Days for allocation of the Dwelling shall be discounted for the purpose of calculating any Deductions in accordance with Schedule 6 (Payment and Performance Mechanism).</p> <p>Failure to comply with any of these timescales is an Excusing Event.</p> <p>The name and contact details of the offeree shall be correct.</p> <p>The Dwelling shall be appropriate to the offeree in terms of:</p>

Process Number	Party	Process	Standard
			<p>A – bedroom requirements  B – floor  C – location of known potential perpetrators of violence or harassment.</p> <p>Where the information supplied by the Authority to the Contractor is incorrect and this leads to a delay, this shall be an Excusing Event.</p>
4	Contractor	In the case of offerees who are indicated to be potentially dangerous persons – Contractor to inform the Authority of any views and concerns regarding the suitability of the Dwelling in terms of risk to other residents of the building and immediate areas.	Within 2 working days of receipt of offeree details
5	Contractor	Notify offer to offeree in writing and include in such notice the suggested date of an appointment for the offeree to view the Dwelling	<p>- The suggested date for the appointment to view shall be within 5 working days of receipt of offeree details, subject to the Dwelling being in a fit state to view.</p> <p>-The offer letter shall include terms specified by the Authority and notified to the designated officers of Contractor, which will vary from time to time.</p>
6	Contractor	Notify the Authority of offeree's acceptance or refusal of the Dwelling through iWorld. Offeree must make known acceptance or refusal decision in accordance with Authority policy on timescale.	On same day as acceptance or refusal it shall be a Excusing Event where a Tenant is given extra time to make a decision by the Authority or as may be otherwise determined by the Authority, in which case the excess time period beyond the timescale set out in the Authority policy shall be discounted for the purpose of calculating Deductions in accordance with Schedule 6 (Payment and Performance Mechanism).
7	Authority	In case of refusal, identify further offeree and notify the name and contact details of the offeree to designated officers of Contractor and, subject to any statutory	- Within one working day of completion of Process 6 (period commences at time availability data is entered into the Authority Allocations system through

Process Number	Party	Process	Standard
		<p>provisions prohibiting or restricting the release of such information, provide whatever information is held by the Allocation Team on the offeree including any information held as to whether the offeree is a potentially dangerous person.</p>	<p>iWorld).</p> <ul style="list-style-type: none"> <li>- Except where a Dwelling has mobility adaptations or other similar attributes in which case the Excusing Event excess time period beyond 2 Working Days for allocation of the Dwelling shall be discounted for the purpose of calculating any Deductions in accordance with Schedule 6 (<b>Payment and Performance Mechanism</b>).</li> </ul> <p>Failure by the Authority to comply with any of these timescales is an Excusing Event.</p> <ul style="list-style-type: none"> <li>- In the case of 3 or more refusals of a particular Dwelling, the time between the date of the third refusal and the eventual letting date will be a failure to comply with timescales and an Excusing Event, subject to agreement with the Authority's Representative that the condition of the Dwelling meets the Void Standard as set out at Annex 2 to Schedule 2 (<b>Output Specification</b>).</li> <li>- In any case where an offeree refuses the Dwelling on grounds of condition and the Authority requires the Dwelling to be held vacant for inspection, the time between the refusal and the release of the Dwelling following inspection shall be an Excusing Event.</li> <li>- In any case where the offer was made to fulfil the Authority's statutory duty to a homeless household, and the offeree refuses and submits an appeal to obtain a second offer, and the Authority then requires the Dwelling to be left vacant pending the outcome of the appeal, the time taken between notification of the refusal of the offer by Contractor and the day on which the Dwelling is either released for</li> </ul>

Process Number	Party	Process	Standard
			re-offer or the original offeree accepts the offer and signs up under Process 8 shall be an Excusing Event.
8	Contractor	In case of acceptance, undertake sign-up	In accordance with the Allocations Policy and the policies on tenancy date and initial tenancy administration as set out in Annex A to this protocol, as may be amended (following notification to the Contractor) by the Authority from time to time, such amendments to be treated as an Authority Change under the Contract.

## SCHEDULE 9

### AUTHORITY'S PROTOCOLS

#### PART 4 – ALLOCATIONS AND NOMINATIONS PROTOCOL

##### ANNEX A

###### Islington Housing Services - Policy on setting of Tenancy Dates for new lettings

The following timescales apply to the setting of tenancy dates for new lettings:-

:

- For offers accepted at viewings which take place on Monday, Tuesday or Wednesday, the tenancy start date is the following Monday.
- For offers accepted at Thursday or Friday viewings, the tenancy start date shall, if the tenant so requests, be delayed by an additional week. If the tenant wishes to move in prior to the Monday following the viewing, however, the tenancy date shall be on that Monday.

In cases of pre-viewing, the tenancy date is set only when it is certain that the outstanding works will either be completed beforehand or can be carried out with the tenant in occupation. In the latter case, the housing officer shall issue a letter to the tenant detailing a timescale for completion of the outstanding works.

May 2003



## Sign-up of New Tenants - Checklist

Tenant(s): \_\_\_\_\_

(In case of joint tenancies, both parties must sign the Tenancy Agreement and relevant details should be provided)

Address: \_\_\_\_\_ Tenancy Start Date: \_\_\_\_\_

Checked ID? Yes / No      Photocopy made of \_\_\_\_\_

### Sign-up Check List

Has Notice of Termination of previous LBI property been completed? (if applicable)	Yes / No
Photographed tenant(s), created Tenancy Agreement and obtained signature(s)	Yes / No
Discussed rent payment methods and arrears recovery procedure	Yes / No
Provided Housing Benefit form and DWP letter if required	Yes / No
Provided Standing Order form if required	Yes / No
Provided Tenant's Handbook	Yes / No
Provided information on Gas and Electricity service providers	Yes / No
Provided information on Local services and useful telephone numbers	Yes / No
Provided information on Home Contents Insurance	Yes / No
Provided information on Repairs	Yes / No
Provided information on Caretaker service	Yes / No
Explained and provided Decoration Allowance letter and vouchers (if applicable)	Yes / No
Advised how to report incidents of anti-social behaviour or harassment	Yes / No
Advised how to make a complaint against the Council	Yes / No
Provided information on Link Line (if applicable)	Yes / No
Handed over all sets of keys to the property	Yes / No

### Tenant's Declaration

I agree that the above was discussed with me, and that copies of relevant forms, booklets and documents have been given to me.

Tenants Signature(s) \_\_\_\_\_

Housing Officer / Assistant Signature \_\_\_\_\_ Date \_\_\_\_\_

SCHEDULE 9  
AUTHORITY'S PROTOCOLS  
Part 5  
ICT Protocol

**SCHEDULE 9**  
**AUTHORITY'S PROTOCOLS**  
**PART 5 – ICT PROTOCOL**

Protocol between the Contractor and the Authority

Service Description	Authority Service Standard/Timescale provided to the Contractor	Consequence of Underperformance and Responsibility
<b>Technology Solutions Group Services</b>		
<b>1.Availability</b> <ul style="list-style-type: none"> <li>• Help Desk and Front Line Support</li> </ul>	8.00am to 6.00pm Monday to Friday <ul style="list-style-type: none"> <li>• Available 100% of the time.</li> <li>• All calls to be answered within six rings, 90% of the time.</li> <li>• Voicemail messages answered within 2 working hours, 95% of the time.</li> <li>• E-mails actioned within 4 working hours of receipt, 95% of the time.</li> </ul>	Outside these hours the Contractor may be subject to an additional charge by the Authority.  The Contractor to have own first line diagnosis arrangements.
<b>2.Password Administration</b> <ul style="list-style-type: none"> <li>• Setting up new passwords, resetting logins</li> </ul>	<ul style="list-style-type: none"> <li>• Authorised log in requests actioned in 2 days, 100% of the time.</li> <li>• Resetting old logins within 2 hours, 95% of the time.</li> </ul>	Failure of the Authority to meet this standard shall be a Compensation Event.
<b>3.Data Network Management and Support</b> <ul style="list-style-type: none"> <li>• Provision of stable data network infrastructure</li> </ul>	Network fault calls resolved in 1 day. <ul style="list-style-type: none"> <li>• Network fault calls resolved within 4 working hours, 95% of the time.</li> <li>• Planned preventative maintenance classified as critical to the running of the network carried out to pre agreed schedules, 95% of the time.</li> </ul>	Failure of the Authority to meet this standard shall be a Compensation Event.  The Contractor is responsible for file server back up.
<b>4.Problem Resolution</b> <ul style="list-style-type: none"> <li>• Investigation, diagnosis and resolution of all faults on standard hardware and software</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware faults shall be fixed within 4 hours of call logged, 90% of the time.</li> <li>• Software faults shall be fixed within 16 hours, 95% of the time.</li> </ul>	Failure of the Authority to meet this standard shall be a Compensation Event.  The Authority will not provide ICT support to the Contractor's own sourced hardware or any of the Contractor's application software which may be in use.

Service Description	Authority Service Standard/Timescale provided to the Contractor	Consequence of Underperformance and Responsibility
<p><b>Application Support Services</b></p> <p>1 World Rents, Voids, Allocation, Estates, HMIS Archive but not First Benefits</p>	<p><b>Application Support</b></p> <p><u>Fault Resolution</u> – all work necessary to return the system to full functionality, except if this is the result of user error.</p> <p><u>Routine Administration</u> – all work necessary to ensure the continued running and availability of the system to the user.</p> <p><u>Pro-active support</u> - Notification to the Contractor of actions required to enable continued availability of the service (e.g. identifying requirement for additional disk space).</p>	<p>The Contractor to have own first line diagnosis arrangements</p> <p>The Contractor's remedy for down time associated with these Application Support Activities is set out at 8. below.</p>
First Benefits	To the same service standard as provided to the Authority.	Failure of the Authority or of the Authority's contractor to meet this standard shall be a Compensation Event.
1. New User ID	Rectification Period shall be 1 day from receipt of notification form	Failure of the Authority to meet this standard shall be a Compensation Event but only to the extent that the Authority is responsible.
2. Locked User / Forgotten password	Rectification Period shall be 1 day	Failure of the Authority to meet this standard shall be a Compensation Event but only to the extent that the Authority is responsible.
3. Wrong date entered on system	Rectification Period shall be 2 days	Failure of the Authority to meet this standard shall be a Compensation Event but only to the extent that the Authority is responsible.
4. Moving property within responsibility codes	Rectification Period shall be 1 day	Failure of the Authority to meet this standard shall be a Compensation Event but only to the extent that the Authority is responsible.

Service Description	Authority Service Standard/Timescale provided to the Contractor	Consequence of Underperformance and Responsibility
5. Standard report run	Rectification Period shall be 1 day	
6. Ad hoc report run	Rectification Period shall be 10 Working Days	
7. Service Availability	9.00am to 5.00pm Monday to Friday.	Failure of the Authority to meet this standard shall be a Compensation Event but only to the extent that the Authority is responsible.
8. Down Time – during office hours*	8 hours of any Working Day (cumulative – not consecutive) per application every 4 weeks.	Failure of the Authority to meet this standard shall be a Compensation Event but only to the extent that the Authority is responsible.

#### Notes

1. The Contractor shall use their own Cascade trainer to rectify ICT faults in the first instance.
2. The Contractor shall obtain ICT support from its own help desk in respect of the following functions:-
  - 2..1 a call to Hyde's IT helpdesk will be logged on the helpdesk system and a call reference number allocated;
  - 2..2 if the problem is on the LBI system then Hyde's helpdesk will initiate a call to the LBI helpdesk;
  - 2..3 the LBI call reference number will be logged as an external reference number of the Hyde system so as to assist the monitoring and tracking of the call;
  - 2..4 Hyde's helpdesk will liase with LBI's helpdesk to ensure that the call is handled in an efficient and seamless manner.
3. The Contractor shall contact its own help desk prior to contacting the Authority's Application Support help desk.
4. The Authority shall enter into a Service Level Agreement with the Contractor for ICT services on terms no less favourable than those provided to other departments within the Authority.
5. The Authority shall comply with the Service Level Agreement with the Contractor for ICT services to no lesser standard than it complies with Service Level Agreements provided to other departments within the Authority.

SCHEDULE 9  
AUTHORITY'S PROTOCOLS  
Part 6  
Trees Protocol

SCHEDULE 9

AUTHORITY'S PROTOCOLS

PART 6 – TREES PROTOCOL

Trees Risk Matrix

Timescale	Authority Risk	Contractor Risk	Authority Funding	Contractor Funding
12 May 2003 – end of Contract Period	<p>The Authority shall take all tree risks resulting from an absence of Authority funding for required tree works and cyclical pruning. Following the submission of the findings of the tree survey by Greenspace, or any other recommendation by Greenspace that tree works and/or cyclical pruning be undertaken, the funding of such tree works and cyclical pruning shall be determined by the Authority. Where tree risks are identified as the Contractor's responsibility in this Trees Risk Matrix, any failure to carry out required tree works and/or cyclical pruning shall be treated as a breach of the Output Specification.</p>	<p>The Contractor shall not be responsible for tree risks where there is an absence of Authority funding for required tree works and cyclical pruning. The Contractor shall notify Greenspace of any circumstances which are brought to the Contractor's attention and may require tree works and/or cyclical pruning to be undertaken, including to prevent damage to the Works or to enable the Contractor to provide the Services or to meet health and safety requirements. In the absence of Authority funding, if tree works and/or cyclical pruning are required by the Contractor to prevent damage to the Works or to enable the Contractor to provide the Services or to meet health and</p>	Yes	No

		<p>safety requirements, any additional costs resulting from the Contractor requiring Greenspace to undertake such tree works and/or cyclical pruning shall be recoverable by the Contractor as a Compensation Event.</p> <p>Where the Authority's Tree Policy (as set out at Annex 3 to Schedule 2 (the <b>Output Specification</b>) prevent the carrying out of required tree works and/or cyclical pruning, this shall be a Compensation Event.</p>		
12 May – 31 March 2004 )	All tree risks	No tree risks	Yes	No
From 31 March 2004 – 31 March 2007	All tree risks where these are identified and recommended in the tree survey and these tree works have not been undertaken	All tree risks where these are identified and recommended in the tree survey and these tree works have been undertaken, subject to Authority funding being available for future tree works and cyclical pruning. The Contractor shall not be responsible to the extent that necessary tree works and cyclical pruning are not specified or are not specified	Yes	No



		correctly or are not carried out in accordance with good industry practice by Greenspace.		
From 31 March 2004 – 31 March 2007	All tree risks where unidentified tree works have not been identified in the tree survey and subsequently identified and found necessary to be undertaken	All tree risks where these are identified and recommended in the tree survey and these tree works have been undertaken, subject to Authority funding being available for future tree works and cyclical pruning. The Contractor shall not be responsible to the extent that necessary tree works and cyclical pruning are not specified or are not specified correctly or are not carried out in accordance with good industry practice by Greenspace.	Yes	No
From 31 October 2003 – 31 March 2007	All tree risks where no cyclical pruning works have been instigated and maintained	All tree risks where cyclical pruning works have been instigated and maintained, subject to Authority funding being available for future tree works and cyclical pruning. The Contractor shall not be responsible to the extent that necessary tree works and cyclical pruning are not specified or are not specified correctly or are not carried out in	Yes	No

		accordance with good industry practice by Greenspace.		
From 31 March 2007	No tree risks except that the absence of Authority funding for required tree works and cyclical pruning shall be a Compensation Event	All tree risks – subject to the Authority's funding of required works and cyclical pruning, except that any delay to the Works and Services caused by Greenspace's tree works shall be a Relief Event and an Excusing Event. The Contractor shall not be responsible to the extent that necessary tree works and cyclical pruning are not specified or are not specified correctly or are not carried out in accordance with good industry practice by Greenspace.	Yes	No

#### Tree Works - General

1. Tree works shall be the responsibility of the Contractor in accordance with the terms of this protocol.
2. Greenspace is a division of the Authority's Environment and Conservation Department.
3. The Contractor shall employ Greenspace, or any successor contractor appointed by the Authority as its tree works sub-contractor under a Service Level Agreement.
4. In the event that agreement on the terms of a Service Level Agreement cannot be reached by the Contractor and Greenspace, then the Contractor shall have the option of appointing an alternative tree works sub-contractor.
5. Any remedies claimable by the Contractor under the Service Level Agreement shall be claimable against the Authority.
6. Greenspace shall undertake a tree survey in the form suggested by the attached draft brief in the period from 12 May – 31 March 2004.
7. The Authority shall fund such tree works (including cyclical pruning) separately from this Contract and the Contractor shall manage such tree works and cyclical pruning to the extent that the budget provided by the Authority allows.

8. The Service Level Agreement shall require Greenspace to operate in accordance with the Authority's Tree Policy (as set out at Annex 3 to Schedule 2 (the Output Specification)) and shall provide for dispute resolution (including independent arbitration) to apply should a conflict arise regarding Greenspace's interpretation of such policies.
9. Applications to work on trees protected by Tree Preservation Orders (TPOs) shall be managed by Greenspace.
10. The parties shall consider the need for future tree survey work during the Contract Period. The undertaking of such a tree survey shall be subject to the Authority agreeing to fund such a tree survey.

#### **Draft Tree Survey Brief**

A survey is to be undertaken of all trees within the curtilage of the Properties.

The survey shall include the following:-

1. The identification of every tree located within the curtilage or boundary of each of the Properties
  - the location of each tree will be plotted using the Geographic Information System and mapped;
  - each tree shall be identified as an Authority or Leaseholder responsibility.
2. The following details of each tree shall be recorded:
  - its species in Latin and English;
  - its height;
  - other relevant information regarding the nature of the tree;
  - distance between the tree and the Property;
  - other relevant information regarding the relationship of the tree to the Property and to other of the Property's associated structures, including walls and fences.
3. The recommended works for each tree shall be identified and classified as follows:-
  - 2.13 emergency works:
    - trees that are dead, dying, dangerous or are imminently dangerous.
  - 2.13 essential works:
    - trees that are causing obvious structural damage or are so close to the Property or an associated structure that physical damage is unavoidable;
    - trees that are dead, dying or are becoming physically unsound but not imminently;
    - trees in respect of which there is a statutory obligation to prune e.g. blocking the public highway (section 154 of the Highways Act 1980).
  - 2.13 necessary works:

- trees that are considered likely to cause damage to the Property or an associated structure in the future unless avoidance action is taken e.g. large trees, self sown trees.
- 2.13 desirable works:
- trees in respect of which future action is considered to be desirable in order to protect the Property or an associated structure but not essential.
- 2.13 no action required
- trees where no action is required.
4. Trees that require cyclical pruning will be identified and recommendations will be made for the length of the pruning cycle.
  5. The cost of the recommended works for each tree plus an additional sum to meet possible and foreseen contingency arrangements will be assessed. The Contractor, the Authority's Representative and Greenspace will assess costs as being Authority or Leaseholder costs, in whole or in part and, where in part, the percentage of the costs to be met by the Authority and the Leaseholder shall be apportioned.
  6. The Contractor shall be responsible for ensuring that Leaseholders comply with their Leaseholder's Lease in carrying out their own works or meeting such proportion of such costs.
  7. Where tree works are required to be undertaken on behalf of a Leaseholder and are paid for by the Authority, the Contractor shall consult with the Leaseholder and, with the assistance of Greenspace, shall estimate the cost of such tree works. Once the tree works have been carried out, the cost of such works shall be invoiced by the Contractor (with the assistance of Greenspace) to the Leaseholder and the Contractor shall (with the assistance of Greenspace) issue an invoice to the Authority in respect of Recoverable Leaseholder Costs. The provisions of clause 27.1 of the Contract shall apply at all times.
  8. Where tree works are not required to be undertaken on behalf of the Leaseholder, the Contractor shall take such enforcement action as may be provided for under the Leaseholder's Lease in order to facilitate the carrying out of such tree works by the Leaseholder.
  9. The cost of the recommended cyclical pruning will be estimated plus an additional sum to meet possible and foreseen contingency arrangements.
  10. The estimated tree survey timetable including the preparation and presentation of a draft report for review by the Authority and the Contractor is 16 weeks.
  11. The Authority shall fund the tree survey, the establishment of a tree database, the assessment of the survey results and production of the draft and final survey report.
  12. The tree survey shall be managed by Greenspace in accordance with this brief.

**SCHEDULE 9**  
**AUTHORITY'S PROTOCOLS**  
**Part 7**  
**Leaseholder Works Protocol**

SCHEDULE 9

AUTHORITY'S PROTOCOLS

PART 6 – LEASEHOLDER WORKS PROTOCOL

Timetable	Authority Risk and Responsibility	Contractor Risk and Responsibility
<p>From Service Commencement Date until Dwelling is certified to have reached the Availability Standards (Leasehold) Full.</p>		<p>Prior to carrying out Works to Leasehold Dwellings, the Contractor shall comply fully with its obligations under clause 27.1 of the Contract and shall in particular, consult with the Leaseholder on a schedule of the works (a "Schedule of Works") which shall be confirmed as:-</p> <p>(a) the "First Schedule of Works", insofar as such works are not works for which the Contractor has no liability, or the Authority may have some liability, in accordance with clause 21.2.2 of the Contract; or</p> <p>(b) the "Second Schedule of Works" where such works are works for which the Contractor has no liability, and the Authority may have some liability, in accordance with clause 21.2.2 of the Contract.</p> <p>Such Schedule of Works shall apportion cost items recoverable from the Leaseholder.</p> <p>If the Leaseholder agrees the First Schedule of Works, no consultation with the Authority will be necessary. The Contractor shall issue a letter to the Leaseholder outlining</p>

	<p>The Authority acknowledges that items on the Contractor's schedule of the Works may either:-</p> <ul style="list-style-type: none"> <li>• not be clearly an item covered by service charges under the Leaseholder's Lease and may therefore be irrecoverable from the Leaseholder; or</li> <li>• may be an item covered by service charges under the Leaseholder's Lease but is not a Contractor responsibility in accordance with clause 21.2.2.</li> </ul>	<p>such agreement on a First Schedule of Works and a copy of the letter shall be provided to the Authority.</p> <p>If a Second Schedule of Works appears to be required, prior to issuing such a Schedule to the Leaseholder, the Contractor shall advise the Authority and shall submit such Second Schedule of Works for agreement by the Authority, such agreement not to be unreasonably withheld nor delayed.</p> <p>If and when agreement is reached between the Contractor and the Authority on the Second Schedule of Works, it shall be issued to the Leaseholder for consultation in accordance with sections 19 and 20 Landlord and Tenant Act 1985.</p> <p>The Authority shall agree with the Contractor (such agreement not to be unreasonably withheld) a standard brief to be used by the Contractor's employees when discussing with Leaseholders a Schedule of Works. Failure to comply with such a brief shall be a failure to comply with requirements notified by the Authority to the Contractor in accordance with clause 29.2 of the Contract and may lead to the removal of the Contractor employee or sub-contractor employee from work in connection with the Project.</p> <p>The Contractor shall seek to agree the Second Schedule of Works with the Leaseholder and, if it is so agreed, the Contractor may carry out the Second Schedule of Works as</p>
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	<p>On receipt of such notice from the Contractor, the Authority shall assess the Leaseholder's claim and respond to the Contractor with a proposed way forward for either settling or pursuing the claim within 10 Working Days.</p> <p><b>Paragraph (A)</b></p> <p>Following notification by the Contractor of a failure to agree (or subsequent disagreement in relation to) a Schedule of Works with the Leaseholder due to Reason (A) the Authority shall take responsibility for settling such a dispute with the Leaseholder, including any necessary legal proceedings to gain access and enable the Contractor to carry out the Schedule of Works, and any other legal proceedings. Failure by the Authority to do so (or to do so</p>	<p>an Authority Change, if the Authority so instructs.</p> <p>If the Contractor is unable to reach an agreement with the Leaseholder and/or the Leaseholder contends that an item is covered by the service charges under the Leaseholder's Lease and the Contractor contends that it is not the Contractor's responsibility under clause 21.2.2 to carry out the Works, the Contractor shall notify the Authority of such objections following receipt of such objections from the Leaseholders within 5 Working Days.</p> <p>If the Contractor is unable to reach agreement with the Leaseholder (other than where the Contractor is not liable and the Authority may be liable for the carrying out of the works due to the effect of clause 21.2.2) it shall take such action as is required of it under the Contract.</p> <p>In the event that no agreement on the Schedule of Works is reached between the Contractor and the Leaseholder and the reason for the dispute is that the Contractor is not liable, and the Authority may be liable, for the carrying out of Works due to the effect of clause 21.2.2 ("Reason A"), then Paragraph (A) shall apply.</p> <p>In carrying out the Second Schedule of Works, if the Contractor believes that the scope of the Schedule of Works may need to be</p>
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	<p>(as may be within its control) in a reasonable time) shall be a Compensation Event. The Authority shall not be entitled to receive such proportion of the Leasehold Guarantee Sum under the Contract as may be equivalent to any sum withheld by the Leaseholder from payment of service charges pending the Authority's settlement of any such dispute with the Leaseholder. Where any such legal settlement or other agreement between the parties to the dispute determines that a sum for such Works cannot be recovered from the Leaseholder, the Contractor shall reduce the Leasehold Recovery guarantee Sum under the Contract in such proportion as may be equivalent to any such sum that cannot be recovered, except where such sum is a compensation sum to the Leaseholder for consequential damage is covered by the Contractors Required Insurances under the Contract</p>	<p>amended, it shall seek to agree such amendments with the Authority, such agreement not to be unreasonably withheld. At all times, the Contractor shall act in accordance with good industry practice.</p> <p>Any dispute under this Protocol between the Authority and the Contractor shall be referred under the Disputes Resolution Procedure as a Fast Track Matter.</p>
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## SCHEDULE 12

### RELEVANT DISCHARGE TERMS

1. The sums referred to in clause 77 (*Local Government (Contracts) Act 1997*) and in paragraph 2.1 below and the adjustment between the parties of the rights and liabilities relating to the Assets referred to in paragraph 2.2 and 2.3 below shall be relevant discharge terms in relation to this Contract for the purposes of Section 6 of the Local Government (Contracts) Act 1997.
2. In the event of the making of a determination or order by a court of final jurisdiction with no right of appeal remaining on an application for judicial review or audit review (within the meaning of the Local Government (Contracts) Act 1997), the result of which is that this Contract does not have effect or is otherwise unenforceable, then:-
  - 2.1 the Contractor shall be entitled to be paid by the Authority the sum which is equal to the amount set out in clause 43.1 (*Compensation on Authority Default*).
  - 2.2 the Authority shall have the option to request the Contractor (within 10 Working Days of the determination referred to in paragraph 2 above) to transfer its right, title and interest in and to the Assets to the Authority or as directed by the Authority at the cost of the Authority.
  - 2.3 In the event that the Contractor is willing to sell the Assets, the Authority shall also pay to the Contractor the value of the Assets as determined in accordance with a procedure the same as that set out in clause 37.3 (*Valuation of Assets*).
3. The compensation payable pursuant to paragraph 2.1 shall be paid in a lump sum (with interest at the Senior Debt Rate accruing from the date of the determination referred to in paragraph 2.2 above) within six months of the order of the court.
4. Any payment of compensation and adjustment of rights in accordance with this paragraph 4 shall be in full satisfaction of any claim of the Contractor in relation to the termination of this Contract and shall be the sole remedy of the Contractor against the Authority in the circumstances contemplated by paragraph 2 above.

SCHEDULE 13  
CUSTODY AGREEMENT

DATED

2003

THE MAYOR AND BURGESSES OF  
THE LONDON BOROUGH OF ISLINGTON

and

PARTNERS FOR IMPROVEMENT IN ISLINGTON LIMITED

and

NCC ESCROW INTERNATIONAL LIMITED


and

BANK OF SCOTLAND

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CUSTODY AGREEMENT

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Pinsent  
Curtis  
Biddle 

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**BETWEEN:-**

- (1) **THE MAYOR AND BURGESSES OF THE LONDON BOROUGH OF ISLINGTON** of The Town Hall, Upper Street, London N1 2UD (the "**Authority**");
- (2) **PARTNERS FOR IMPROVEMENT IN ISLINGTON LIMITED** (Company Number 04628357) whose registered office is at United House, Goldsel Road, Swanley, Kent, BR8 8EX (the "**Contractor**");
- (3) **NCC ESCROW INTERNATIONAL LIMITED** (Company Number 3081952) whose registered office is at Manchester Technology Centre, Oxford Road, Manchester, M1 7ED (the "**Custodian**"); and
- (4) **THE GOVERNOR AND COMPANY OF THE BANK OF SCOTLAND** of Level 7 Bishopsgate Exchange, 155 Bishopsgate, London, EC2M 3YB as security trustee for and on behalf of the Senior Lenders (as defined in the Contract) (the "**Trustee**"), which expression shall include any successor trustee.

**WHEREAS:**

- (A) Each of the parties to this Agreement acknowledges that the considerations for their respective undertakings given under it are the undertakings given under it by each of the other parties.
- (B) In accordance with the terms of the Contract (as defined below) the Authority and the Contractor may seek to use and rely in certain circumstances as set out in the Contract upon the Financial Model (as defined in the Contract) ("**Financial Model**").
- (C) The Authority and the Contractor may require a copy of the Financial Model for the purposes of determining the financial consequences of various matters, including but not limited to variations to the Contract and, therefore, the parties wish to provide for the safe custody of the Financial Model on the terms set out in this Agreement.

**IT IS AGREED** as follows:-

**1. DEFINITIONS AND INTERPRETATION**

1.1 In this Agreement the following terms shall have the following meanings:-

"**Contract**" means the agreement dated [ ] 2003 for the HRA PFI Project Islington Street Properties, Project One and made between the Authority and the Contractor.

"**Integrity Testing Service**" means those tests detailed in Schedule 1 forming part of the Custodian's integrity testing service insofar as they relate to the Material;

"**Material**" means hard and electronic copies of the Financial Model;

1.2 Save to the extent that the context or the express provisions of this Agreement otherwise require, all terms defined in the Contract shall have the same meaning(s) in this Agreement.

- 1.3 Save to the extent that the context or the express provisions of this Agreement otherwise require:
- 1.3.1 headings and subheadings are for ease of reference only and shall not be taken into consideration in the interpretation or construction of this Agreement;
  - 1.3.2 all references to Clauses or to Schedules are references to Clauses of or Schedules to this Agreement;
  - 1.3.3 all references to agreements, documents or other instruments include a reference to that agreement, document or instrument as amended, supplemented, substituted, novated or assigned from time to time;
  - 1.3.4 all references to a statute or legislative provision, or a provision of a statute or legislative provision, or a directive shall be construed, at any particular time, as including a reference to any modification, extension or re-enactment at any time then enforced and to all instruments, orders and regulations then enforced and made at any time under, or deriving validity from, the relevant statute, provision or directive;
  - 1.3.5 words importing the singular shall include the plural and vice versa;
  - 1.3.6 words importing a particular gender shall include all genders;
  - 1.3.7 references to "party" means a party to this Agreement and references to "parties" shall be construed accordingly; and
  - 1.3.8 any references to the words "includes" or "including" are to be construed without limitation.

## 2. THE CONTRACTOR'S DUTIES AND WARRANTIES

- 2.1 The Authority will, together with the Contractor verify the identity and consistency of two copies of the Material, which shall be delivered by the Contractor to the Custodian on the date of this Agreement.
- 2.2 The Contractor shall at all times ensure that the Material as delivered to the Custodian is capable of being used to generate the latest version of the Financial Model issued to the Authority and shall deliver further copies of the Material to the Custodian as and when necessary.
- 2.3 Upon creation of any new versions of the Financial Model and within 30 days from receipt of a notice served upon it by the Custodian under the provisions of Clause 4.1.6 the replacement copy of the Material shall be verified by the Authority and the Contractor in accordance with Clause 2.1 and delivered by the Contractor to the Custodian.
- 2.4 The Contractor warrants that:
- 2.4.1 it owns the Intellectual Property Rights in the Material and has authority to enter into this Agreement;
  - 2.4.2 the use of the Materials by the Authority under the terms of this Agreement shall not infringe any Intellectual Property Rights of any person; and
  - 2.4.3 the Material lodged under Clause 2.1 shall contain all information in human-readable form and on suitable media to enable a reasonably skilled programmer

or analyst to understand, maintain and correct the Material without the assistance of any other person.

### 3. **AUTHORITY'S RESPONSIBILITIES**

It shall be the responsibility of the Authority to notify the Custodian of any change to the Financial Model that necessitates a replacement deposit of the Material.

### 4. **CUSTODIAN'S DUTIES**

#### 4.1 The Custodian shall:

4.1.1 hold in safe custody all versions of the Financial Model delivered to it pursuant to the terms hereof, and the provisions of this Agreement shall apply (with any necessary changes being made) to any revised Financial Model;

4.1.2 hold the Material in a safe and secure environment;

4.1.3 inform the Contractor and the Authority by notice in writing of the receipt of any copy of the Material;

4.1.4 in accordance with the terms of Clause 9 (*Inspection*), perform those tests that form part of its Integrity Testing Service from time to time and promptly provide a copy of the test report to the Contractor and the Authority;

4.1.5 at all times retain a copy of the latest verified deposit of the Material; and

4.1.6 promptly notify the Contractor and the Authority if it becomes aware at any time during the term of this Agreement that any copy of the Material held by it has been lost, damaged or destroyed. For the avoidance of doubt, the Unscheduled Update Fee (as set out in Schedule 2 to this Agreement) shall not be payable by the parties should a deposit of the Material be made following such loss, damage or destruction of the Material by the Custodian.

4.2 The Custodian shall not be responsible for procuring the delivery of the Material pursuant to Clause 2.1 in the event of failure by the Contractor to do so.

4.3 In accordance with Clause 9 (*Inspection*) the Custodian shall allow the Authority and the Contractor to inspect and audit the Financial Model from time to time.

### 5. **PAYMENT**

5.1 The Contractor and the Authority shall pay in equal proportions (for the avoidance of doubt, being fifty percent (50%) by the Contractor and, subject to the provisions of sub-Clause 5.2.1 below, fifty percent (50%) by the Authority) the Custodian's standard fees set out in Schedule 2 only in relation to the Initial Fee, the Non-Standard Agreement Fee and the Financial Model Annual Fee. The remainder of the fees in Schedule 2 shall be borne by the Contractor.

5.2 The Custodian shall pursuant to Clause 5.1 invoice separately the Authority and the Contractor:

5.2.1 the Authority for any sums due and payable under this Agreement by the Authority;

5.2.2 the Contractor for any sums due and payable under this Agreement by the Contractor; and



5.2.3 any amounts invoiced to each of the Authority and the Contractor pursuant to Clause 5.2.1 and Clause 5.2.2 shall be recoverable by the Custodian only from each of the Authority and the Contractor respectively and the Custodian shall not be entitled to recover any such amounts from the other party.

## 6. RELEASE EVENTS

6.1 The Custodian shall hold the Material to the order of the Authority and the Contractor and shall act only upon written instructions signed by both:

6.1.1 the [Chief Executive] or [Director of Finance] of the Authority (or such substitute as the Authority may appoint and notify to the Custodian and the Contractor in writing) (the "**Authority's Signatory**") for and on behalf of the Authority; and

6.1.2 any two of Andrew S. Mickleburgh, Philip P. Ashbrook or Thomas G. Titherington (Directors) (or such substitute as the Contractor may appoint and notify to the Custodian and the Authority in writing) (the "**Contractor's Signatory**") for and on behalf of the Contractor;

and shall subject to Clause 6.2 upon receiving signed instructions from the Authority's Signatory and the Contractor's Signatory and if reasonably satisfied as to the authenticity of such signatures release one copy of the Material to the person either named in such instructions or previously identified in writing by the Authority's Signatory and the Contractor's Signatory.

6.2 The Authority and the Contractor each agree that they shall give joint instructions to the Custodian for the release of the Material, in accordance with Clause 6.1, on each occasion that the Material requires to be released pursuant to the Contract or released to allow the Material to be maintained and/or corrected.

### 6.3 *Records*

6.3.1 The Custodian shall maintain a record of any release including details of the person to whom such release was made and the date of the same; and

6.3.2 The Authority and the Contractor shall be entitled, at reasonable hours and upon giving the Custodian reasonable notice, to inspect the records kept in accordance with Clause 6.3.1

## 7. CONFIDENTIALITY

7.1 The Material shall remain the confidential property of the Contractor and in the event that the Custodian provides a copy of the Material to the Authority, the Authority shall be permitted to use the Material only in accordance with the confidentiality obligations in the form contained in Clause 7.3.

7.2 The Custodian agrees for itself, its directors, officers, employees, sub-contractors and agents to maintain all information and/or documentation in whatever form coming into its possession or to its knowledge under or in connection with this Agreement in strictest confidence and secrecy. The Custodian further agrees not to make use of such information and/or documentation other than for the purposes of this Agreement and will not disclose or release it other than in accordance with the terms of this Agreement.

7.3 In the event that the Material is released under Clause 6 (*Release Events*) the Authority shall:

- 7.3.1 use the Material only for the purpose of understanding the Financial Model exclusively on behalf of the Authority;
- 7.3.2 not use the Material for any other purpose nor disclose it to any person save such of its employees or contractors who need to know the same in order to understand the Financial Model in accordance with the provisions of the Contract and this Agreement exclusively on behalf of the Authority. In that event the Authority shall ensure that its employees and contractors are bound by the same confidentiality obligations as are contained in this Clause 7;
- 7.3.3 hold all media containing the Material in a safe and secure environment when not in use; and
- 7.3.4 forthwith destroy the same should the Authority cease to be entitled to use the Financial Model.

## 8. INTELLECTUAL PROPERTY RIGHTS

The release of the Material to the Authority and to the Custodian will not act as an assignment of any Intellectual Property Rights that the Contractor possesses in the Material.

## 9. INSPECTION

- 9.1 Subject to the following provisions of this Clause 9, the Custodian shall bear no obligation or responsibility to any person, firm, company or entity whatsoever to determine the existence, relevance, completeness, accuracy, effectiveness or any other aspect of the Financial Model.
- 9.2 Upon the Material being delivered to the Custodian, the Custodian shall perform tests in accordance with its Integrity Testing Service and shall provide a copy of the test report to the parties to this Agreement.
- 9.3 The Authority and the Contractor shall be entitled, at reasonable hours and upon giving the Custodian reasonable notice to inspect and review or to procure the inspection and audit of the Financial Model in accordance with this Clause 9.
- 9.4 The Custodian shall, upon receiving duly signed instructions from the Authority and the Contractor (but only upon receiving such instructions) provide facilities for the Authority and/or the Contractor and/or such person identified in the duly signed written instructions to inspect and review the Financial Model.
- 9.5 The Custodian shall maintain a record of any inspection and review made pursuant to Clause 9.4 including details of the person who made the inspection and/or review and the date of the same.

## 10. CUSTODIAN'S LIABILITY

- 10.1 Nothing in this Clause 10 excludes or limits the liability of the Custodian for fraudulent misrepresentation or for death or personal injury caused by the Custodian's negligence. Save as aforesaid the following provisions set out the entire financial liability of the Custodian (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the other parties:
  - 10.1.1 The Custodian shall not be liable for any loss or damage caused to any other party either jointly or severally except to the extent that such loss or damage is caused by the negligent acts or omissions of or a breach of any contractual duty

by the Custodian, its employees, agents or sub-contractors and in such event the Custodian's total liability in respect of all claims arising under or by virtue of this Agreement or in connection with the performance or contemplated performance of this Agreement, shall not exceed the sum of £500,000.

10.1.2 The Custodian shall not be liable to any party hereunder for any indirect or consequential loss or damage whether for loss of profit, loss of business, depletion of goodwill or otherwise whatsoever or howsoever caused which arise out of or in connection with this Agreement.

10.2 Subject to complying with the provisions of Clause 6 (*Release Events*) and save in the case of manifest error, the Custodian shall be protected in acting upon any written request, waiver, consent, receipt or other document furnished to it pursuant to this Agreement, not only in assuming its due execution and the validity and effectiveness of its provisions but also as to the truth and acceptability of any information contained in it, which the Custodian in good faith believes to be genuine and what it purports to be.

10.3 This Clause 10 shall survive the termination of this Agreement.

## 11. INDEMNITY

Save for any claim falling within the provisions of Clause 10.1, the Contractor and the Authority jointly and severally indemnify the Custodian for any legal and/or related costs it incurs as a result of issuing or becoming otherwise involved in any form of dispute resolution proceedings or any litigation of any nature in relation to this Agreement.

## 12. TERMINATION

12.1 The Custodian may terminate this Agreement after failure by the Contractor or the Authority to comply with a 30 day written notice from the Custodian to pay any outstanding fee. If the failure to pay is on the part of the Contractor the Authority shall be given the option of paying such fee itself. Such amount will be recoverable by the Authority direct from the Contractor.

12.2 The Custodian may terminate this Agreement by giving no less than 60 days prior written notice to the parties. In that event, the Contractor and the Authority shall appoint a mutually acceptable new custodian on terms similar to those contained in this Agreement.

12.3 If a new custodian is not appointed within 30 days of delivery of any notice issued by the Custodian in accordance with the provisions of Clause 12.2, the Contractor or the Authority shall be entitled to request the President for the time being of the Institute of Chartered Accountants to appoint prior to the termination of this Agreement a suitable new custodian upon similar terms and conditions as the original appointment. Such appointment shall be final and binding on all parties. If the Custodian is not notified of the new custodian within the notice period given in Clause 12.2, the Custodian will destroy the Material.

12.4 The Contractor and the Authority may terminate this Agreement with effect from any anniversary of the date hereof by jointly giving not less than 30 days' prior written notice to the Custodian or upon immediate notice by the Authority or the Contractor in the event that the Custodian becomes insolvent.

12.5 Upon termination under the provisions of Clause 12.4 the Custodian will deliver the Material to the Contractor. If the Custodian is unable to trace the Contractor within 60 days of writing to the last address notified by the Contractor to the Custodian pursuant to Clause 15.3 the Custodian will destroy the Material.

- 12.6 Upon termination under the provisions of Clause 12.1 the Material will be available for collection by the Contractor from the Custodian for 60 days from the date of termination. After such 60 day period the Custodian will destroy the Material.
- 12.7 The Custodian may forthwith terminate this Agreement and destroy the Material if it is unable to trace the Contractor within 60 days of writing to the last address notified by the Contractor to the Custodian pursuant to Clause 15.3 having used all reasonable endeavours to do so.
- 12.8 The provisions of Clauses 7 (*Confidentiality*), 10 (*Custodian's Liability*) and 11 (*Indemnity*) shall continue in full force and effect after termination of this Agreement.
- 12.9 The Agreement shall terminate upon the expiry of the Contract. In such event the Contractor will write to the Custodian requesting the release of the Materials to it and the Custodian agrees that it will notify the Authority of the Contractor's request and failing receipt of any notice of objection from the Authority within 30 days of the receipt of notice from the Custodian it shall release the Materials to the Contractor.
- 12.10 On termination of this Agreement, the Contractor and/or the Authority shall remain liable to the Custodian for payment in full of any fee for which they are liable hereunder and which has become due but which has not been paid as at the date of termination.

### 13. **STEP-IN**

#### 13.1 Commencement

The Custodian shall, from time to time:

- 13.1.1 permit the Authority to perform or discharge any obligation of the Contractor under this Agreement, where the Contractor is in breach of the same;
- 13.1.2 permit the Contractor to perform or discharge any obligation of the Authority under this Agreement, where the Authority is in breach of the same; and
- 13.1.3 following notification by the Trustee (who at the same time shall provide a copy of any such notification to the Authority), permit the Trustee or another person specified in such notice (the "**Lenders' Representative**") with effect from the date specified in the same to perform or discharge all the obligations of the Contractor under this Agreement, provided that the Lenders' Representative shall have the benefit of and be entitled to enforce against the Custodian any and all of the Custodian's obligations to the Contractor under this Agreement and the Custodian undertakes to perform such obligations in favour of the Lenders' Representative.

#### 13.2 Consent

- 13.2.1 The Contractor consents to the performance or discharge of its obligations by the Authority pursuant to Clause 13.1.1.
- 13.2.2 The Authority consents to the performance or discharge of its obligations by the Contractor pursuant to Clause 13.1.2.
- 13.2.3 The Authority and the Contractor consent to the performance or discharge of the Contractor's obligations by the Lenders' Representative pursuant to Clause 13.1.3.

#### 13.3 Termination

- 13.3.1 The Trustee or the Lenders' Representative shall be entitled to terminate the Lenders' Representative's obligations pursuant to Clause 13.1.3 on giving the Custodian prior notice (the Trustee or the Lenders' Representative at the same time shall provide a copy of any such notification to the Authority) of at least 21 days. On and from the date of expiry of such notice (the "Step-Out Date"), the Lenders' Representative shall be automatically released from all obligations pursuant to this Agreement, except for any which have fallen due for performance or discharge on or before the Step-Out Date and which have not been fully and unconditionally performed or discharged.
- 13.3.2 The occurrence of the Step-Out Date shall not affect the continuation of the Contractor's obligations towards the Custodian under this Agreement.
- 13.4 The Trustee
- The Trustee is a party to this Agreement solely for the purposes of taking the benefit of its rights under this Clause 13 and shall have no rights or obligations or liabilities hereunder, except pursuant to the operation of this Clause 13.
14. **ASSIGNMENT**
- 14.1 This Agreement shall be binding on, and enure to the benefit of the parties and their respective successors and permitted transferees and assigns. In the case of the Authority, its successors shall include any person to whom the Secretary of State, in exercising his statutory powers to transfer property, rights and liabilities of the Authority ceasing to exist, transfers the property, rights and obligations of the Authority under this Agreement.
- 14.2 Subject to Clause 14.3, the Contractor shall not, without the prior written consent of the Authority, assign, transfer, sub-contract or otherwise dispose of any interest in this Agreement other than in accordance with Clause 63 of the Contract.
- 14.3 The provisions of Clause 14.2 do not apply to the grant of any security for any loan made to the Contractor under the Senior Financing Agreements provided that any assignee shall enter into the Direct Agreement in relation to the exercise of its rights, if the Authority so requires.
- 14.4 The Authority shall not assign or otherwise dispose of the benefit of the whole or part of this Agreement to any person, save to:
- 14.4.1 a Minister of the Crown pursuant to an Order under the Ministers of the Crown Act 1975;
- 14.4.2 any local authority which has sufficient standing or financial resources to perform the obligations of the Authority under this Contract; or
- 14.4.3 any person whose obligations under this Contract are unconditionally and irrevocably guaranteed (in a form reasonably acceptable to the Contractor) by the Authority or a Minister of the Crown having the legal capacity, power and authority to perform the obligations of the Authority under this Contract.
- 14.5 Nothing in this Agreement shall restrict the Custodian's right to assign, transfer or otherwise dispose of its interest under this Agreement provided always that the other parties shall be given at least 60 days notice in writing of such assignment, transfer or disposal.
- 14.6 For the purposes of this Clause 14 each of the Authority, the Contractor and the Custodian consents to the transfer or the assignment by the Trustee of its rights

hereunder to any successor agent appointed pursuant to the Financing Agreements and shall enter into any novation, or other agreement to give effect thereto reasonably requested by the Trustee, provided the same does not impose any additional obligations on such parties

15. **GENERAL**

15.1 This Agreement shall be governed by and construed in accordance with the laws of England and subject to Clause 12.3 (*Termination*) the parties submit to the exclusive jurisdiction of the English courts.

15.2 This Agreement and the Contract represent the whole agreement relating to the escrow arrangements between the parties for the Financial Model and supersedes all prior arrangements, negotiations and undertakings.

15.3 All notices to be given to the parties under this Agreement shall be deemed to have been duly given or made when delivered personally or 7 days after posting or if sent by facsimile and if it is received on a Working Day, 12 hours after despatch to the party to which such notice is required to be given or made under this Agreement at the address set out below or to such address as is notified to the other parties in writing,

16. **CONTRACTOR**

Address: United House, Goldsel Road, Swanley, Kent, BR8 8EX

Fax Number: 01322 662313

Attention: Company Secretary

1. **AUTHORITY**

Address: The Town Hall, Upper Street, London N1 2UD

Fax Number:

2. **CUSTODIAN**

Address: Manchester Technology Centre, Oxford Road, Manchester M1 7ED

Fax Number: 0161 242 2118

3. **TRUSTEE**

Address: c/o Infrastructure Finance Department Bank of Scotland Corporate Banking, Level 7 Bishopsgate Exchange, 155 Bishopsgate, London EC2M 3YD

Fax Number: 020 7012 9441

16.1 This Agreement may not be varied except by an agreement in writing signed by duly authorised representatives of the parties

16.2 Any relaxation, forbearance, indulgence or delay (together "**indulgence**") of any party in exercising any right shall not be construed as waiver of the right and shall not affect the ability of that party subsequently to exercise that right or to pursue any remedy, nor shall any indulgence constitute a waiver of any other right (whether against that party or any other person).

- 16.3 Nothing in this Agreement shall be construed as creating a partnership or as a contract of employment between the parties.
- 16.4 If any provision of this Agreement shall be declared invalid, unenforceable or illegal by the courts of any jurisdiction to which it is subject, such provision may be severed and such invalidity, unenforceability or illegality shall not prejudice or affect the validity, enforceability and legality of the remaining provisions of this Agreement.
- 16.5 This Agreement may be executed in one or more counterparts. Any single counterpart or a set of counterparts executed, in either case, by all the parties shall constitute a full original of this Agreement for all purposes.
- 16.6 Each party other than the Trustee whose costs and expenses should be borne by the Contractor shall be responsible for paying its own share of the costs and expenses incurred in connection with the negotiation, preparation and execution of this Agreement.
- 16.7 Each party shall do all things and execute all further documents necessary to give full effect to this Agreement.

**17. THIRD PARTY RIGHTS**

A person who is not a party to this Agreement shall have no rights pursuant to the Contracts (Rights of Third Parties) Act 1999 (the "Third Party Rights Act") to enforce any term of this Agreement. Any right or remedy of a third party which exists or is available apart from the Third Party Rights Act is not affected.

## SCHEDULE 1

### INTEGRITY TESTING SERVICE

The Custodian uses the Integrity Testing Service to check that the media, which the Contractor has deposited with the Custodian in accordance with Clause 55.10 of the Contract contains a Financial Model. The Custodian lists the deposited media, which have been subjected to the Integrity Testing Service and the results of the Integrity Testing Service in a test report, which it delivers to both the Authority and the Contractor.

Integrity Testing consists of the following checks:

- Each item of media deposited is virus checked where appropriate. The anti-virus software used is listed in the report.
- Checks are made to ensure that each item of media can be read without error.
- If data has been encrypted or password protected in any way then checks are made to ensure that the data can be accessed using the decryption key or password provided by the software owner.
- Checks are made to see if compression has been used, in which case tests are undertaken to ensure that the data can be decompressed. The compression utility used is listed in the report.
- Sample data is viewed to ensure that the deposit contains a financial model.
- The Custodian will notify the Contractor of any problems with the media which the Integrity Testing Service reveals and the Custodian will request the Contractor to rectify these problems.



**SCHEDULE 2**

**CUSTODIAN'S FEES**

	Description	Fees (Sterling £)
1	Initial Fee (payable on commencement of work)	
2	Non-standard Agreement (payable at time of Initial Fee before commencement of work)	
3	Financial Model Annual Fee (payable on completion of the agreement and on each anniversary thereof)	
4	Scheduled Update Fee (per deposit after the first, invoiced on signature of the agreement and on each anniversary)	
5	Unscheduled Update Fee (per unscheduled deposit)	
6	Release Fee (plus the Custodian's reasonable expenses)	

All fees are subject to VAT and are reviewed reasonably by the Custodian from time to time. The Custodian shall give 30 Working Days' prior written notice of each increase to the Authority and the Contractor. The fees listed above are effective until 31st October 2003.

IN WITNESS WHEREOF the parties have executed this Agreement as a Deed on the day and year first above written.

[The Common Seal of] )  
THE MAYOR AND BURGESSES OF THE )  
LONDON BOROUGH OF ISLINGTON )  
was hereunto affixed in the presence of: )  
)

Full Name of Authorised Signatory:

Full Name of Authorised Signatory:

EXECUTED and DELIVERED as a Deed by )  
PARTNERS FOR IMPROVEMENT IN )  
ISLINGTON LIMITED acting by: )

DIRECTOR

Authorised Signatory:

DIRECTOR/SECRETARY

Authorised Signatory:

EXECUTED and DELIVERED as a Deed by )  
THE GOVERNOR AND COMPANY OF THE )  
BANK OF SCOTLAND acting by: )

DIRECTOR/SECRETARY

Authorised Signatory:

DIRECTOR/SECRETARY

Authorised Signatory:

**EXECUTED** as a Deed (but not delivered )  
until dated) by )  
attorney for and on behalf of )  
**NCC ESCROW INTERNATIONAL LIMITED** )  
in the presence of:- )

Signature of Witness:

Name of Witness:

Address:

Occupation:



**SCHEDULE 14**  
**REQUIRED INSURANCES**

Part 1 - redacted



## SCHEDULE 14

### REQUIRED INSURANCES

#### Part 2

#### Broker's Letter And Endorsements with

(To the Authority)

Dear Sirs

We confirm that the insurances (the "Insurances") are in effect on and in respect of the risks set out in the attached cover notes as at the date hereof. Terms defined in the Contract shall have the same meaning in this letter.

Pursuant to instructions received from the Contractor and in consideration of your approving our appointment or continuing appointment as brokers in connection with the insurances, we hereby undertake in respect of the interest of the Insured Parties and the Authority in the insurances referred to in the attached cover notes from us:-

- to use our reasonable endeavours to incept each policy substantially in the forms detailed in Schedule 14 of the Contract and to have each endorsed substantially in the forms attached hereto to notify you promptly where we fail to do so;
- to advise you promptly upon receipt of notice of any material changes, which we know to be material notification to us, which are proposed to be made in the terms of the Insurances and which, if effected, would result in any material reduction in limits or coverage or in any increase in deductibles, exclusions or exceptions;
- to notify you at least 30 days prior to the expiry of the Insurances if we have not received instructions from the Contractor to negotiate renewal and, in the event of our receiving instructions to renew, to advise you promptly of the details thereof; and
- to notify you at least 90 days prior to ceasing to act as brokers to the Contractor (unless owing to circumstances beyond our control we cannot give such notice in which case we shall notify you promptly upon becoming aware that we shall cease, or that we have ceased, so to act);
- to advise you without unreasonable delay:-
  - if any insurer cancels or gives notice of cancellation of any of the Insurances and in any event at least 30 days before such cancellation is to take effect (unless owing to circumstances beyond our control we are unable to do so in which case we shall notify you promptly upon becoming aware of such cancellation or notice of cancellation);
  - of any act or omission or of any event of which we have knowledge and which might reasonably be foreseen as invalidating or rendering unenforceable in whole or in part of the Insurances; and
  - of any claim (exceeding £ ) under any of the Insurances notified to us (and to advise each of the Contractor, the Refurbishment Contractor and the Housing Management and the Responsive and Cyclical Maintenance Contractor and the Heating Services Contractor of any such claim;
- to disclose to the insurers (in confidence) and to you any fact, change of circumstance or occurrence which we know to be material to the risks insured against under the insurances promptly when we become aware of such fact, change of circumstance or occurrence.





(always providing that the foregoing shall not act to vary or displace the duty of disclosure of the Insured Parties); and

- to hold the insurance slips or contracts, the Policies with any renewal thereof of any new or substitute policies (in each case, issued only with your consent), to the extent held by us.

The above undertakings are given:-

- subject to our lien, on the Policies referred to above for premiums due under the Policies and subject to any insurers' right of cancellation (if any) following default in excess of 30 days in payment of such premiums, but we undertake to advise you as soon as practicable if any such premiums are not paid to us by the due date and to give you reasonable opportunity of paying such amounts of such premiums outstanding before notification of cancellation on behalf of the insurers; and
- subject to our continuing appointment for the time being as insurance brokers to the Contractor (such appointment continuing in any event until the expiry of the relevant claims period).

This letter shall be governed by and construed in all respects in accordance with English law.

Yours faithfully

## **ENDORSEMENT 1**

Cancellation clause

In respect of Construction All Risks Insurance and Public Liability Insurance during the Works Period only:-

This policy shall not be cancelled except in respect of non-payment of premium.

The Insurer shall advise the Insured at least 30 days before any such cancellation is to take effect.

In respect of all other insurances other than Construction All Risks Insurance and Public Liability.

Insurance during the Works Period and the Insurer shall advise the Insured at least 30 days (or such lesser period (if any) as may be specified from time to time by insurers in the case of war risks and kindred perils) before any cancellation is to take effect if any Insurer cancels or gives notice of such cancellation of any insurance relative to the insurance excluding in respect of non-payment of premium where at least 30 days' notice must be given.

## **ENDORSEMENT 2**

The Insured

Each of the parties comprising the Insured shall for the purpose of this policy be considered a separate entity with the words "the Insured" applying to each as if they were separately and individually insured provided that the total liability of the Insurers under each section of this Policy to the Insured collectively shall not (unless the Policy specifically permits otherwise) exceed the Limit of Indemnity stated to be insured thereby.

Accordingly the liability of the Insurers under this Policy to any one of the Insured shall not be conditional upon the due observance and fulfilment by any other Insured of the terms of this Policy and any duties imposed upon it relating thereto and shall not be affected by any failure in such

observance of fulfilment by other such Insured provided that any non-observance or non-fulfilment is not deliberate.

### **ENDORSEMENT 3**

#### Communications

All notices (excluding endorsements) or other communications under or in connection with this policy shall be given to all insured parties in writing or by email or facsimile. Any such notice will be deemed to be given as follows:-

- (a) if in writing, when delivered;
- (b) if by email, when despatched but only if the correct answer back appears at the start and end of the sender's copy of the notice; and
- (c) if by facsimile, when transmitted by only if, immediately after the transmission, the sender's facsimile machine records the correct answer back.

The address, email address of the Authority for all notices under or in connection with this policy are those notified from time to time by the Authority for this purpose to the Contractor's Insurance Broker at the relevant time. The initial address, e-mail address and facsimile of the Authority are as follows:-

Address: Risk Management Section, Islington Council, 220 Upper Street, London, N1 1XR

Facsimile No: 020 7527 2056

Attention: The Risk Management Team

It is further agreed that a notice of claim given by the Authority or the finance parties or any other insured shall in the absence of any manifest error be accepted by the insurer as a valid notification of a claim.

### **ENDORSEMENT 4**

#### Waiver of Subrogation and Cross Liability

It is agreed that the relevant underwriters and Insurers shall waive any rights of subrogation against all insured parties (including any other insurance policies in force on their behalf) their assigns, agents, offices, directors, employees and servants (whenever acting in the capacity as such).

Further in respect of the liability of one Insured to another each Insured shall be entitled under the third party liability insurance to be indemnified in respect of claims made by any other Insured provided that the limit of indemnity is not exceeded; this endorsement shall not apply where such rights are acquired in consequence fraud.

### **ENDORSEMENT 5**

Form of Loss Payee clause Applicable to Construction All Risks Insurance and Material Damage All Risks Insurance.

All proceeds of these insurances in respect of loss of, destruction of or damage to the insured properties in excess of £50,000 arising from the Project shall be payable without deduction or set-off to the account entitled "Insurance Account" in the joint names of the Authority and the Contractor, number to be advised with a bank to be advised at an office location to be advised.

## ENDORSEMENT 6

### Primary Insurance

It is expressly understood and agreed that this Policy provides primary cover for the Insured and that in the event of loss, damage or liability covered by this Policy which is also covered either in whole or in part under any other policy or policies of insurance effected by or on behalf of any of the parties comprising the Insured the Insurers will indemnify the Insured as if such other policy or policies of insurance were not in force and the Insurers waive their rights of recourse if any against the Insurers of other such policy or policies of insurance.

SCHEDULE 15

STATUTORY REDUCTIONS OF DWELLINGS

TABLE A

Cost Category	% Variable		% Semi Variable	% Fixed
	Rental to Leasehold	Leasehold to Freehold		
Maintenance Costs <ul style="list-style-type: none"> <li>• Specialist Maintenance</li> <li>• Responsive</li> <li>• Voids</li> <li>• Cyclical</li> </ul>			-	
SPV Costs				
Initial Refurbishment Costs	Cloned Pricing Model			
Lifecycle Costs			-	
Contingent Refurbishment Costs	-	-		
Housing Management Costs	-	-		

TABLE B

	Step 1	Step 2	Step 3	Step 4
Total Rental to Leasehold				
% reduction in Semi Variable Costs				
Total Leasehold to Freehold				
% reduction in Semi Variable Costs				

## SCHEDULE 16

### REFINANCING

#### 1. DEFINITIONS

For the purposes of this Schedule, the words and expressions in the left hand column shall have the meanings appearing opposite them in the right hand column below:-

<b>"Distribution"</b>	(a) whether in cash or in kind, any:- <ul style="list-style-type: none"><li>(i) dividend or other distribution in respect of share capital;</li><li>(ii) reduction of capital, redemption or purchase of shares or any other reorganisation or variation to share capital;</li><li>(iii) payments under the Subordinated Financing Agreements (whether of principal, interest, breakage costs or otherwise);</li><li>(iv) payment, loan, contractual arrangement or transfer of assets or rights to the extent (in each case) it was put in place after Financial Close and was neither in the ordinary course of business nor on reasonable commercial terms;</li><li>(v) the receipt of any other benefit which is not received in the ordinary course of business and on reasonable commercial terms; or</li></ul>	(b) the early release of any Contingent Funding Liabilities, the amount of such release being deemed to be a gain for the purposes of any calculation of Refinancing Gain,
-----------------------	---	--

(for the avoidance of doubt, any payments to a Shareholder in its capacity as Senior Lender under the Senior Financing Agreements and any payments to Shareholders in their capacity as Sub-Contractors under the Project Documents, shall not be regarded as Distributions).

<b>"Equity IRR"</b>	the projected blended rate of return to the Relevant Persons over the full term of the Contract, having regard to Distributions made and projected to be made.
---------------------	--

<b>"Exempt Refinancing"</b>	(a) any Refinancing that was fully taken into account in the calculation of the Unitary Payment; or
-----------------------------	---

- (b) a change in taxation or change in accounting treatment; or
- (c) waivers, consents and similar actions granted under the Senior Financing Agreements:
  - (i) in relation to any of the Sub-Contracts (and in each case any replacement thereof) or the Contract and:-
    - (A) which are required in order to implement a Contractor Change or Authority Change; or
    - (B) whose sole purpose is to permit a reduction in either:-
      - 1) the operating costs of the Contractor incurred under the Sub-Contracts; or
      - 2) a direct expense of the Contractor, not being a payment made under the Sub-Contracts;
        - (other than a release or reduction of existing reserve accounts and/or equivalent security) in a manner permitted under the Contract; or
  - (ii) which relate to day to day administrative and supervisory matters that are in respect of breaches of representations or warranties, late or non-provision of information or amendments to Sub-Contracts;
- (d) any sale of shares in the Contractor or Holdco by the Shareholders or securitisation of the existing rights and/or interests attaching to shares in the Contractor or Holdco; or
- (e) any sale or transfer of the Subordinated Lenders' existing rights and/or interests under the Subordinated Financing Agreements or securitisation of the Subordinated Lenders' existing rights and/or interests under the Subordinated Financing Agreements; or
- (f) any Qualifying Bank Transaction.

"Financial Close"

shall have the meaning given to it in the Senior Financing Agreements.

"Pre-Refinancing IRR"

Equity

the nominal post-tax Equity IRR calculates immediately prior to the Refinancing.

- "Qualifying Bank"**
- (a) a bank that is authorised by an appropriate regulatory body to accept deposits in the United Kingdom or in any EEA State; or
  - (b) any holder in due course of any security arising under or constituted by the Senior Financing Agreements in respect of which an application has been made for such security to be admitted to listing, either:-
    - (i) on the Official List of the Financial Services Authority in its capacity as competent authority for the purposes of Part IV of the Financial Services and Markets Act 2000 (the "FSMA") (and to trading on the London Stock Exchange); or
    - (ii) to the competent authority in any other EEA State; or
  - (c) any person whose ordinary activities involve them in acquiring, holding, managing or disposing of investments (as principal or agent) for the purposes of their business where the acquisition of the rights or interests of a Senior Lender in the Senior Financing Agreements take place in accordance with all applicable securities legislation.
- "Qualifying Bank Transaction"**
- (a) the disposition by a Senior Lender of any of its rights or interests in the Senior Financing Agreements to a Qualifying Bank;
  - (b) the grant by a Senior Lender to a Qualifying Bank or any rights of participation in respect of the Senior Financing Agreements; or
  - (c) the grant by a Senior Lender to a Qualifying Bank of any other form of benefit or interest in either the Senior Financing Agreements or the revenues or assets of the Contractor, whether by way of security or otherwise.
- "Qualifying Refinancing"**
- any Refinancing that will give rise to a Refinancing Gain greater than zero that is not an Exempt Refinancing.
- "Refinancing"**
- (a) any amendment, variation, novation, supplement or replacement of any Financing Agreement (other than any Subordinated Financing Agreement);
  - (b) the exercise of any right, or the grant of any waiver or consent, under any Financing Agreement (other than any Subordinated Financing Agreement);
  - (c) the disposition of any rights or interests in, or the

creation of any rights or participation in respect of, the Financing Agreements (other than the Subordinated Financing Agreements) or the creation or granting of any other form of benefit or interest in either the Financing Agreements (other than the Subordinated Financing Agreements) or the contracts, revenues or assets of the Contractor whether by way of security or otherwise; or

- (d) any other arrangement put in place by the Contractor or another person which has an effect which is similar to any of (a)-(c) above or which has the effect of limiting the Contractor's ability to carry out any of (a) – (c) above.

**"Refinancing Gain"**

an amount equal to the greater of zero and  $[(A - B) - C]$ , where:-

A = the aggregate of net present value of the Distributions projected immediately prior to each Refinancing during the Term (taking into account the effect of each such Refinancing and using the Base Case as updated (including as to the performance of the Project) so as to be current immediately prior to the relevant Refinancing) to be made to each Relevant Person over the remaining term of the Agreement following the relevant Refinancing;

B = the aggregate of net present value of the Distributions projected immediately prior to each Refinancing (but without taking into account the effect of each such Refinancing during the Term and using the Base Case as updated (including as to the performance of the Project) so as to be current immediately prior to the relevant Refinancing) to be made to each Relevant Person over the remaining term of the Agreement following the relevant Refinancing; and

C = in relation to each refinancing any adjustment required to raise the Pre-Refinancing Equity IRR to the Threshold Equity IRR.

**"Relevant Person"**

a Shareholder and any of its Affiliates but not including any Shareholder to the extent it is acting in its capacity as a Senior Lender under the Senior Financing Agreements.

**"Shareholder"**

any person from time to time holding share capital in the Contractor or HoldCo.

**"Threshold Equity IRR"**

**2. REFINANCING**



- 2.1 The Contractor shall obtain the Authority's prior written consent to any Qualifying Refinancing (save for a Qualifying Refinancing of which the Contractor is not aware and which takes place by virtue of operation of Legislation) and both the Authority and the Contractor shall at all times act in good faith with respect to any Refinancing.
- 2.2 The Authority shall be entitled to receive a 50 per cent share of any Refinancing Gain arising from a Qualifying Refinancing.
- 2.3 The Authority shall not withhold or delay its consent to a Qualifying Refinancing to obtain a greater than 50 per cent share of the Refinancing Gain.
- 2.4 The Contractor shall as soon as reasonably possible provide the Authority with full details of any proposed Qualifying Refinancing, including a copy of the proposed financial model relating to it (if any) and the basis for the assumptions used in the proposed financial model. The Contractor shall (before, during and at any time after any Refinancing) use its best endeavours to provide the Authority with unrestricted rights of audit over any financial model and material documentation in its possession (including any aspect of the calculation of the Refinancing Gain) used in connection with that Refinancing (whether the Refinancing is a Qualifying Refinancing or not).
- 2.5 The Authority and the Contractor will negotiate in good faith to agree the basis and method of calculation of the Refinancing Gain and payment of the Authority's share of the Refinancing Gain. If the parties fail to agree the basis and method of calculation of the Refinancing Gain or the payment of the Authority's share, the dispute shall be determined in accordance with clause 59 (*Dispute Resolution*).
- 2.6 The Refinancing Gain shall be calculated after taking into account the reasonable and proper professional costs that each party directly incurs in relation to each Qualifying Refinancing and on the basis that all reasonable and proper professional costs incurred by the Authority will be paid to the Authority by the Contractor within 28 days of any Qualifying Refinancing.

**SCHEDULE 18**  
**PROJECT DOCUMENTS**

1. **PROJECT DOCUMENTS**
- 1.1 Project Agreement
- 1.2 Shareholders Agreement
- 1.3 Refurbishment Contract
- 1.4 Responsive and Cyclical Maintenance Contract
- 1.5 Heating Services Contract
- 1.6 Housing Management Contract
- 1.7 Authority Refurbishment Contractor Collateral Warranty
- 1.8 Authority Responsive and Cyclical Maintenance Contractor Collateral Warranty
- 1.9 Authority Housing Management Contractor Collateral Warranty
- 1.10 Authority Heating Services Contractor Collateral Warranty
- 1.11 Refurbishment Contract Parent Company Guarantee
- 1.12 Responsive and Cyclical Maintenance Parent Company Guarantee
- 1.13 Heating Services Contract Parent Company Guarantee
- 1.14 Refurbishment Contract Performance Bond
- 1.15 Custody Agreement
- 1.16 Interface Agreement
- 1.17 Novation of Surveyors Appointment
- [ 1.18 Project Services Agreement
- [ 1.19 Bought In Services Agreement
- [ 1.20 Asset Manager's Appointment
2. **FINANCE DOCUMENTS**
- 2.1 Facility Agreement
- 2.2 Equity Subscription Agreement
- 2.3 Authority Lender Direct Agreement
- 2.4 Lender Refurbishment Contractor Direct Agreement

- 2.5 Lender Responsive and Cyclical Maintenance Contractor Direct Agreement
- 2.6 Lender Heating Services Contractor Direct Agreement
- 2.7 Lender Housing Management Contractor Direct Agreement
- 2.8 Lender Bought In services Contractor Direct Agreement
- 2.9 Lender Project Services Contractor Direct Agreement
- 2.10 Lender Asset Manager Direct Agreement
- 2.11 Floating Charge and Mortgage over Shares
- 2.12 Debenture Accounts Agreement
- 2.13 Intercreditor Agreement

SCHEDULE 19

[Not Used]

SCHEDULE 20  
FINANCIAL ASSUMPTIONS

## SCHEDULE 22

### LIAISON PROCEDURE

1. The Authority and the Contractor shall establish and maintain throughout the Contract Period a project liaison group (the "**Project Liaison Group**"), consisting of such members as shall be determined by the Authority's Representative and the Contractor's Representative.
2. A constitution for the Project Liaison Group shall be agreed by the parties.
3. The Project Liaison Group shall:-
  - 3.1 provide a means for the joint review of all aspects of the performance of this Contract; and
  - 3.2 provide a forum for joint strategic discussion and consideration of all aspects with regard to this Contract including ensuring dissemination of information and consideration of the views of all the stakeholders connected with the Project.
4. The role of the Project Liaison Group is to make recommendations to the Authority and to the Contractor, in accordance with its constitution, which the Authority and the Contractor may accept or reject at their complete discretion. Neither the Project Liaison Group itself, nor its members acting in that capacity, shall have any authority to vary any of the provisions of this Contract or to make any decision binding on the parties. The Authority and the Contractor shall not rely on any act or omission of the Project Liaison Group, or any members of the Project Liaison Group acting in that capacity, so as to give rise to any waiver or personal bar in respect of any right, benefit or obligation of the Authority or of the Contractor under this Contract. No discussion, review or recommendation by the Project Liaison Group shall relieve the Authority or the Contractor of any liability or vary any such liability or any right or benefit.
5. The parties agree to establish and maintain the Project Liaison Group in good faith, including the adoption and maintenance of its constitution. Any dispute in relation to the Project Liaison Group or its constitution shall be determined pursuant to the Dispute Resolution Procedure at clause 59 (*Dispute Resolution*) of this Contract.

## SCHEDULE 23

### HOUSING MANAGEMENT FUNCTIONS

#### **Allocations and Lettings**

Transfers and exchanges administration (in part)  
Dealing with tenancy applications (in part)  
Letting of garages, stores, etc

#### **Tenant Management**

Maintaining tenancy agreements and enforcing conditions of tenancy  
Providing information and advice to tenants on rights, duties and welfare matters  
Liaison with tenants' groups  
Liaison with other local authority departments (eg Social Services) and local authority groups  
Dealing with enquiries and complaints from tenants  
Dealing with disputes between tenants/harassment  
Consulting tenants  
Supporting tenant participation  
Publishing reports to tenants on performance indicators  
Decanting

#### **Rents and service charges**

Ensuring payment and action against non-payment  
Issuing Notices of Seeking Possession and Notices to Quit and attending court  
Benefit, review, initial administration of housing benefit application and liaison with authority on housing benefit claim

#### **Repairs and Maintenance**

Maintenance and upkeep of common areas and communal services under HRA  
Receipt and transmission of requests for responsive repairs  
Dealing with works contractors  
Planning and managing major (non-capital) repairs programmes  
Supervision and management of repairs, improvements and modernisation  
Administration of Right to Repair scheme  
Lighting of lifts, staircases, unadopted roads, etc  
Deinfestation

#### **Voids Control**

Inspection and letting  
Repairing and cleaning as necessary  
Security against squatting and vandalism  
Control of void losses  
Short-life lettings (as required)

## Other

Provision of Right to Buy information to authority

Leasehold management

Insurance of HRA buildings

Neighbourhood office management

Provision of performance information and reports

Eviction and Forfeiture as appropriate



APPENDIX 4

CONTRACTOR'S CONTRACTUAL METHOD STATEMENTS

Part 1

Refurbishment Works Approach

Redacted.



APPENDIX 5

RTB LETTER





# ISLINGTON

Housing Services  
Andy Jennings, Director of Housing

5 Highbury Crescent, London N5 1RN  
T 0207  
F 0207  
Minicom 020 7527 4442

This matter is being dealt with by:

Your Ref:

Date: 12 May 2003

Partners for Improvement in Islington Limited  
United House  
Goldsel Road  
Swanley  
Kent  
BR8 8EX

Dear Sirs

## HRA PFI Project Islington Street Properties Project One (the "Project") Right to Buy/Leaseholder Enfranchisement Mechanism

We write in connection with the Project which achieved Financial close today or thereabouts.

The Parties are in agreement about the legal and financial principles which underly the needs for adjustments to be made to the Unitary Payment as a result of the exercise of residents statutory rights to right to buy and leaseholder enfranchisement. However, it has proved impractical to complete the detailed methodology to be used within the negotiation timescales and this letter documents how both parties will reach agreement on a mechanism (the "Right to Buy Procedure") for calculating such adjustments.

Both parties will enter into good faith discussions to agree all matters relating to the Right to Buy Procedure by 13 June 2003. In the event that agreement is not reached by that date and provided that both parties have exercised good faith in seeking to reach agreement then the Authority will be entitled to withhold any RTB Compensation due to the Contractor under clause 27.8 of the Contract until such time as the Right to Buy Procedure has been agreed. The parties agree that if the Right to Buy Procedure is not agreed by the 13 June that the matter shall be referred to adjudication as a Fast Track Matter in accordance with the dispute resolution procedure set out in the Contract.

A work programme, setting out the tasks necessary to finalise the Right to Buy Procedure, will be presented to the Authority by the Contractor on 13 May 2003 and this will be agreed by both parties on or before 15 May 2003. The work programme will include the following tasks:

- Determination of the RTB Compensation stream in respect of the first Reduction of Dwellings Adjustment Date. The parties agree that this date shall be 12 May 2003.
- Determination of a number of model scenarios in respect of future RTB's in order to demonstrate the validity of the principles that are set out in the Contract (inclusive of Schedule 15) and their application to the calculation of future compensation streams.
- Determination of the detailed calculations for each revenue and cost category in order that there is agreement on the description and reference source for data that is to be used to calculate the compensation stream, in particular to enable the calculation of Initial Refurbishment Costs for the purposes of Table A in Schedule 15 and clauses 27.8.4 (c) and (e) of the Contract.

to be provided by

AM 20

31

- Given the "Cloned Pricing Model" dated 12 May 2003, agreeing the manner in which costs are extracted and utilised as part of the compensation stream calculation.
- The production of a databook detailing the operation of the Right to Buy Procedure, including a worked example.
- This process may result in consequential changes to the Right to Buy calculations in the Financial Model.

This letter should be read in conjunction with the Contract entered in to between the Authority and the Contractor on or about the date of this letter and is intended to clarify rather than change the Contract. Defined terms in this letter shall have the same meaning given to them in the Contract.

Kindly acknowledge your acceptance of the above by signing this letter.

Signed on behalf of the London Borough of Islington

.....

We hereby accept the contents of the above letter

Signed on behalf of Partners for Improvement in Islington

*AMickel*

.....

The Common Seal of: )  
THE MAYOR AND BURGESSES OF THE )  
LONDON BOROUGH OF ISLINGTON )  
was hereunto affixed in the presence of:- )

*Daniel*  
..... Authorised Officer  
*46300*

SIGNED as a Deed )  
by PARTNERS FOR IMPROVEMENT IN )  
ISLINGTON LIMITED )  
acting by its duly authorised officers:- )

*[Signature]*  
..... Director

*[Signature]*  
..... Director/Secretary

