



SERVICE SCHEDULE FOR HOUSING MODIFICATION SERVICE

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING HOUSING MODIFICATION SERVICE

1.1 The Term for the provision of Housing Modification Service is the period from 1 October 2023 (“Commencement Date”) until the close of 30 September 2026 (the “Date of Expiry”) or such earlier date upon which the period is lawfully terminated or cancelled.

1.2 Prior to the End Date, the parties may agree in writing to extend the Term of this Service Schedule for a maximum of two further terms of two years each. Any decision to extend the Term of this Service Schedule will be based on:

1.2.1. the parties reaching agreement on the extension in writing prior to the End Date; and

1.2.2 ACC being satisfied with your performance and delivery of the Services; and

1.2.3 all other provisions of this Contract either continuing to apply during such extended Term(s) or being re-negotiated to the satisfaction of both parties.

1.3 There is no obligation on the part of ACC to extend the Term of this Service Schedule, even if the Supplier has satisfactorily performed all the Services.

2. SPECIFIED AREA AND SERVICE LOCATION (PART B, CLAUSE 4)

3. RELATIONSHIP MANAGEMENT

Table 1 - Relationship Management

Level	ACC	Supplier
Client	Recovery Team/Recovery Team Member	Individual staff or operational contact
Relationship and performance management	Engagement & Performance Manager	Operational contact/National Manager
Service Management	Portfolio Team or equivalent	National Manager

4. ADDRESSES FOR NOTICES (STANDARD TERMS AND CONDITIONS, CLAUSE 23)

NOTICES FOR ACC TO:

ACC Health Procurement (for deliveries) Justice Centre
 19 Aitken Street
 Wellington 6011
 P O Box 242 (for mail)
 Wellington 6140
 Marked: "Attention: Procurement Specialist"
 Phone: 0800 400 50339
 Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

 _____ (for deliveries)

 _____ (for mail)

 Marked: Attention: _____ , _____
 Phone: _____
 Mobile: _____
 Email: _____

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B. SERVICE SPECIFICATIONS FOR HOUSING MODIFICATION SERVICE

1. SERVICE OBJECTIVES

- 1.1 The objective of the Housing Modification Service is to assist Clients to live as independently and safely as possible by removing structural barriers and/or adding fixed features in their homes to meet their identified injury related needs and support them to achieve the following outcomes:
 - 1.1.1 Remain living in, or return to, their homes;
 - 1.1.2 Maximise their independence;
 - 1.1.3 Minimise the risks of injury to themselves, their families or whanau, or to other paid or unpaid carers;
 - 1.1.4 Minimise the need to relocate to residential care or community living;
 - 1.1.5 Minimise the need for paid and unpaid support in their home; and
 - 1.1.6 Remain in employment
- 1.2 This may include, where appropriate, temporary solutions within the Client's home to enable them to return home and live safely until permanent modification solutions can be undertaken.
- 1.3 The Supplier will incorporate the following key principles in providing the Housing Modification Service:
 - 1.3.1 Conformity of modifications with the New Zealand Building Code, local authority requirements and all other relevant legislation;
 - 1.3.2 Safety (cultural safety, client safety and safe practices);
 - 1.3.3 Sustainability;
 - 1.3.4 Value for money; and
 - 1.3.5 Universal Design Principles.
- 1.4 The following principles underpin the Housing Modification Service:
 - 1.4.1 New Zealand Disability Strategy vision of "New Zealand is a non-disabling society - a place where disabled people have an equal opportunity to achieve their goals and aspirations, and all of New Zealand works together to make this happen",
 - 1.4.2 Alignment to ACC's strategic intent, vision and values.

2. ELIGIBILITY CRITERIA

- 2.1 Access to the Housing Modification Service is available to Clients who have an accepted Cover Decision for a personal injury and have been identified by ACC as requiring Housing Modifications and referred in accordance with clause 3. This will enable the Client to live as independently and as safely as possible and to assist in restoring their independence to the maximum extent practicable.

3. REFERRAL PROCESS

- 3.1 The Housing Modification Service will commence for a Client on the receipt by the Supplier of:
- 3.1.1 An ACC Housing Modification Handrail Referral form (ACC7404) for the installation of Grab Rails; or
 - 3.1.2 A request from a Housing Assessor for a Building Contractor to be allocated to a Minor Modification project (ACC7403); or
 - 3.1.3 An ACC referral for Standard or Complex Modifications (ACC7403) with an accompanying Housing Assessment Report(s) relevant to the Client's current circumstances and identifying the Client's injury related need.
- 3.2 The Supplier will notify ACC whether the referral has been accepted within the timeframes specified in Appendix 1 – Timeframes.
- 3.3 The Supplier will return any referral to ACC if it contains inadequate information and request further details before accepting the referral.
- 3.4 ACC will provide the additional information within 5 working days of receipt of the request for further details and may need to negotiate a further period of time.

4. SERVICE LOCATION

- 4.1 The Supplier will provide Services in the Client's home location within the Supplier's contracted region(s) or as otherwise directed by ACC.
- 4.2 The Supplier will ensure that the services under this Service Schedule are delivered in an equitable manner to Clients in any location within the Supplier's contracted region(s).

5. KEY PERSONNEL AND ACCOUNT MANAGEMENT

- 5.1 The Supplier will supply an Account Manager to clearly delineate the lines of communication, accountability and responsibility between ACC and the Supplier, who will:
- 5.1.1 Resolve day to day issues that arise throughout the normal course of business;
 - 5.1.2 Maintain service levels;

- 5.1.3 Coordinate all reporting requirements;
- 5.1.4 Identify potential savings and alternate product sourcing;
- 5.1.5 Meet formally with ACC to review Service provision against performance measures; and
- 5.1.6 Evaluate the satisfaction of customers within ACC during the Term of this Service Schedule.

6. CUSTOMER SERVICE

- 6.1 The Supplier will provide a centralised electronic system for accepting referrals and monitoring the progress of Housing Modification Projects. This will include:
 - 6.1.1 An electronic register that tracks progress on each Client Project and is readily accessible and available to ACC on request, (this will meet all ACC's requirements for the protection of client privacy and the security of their personal information);
 - 6.1.2 A single point of contact for referrals;
 - 6.1.3 A helpdesk or contact centre which will be a point of contact during business hours for Clients, Assessors, Building Contractors and ACC. Helpdesk staff will respond to queries, including generic questions about the building modification process or specific to individual client modifications.
 - 6.1.4 The helpdesk will be staffed by sufficiently skilled and qualified personnel who can respond to queries quickly and accurately. Where required, the helpdesk will triage the call to their Professional Advisory Service for a response.
 - 6.1.5 The Supplier will acknowledge receipt of referrals and enquiries within the stated timeframes. To the extent possible, some responses may be automated.
- 6.2 The Supplier will work with ACC to refine Housing Assessment reporting templates and forms to ensure the accurate capture of information in order to streamline the Housing Modification Services process.
- 6.3 The Supplier will provide the Client with access to:
 - 6.3.1 Status updates on their Housing Modification progress;
 - 6.3.2 Resources to showcase examples of Housing Modifications e.g.: BRANZ Universal Design;
 - 6.3.3 Photographs of completed modifications; and
 - 6.3.4 Contact details of previous clients willing to show their home modifications.

- 6.4 The Supplier will develop and maintain a website that offers information about services to the general public and interested parties. This website should be easy to read and navigate and meet accessibility standards/requirement. This information will include a complaints procedure, and up to date advice for Housing Assessors.
- 6.5 The Supplier will have a robust and flexible information management system supported by integrated business systems to manage and process referrals, purchasing, ordering, accounts receivable, payable, and reporting.
- 6.6 The Supplier will use an appropriate web based project management workflow tool that meets ACC's online security protocols, to manage the requirements of the Service including:
 - 6.6.1 Project tracking;
 - 6.6.2 Task allocation;
 - 6.6.3 Risk identification and management.

7. ROLE OF THE HOUSING ASSESSOR

- 7.1 To access the Client's injury related needs for Minor, Standard and Complex modifications, a Housing Assessor will complete an assessment in accordance with the processes outlined in the Housing Modification Services Operational Guidelines.
- 7.2 To assist the Assessor, the Supplier may be required to:
 - 7.2.1 Provide professional/technical advice in identifying the most appropriate housing modification solutions for the client's needs;
 - 7.2.2 Provide information and advice to clients and their families/whānau, and ACC, regarding the housing modification process and timeframes; and/or
 - 7.2.3 Engage with Project Managers, Building Consultants and Building Contractors to work in consultation with Clients, Housing Assessors and ACC to identify, document, cost and undertake the most practicable and cost-effective modification option(s).
- 7.3 The Supplier will be responsible for ensuring that an efficient and effective system is in place for providing support and advice to the Assessors. This includes supporting their consideration of equipment or modifications, receiving, acknowledging and processing all Service Requests and delivering the appropriate services in a timely manner.

8. SERVICE REQUIREMENTS

8.1 The supplier will:

- 8.1.1 Act in the best interests of ACC and its Clients for the purposes of this agreement at all times and will provide the Services required under this Service Schedule in an efficient and cost-effective manner, striving to improve the efficiency of the supply of the Services to ACC throughout the Contract Term.
- 8.1.2 Be responsible for managing all Housing Modification projects on behalf of ACC whether these projects are completed directly by the Supplier or sub-contracted by the Supplier to a third party.
- 8.1.3 Provide technical support and advice to ACC and the Housing Assessor on potential modification solutions that will meet Clients' injury related needs in a practicable cost effective manner.
- 8.1.4 Provide information and advice to Clients regarding the housing modification process and expected timeframes.
- 8.1.5 Ensure all Roles and Responsibilities defined in the Operational Guidelines are understood to achieve the intended objectives of this Service Schedule.
- 8.1.6 Ensure that all Housing Modifications proposed, developed or specified:
 - 8.1.6.1 Are suitable for their intended purpose;
 - 8.1.6.2 Comply with all the relevant legislation; and
 - 8.1.6.3 Represent the most cost-effective solution to meet the identified injury related need.
- 8.1.7 Ensure that all reports and other written communications to ACC are clear, thorough, complete and acceptable to ACC in both form and substance;
- 8.1.8 Review the technical aspects of the proposed housing modification and engage any technical expert opinion and advice, where this is indicated;
- 8.1.9 Comply with the Supplier Code of Conduct issued by the Ministry of Business, Innovation, and Employment; and
- 8.1.10 Meet timeframes and key deliverables and communicate progress against timeframes to ACC in accordance with Appendix 1 of this Service Schedule.

Communication

8.2 The Supplier will:

- 8.2.1 Advise ACC immediately if the Supplier becomes aware of any matter which may change or delay the performance of the Services. The advice must include detailed particulars of the likely change or delay and recommendations to minimise any adverse effect from it;
- 8.2.2 Engage with Project Managers, Building Consultants and Building Contractors and work in consultation with Clients, Housing Assessors and ACC to undertake the Housing Modification Services;
- 8.2.3 Establish and maintain a regional network of Building Contractors who have the necessary skills and experience to undertake Minor Modifications. On request by ACC, the Supplier will provide a list of Building Contractors and any other service providers;
- 8.2.4 Communicate any variations to the agreed plans and specifications to ACC and, where approval has been obtained from ACC, engage the Building Consultant/Architect/Designer to update the working drawings and specifications;
- 8.2.5 Consult with the Client, Housing Assessor and ACC if any technical challenges are identified with the proposed housing modifications which could interfere with the proposed housing modifications and the ability for these to be completed; and
- 8.2.6 Respond to any issues which arise during the building process and facilitate a resolution where a dispute has arisen ensuring an appropriate escalation model is used to communicate these to ACC.

Operational Guidelines

8.3 The Supplier will:

- 8.3.1 Ensure all Services are provided in accordance with the Housing Modification and Housing Assessment Services Operational Guidelines (“Operational Guidelines”), available on the ACC’s website. The Operational Guidelines may be updated from time to time.
- 8.3.2 Take particular note of the Roles and Responsibilities of each party providing the Housing Modification Services and the Health and Safety obligations (including hazardous and specific hazardous substances).
- 8.3.3 Where there is a conflict between the Operational Guidelines and the terms of this Service Schedule, the terms of this Service Schedule will take precedence.

Security / Screening

8.4 The Supplier must:

- 8.4.1 Uphold the safety of ACC Clients by carrying out appropriate screening/vetting, including Police vetting, for all authorised persons who provide services under this Service Schedule;
- 8.4.2 Establish and maintain systems, processes and security screening practices for all supplier authorised persons, including subcontractors, and collaborate with ACC to uphold the safety of Clients; and
- 8.4.3 Immediately notify ACC of any actual, possible or anticipated issues that could impact the safety of Clients.

8.5 If ACC receives any information from any source related to the safety of Clients, in relation to these Services, ACC may take steps to investigate and take appropriate action. If ACC considers on reasonable grounds that the safety of a Client or Clients may be impacted, ACC can, at its sole discretion, suspend or terminate all or any part of the Services, or this Agreement.

Broader Outcomes

8.6 The Supplier will, where possible, assist ACC with achieving its compliance with Government Procurement Rules by:

- 8.6.1 Providing all goods and services in a manner that gives appropriate regard to the protection of the natural environment, including by looking for opportunities to reduce emissions and waste impacts, such as by procuring and using low-waste and low emissions goods and services;
- 8.6.2 Ensuring any opportunities for improvement in ACC's environmental performance identified by the Supplier's employees or subcontractors are reported to the relevant ACC key contact;
- 8.6.3 To the extent possible, ensure all service providers and subcontractors are providing regular construction training to all construction workers for continuous skills development (including health and safety training);
- 8.6.4 Delivering services in a manner that is culturally appropriate for Māori and other ethnic or indigenous groups; and
- 8.6.5 Comply and ensure that its subcontractors and personnel comply, with all relevant employment standards and Laws (including obligations under the Employment Relations Act 2000, Minimum Wage Act 1983, Wages Protection Act 1983, and the Holidays Act 2003). The Supplier will report any instances where it, its subcontractors, or its personnel are being investigated by the Labour Inspectorate, or where it identifies that it has breached any of the legislation referred to in this sub-clause.

9. SERVICE SPECIFIC QUALITY REQUIREMENTS

9.1 ACC requires the Supplier to:

- 9.1.1 Provide project management and advisory services for each Housing Modification Project;
- 9.1.2 Act as ACC's expert advisor in working with Housing Assessors to identify appropriate, injury related Standard and Complex Housing Modification solutions that will meet the Client's long term needs;
- 9.1.3 Facilitate the implementation of timely and cost effective solutions;
- 9.1.4 Be responsible for managing Housing Modification Projects on behalf of ACC whether these Projects are completed directly by the Supplier or sub-contracted by the Supplier to a third party;
- 9.1.5 Ensure all parties supplying the services under this Agreement are aware of their Roles and Responsibilities as detailed in the Operational Guidelines;
- 9.1.6 Ensure that ACC is not identified as a contracting party at any stage of the Housing Modification process.

9.2 The Supplier will:

- 9.2.1 Recommend to ACC and implement, where authorised, procedures and strategies for improvements in the delivery of the Services;
- 9.2.2 Perform the Services with the degree of professional skill, care and diligence expected of an appropriately qualified Supplier experienced in providing the same or similar Services or products;
- 9.2.3 Provide supervision and oversight of staff and Contractors in order to monitor the progress and quality of work undertaken for each Housing Modification Project;
- 9.2.4 Appoint/contract appropriate Professional Services where professional advice is sought or required to assist in identifying or executing Housing Modification solutions on behalf of ACC;
- 9.2.5 Work with contracted local professional services to identify and document the most cost effective and practicable modification options to meet the assessed injury related needs and where identified ensure the modifications reflect the future needs of the client;
- 9.2.6 Ensure all handrail installers carry a supply of common length rails for installation;
- 9.2.7 Comply with all relevant codes, legislation, ordinances, regulations and New Zealand standards, including the Privacy Act 2020, Employment Relations Act 2000, and the Health and Safety at Work Act 2015 and all subsequent updates, and all Occupational Health and Safety Requirements. Particular attention to ensuring a safe workplace is required and includes the Client's home and immediate surroundings.

9.3 The Supplier will comply with The Building Act 2004 and all relevant regulations issued pursuant to, including but not limited to:

9.3.1 The New Zealand Building Code as set out in Schedule 1 of the Building Regulations 1992;

9.3.2 New Zealand Standard 3604:2011 (Timber Framed Buildings);

9.3.3 New Zealand Standard 3917:2013 Conditions of contract for building and civil engineering - Fixed Term;

9.3.4 New Zealand Standard HB 4102:2011

9.3.5 New Zealand Standard 4121:2001 (Design for Access and Mobility – Buildings and Associated Facilities);

9.3.6 New Zealand Standard 6803:1999 (Acoustics – Construction Noise);

9.3.7 Building (Product Certification) Regulations 2022;

9.3.8 Building (Minor Variations) Regulations 2009;

9.4 All relevant Licenced Building Practitioner Regulations, including but not limited to:

9.4.1 Building (Design Work Declared to be Building Work) Order 2007;

9.4.2 Building Practitioners (Complaints and Disciplinary Procedures) Regulations 2008;

9.4.3 Building (Designation of Building Work Licence Classes) Order 2010;

9.4.4 Building Practitioners (Licencing Fees and Levy) Regulations 2010;

9.4.5 Building Practitioners (Register of Licensed Building Practitioners) Regulations 2010;

9.4.6 Any applicable Acceptable solution or verification method referred to in Part 2 of the Building Act 2004;

9.4.7 Registered Architects Act 2005; and

9.4.8 Registered Architects Rules 2006.

10. QUALIFICATIONS, EXPERIENCE AND TRAINING

10.1 The Supplier must ensure that all staff and Contractors (including sub-contractors) have the appropriate qualifications and competencies to administer the Service effectively and efficiently.

10.2 The Supplier will engage appropriately skilled staff that:

10.2.1 Are experienced and qualified in building for disability;

10.2.2 Are compliant with all relevant security/safety checks in accordance with clause 8.4 of this Agreement; and

- 10.2.3 Have the knowledge, relevant qualifications and professional body memberships, skill base and experience appropriate for the provision of Services and who have been trained and briefed appropriately to provide Services that will meet all relevant New Zealand legislation, regulations, codes and standards pertaining to Housing Modification.

11. SUB-CONTRACTORS

- 11.1 When undertaking the Services, the Supplier must ensure:
 - 11.1.1 Every contract signed with a subcontractor contains provisions that comply with the obligations under this Agreement and the subcontractor is fully aware of those obligations;
 - 11.1.2 Each subcontractor is suitable and has the capacity and capability to deliver that aspect of the services being subcontracted;
 - 11.1.3 All subcontractors are subject to Police/safety checks prior to commencing work on a Client's property;
 - 11.1.4 All subcontractors are appropriately qualified and experienced in providing the same or similar services or products;
 - 11.1.5 All work completed complies with all regulatory requirements, rules and set out in this Contract;
 - 11.1.6 The subcontractor has adequate insurance to meet the risks associated with the work they are undertaking; and
 - 11.1.7 Sub-contractors do not sub-contract out any work they are contracted to undertake under this Contract.
- 11.2 ACC may request a copy of all relevant certifications for the sub-contractor(s).
- 11.3 The Supplier must advise ACC immediately if a subcontractor experiences an insolvency event or a bankruptcy or liquidation.

12. SERVICE DEFINITIONS

- 12.1 Grab-Rails:
 - 12.1.1 Includes installation of internal/external grab-rails;
 - 12.1.2 Excludes custom-made or one-off handrail solutions that require fabrication.
- 12.2 Minor Housing Modifications means:
 - 12.2.1 Any modifications that do not require a Building Consent and may include:
 - 12.2.1.1 Minor ramps less than 1m in height;
 - 12.2.1.2 Decks/landings less than 1m in height;

- 12.2.1.3 Low rise lifts;
- 12.2.1.4 Stair lifts (chair);
- 12.2.1.5 Custom-made or one-off internal and external handrails that require fabrication;
- 12.2.1.6 Door widening;
- 12.2.1.7 Easy steps less than 1m in height;
- 12.2.1.8 Fencing/gates (building consent not required);
- 12.2.1.9 Handheld Showers.

12.3 Standard Modifications means:

12.3.1 Any modifications that require a Building Consent and may include:

- 12.3.1.1 Ramps exceeding 1m in height and/or requiring multiple changes in direction;
- 12.3.1.2 Decks/landings in excess of 1m in height;
- 12.3.1.3 Stair lifts (platform);
- 12.3.1.4 Bathroom modifications including wet area showers;
- 12.3.1.5 Covered transfer areas;
- 12.3.1.6 Fencing/gates (building consent required);
- 12.3.1.7 Kitchen/laundry modifications.

12.4 Complex Modifications means:

12.4.1 Any modifications that require a Building Consent and extension to the footprint of the existing dwelling including:

- 12.4.1.1 Additional bedrooms;
- 12.4.1.2 Additional bathrooms which require sanitation and plumbing installation;
- 12.4.1.3 Extension of existing living spaces;
- 12.4.1.4 Through-floor lifts;
- 12.4.1.5 New builds.

13. COMMENCEMENT OF SERVICES

13.1 Grab Rails

13.1.1 On receipt of a completed ACC7404 Request for a Housing Modification – Grab Rail form, the Supplier will, within the timeframes for urgent and non-urgent referrals as set out in Appendix 1, manage the installation of internal/external grab rail(s) and will:

13.1.1.1 Ensure the ACC referral has been correctly completed;

13.1.1.2 Provide information to the Client regarding the modification process, Client responsibilities and expected timeframes for the installation of the grab rails;

13.1.1.3 Process referral to handrail installer;

13.1.1.4 Ensure that the installation is fit for purpose;

13.1.1.5 Ensure the installer obtains the Completion Certificate; and

13.1.1.6 Advise ACC of completion;

13.1.1.7 On behalf of ACC:

13.1.1.7.1 Receive account/s from subcontracted handrail installer, ensuring these correlate with all agreed sums and variations;

13.1.1.7.2 Make appropriate payments to subcontracted handrail installer within the ACC Purchase Approval authorised sum; and

13.1.1.7.3 Monitor and ensure installation occurs within contracted timeframes.

13.1.1.8 If the quotation to supply and install grab rail(s) exceeds the dollar thresholds as set out in Appendix 3 – Service Items and Prices, the Supplier will follow the process for Minor Housing Modifications.

13.2 Minor Housing Modifications

13.2.1 On receipt of a request from a Housing Assessor to allocate a Building Contractor, the Supplier will:

13.2.1.1 Allocate a Building Contractor based on geographical location and current capacity to undertake the modifications; and,

13.2.1.2 Create a new project in the online project management tool to enable the tracking of timeframes and progress;

- 13.2.1.3 Ensure that the Building Contractor obtains the Property Owner's written consent and provides a sketch plan and quotations to the Housing Assessor within timeframes in Appendix 1; and
- 13.2.1.4 Provide information to the Client regarding the modification process, Client responsibilities and expected timeframes.
- 13.2.2 On receipt of an ACC263 Housing Assessment Report, property owner consent, sketch plan and quotation, the Supplier will, within the timeframes set out in Appendix 1, manage the Housing Modification Project and will:
 - 13.2.2.1 Review the quote to ensure that the quote is appropriate for the work being commissioned;
 - 13.2.2.2 Advise the Client and ACC in writing of the timeframe for the completion of the Housing Modification Project;
 - 13.2.2.3 instruct the Building Contractor to proceed and complete construction; and
 - 13.2.2.4 Submit sketch plans and completed ACC263 to ACC.
- 13.2.3 Where additional costs are not justified, the Supplier will work with the Building Contractor and/or the Housing Assessor to identify a more cost effective solution and re-submit sketch plans to ACC and the client.
- 13.2.4 The Supplier will advise the Client and ACC in writing of the timeframe for the completion of the Housing Modification Project and will instruct the Building Contractor to proceed and complete construction.
- 13.2.5 The Supplier may seek additional resources for the management and administration of intensive minor modifications (HM31) when required. The Supplier must keep a detailed record of how the additional resourcing was used and provide evidence on request.
- 13.2.6 On completion of the Housing Modification, the Supplier will ensure that:
 - 13.2.6.1 Information and appropriate training (if required) is provided to the Client for the proper use of the completed modification, including responsibilities and applicable warranties;
 - 13.2.6.2 The Client and the Building Contractor sign off the modification as being complete and fit for purpose;
 - 13.2.6.3 The Assessor visits the site on completion and signs off the modification as being complete and meeting the Client's injury related need;
 - 13.2.6.4 The Housing Modification has been undertaken and completed to a professional standard and is compliant with all relevant standards; and

- 13.2.6.5 The Housing Modifications meet the assessed injury related needs.
- 13.2.7 On behalf of ACC, the Supplier will:
 - 13.2.7.1 Receive account/s from subcontracted Services and Building Contractors and ensure these correlate with all agreed sums and variations;
 - 13.2.7.2 Make appropriate staged payments to subcontracted Professional Services and Building Contractors ensuring that an appropriate retention is withheld in line with standard construction industry practice;
 - 13.2.7.3 Monitor and ensure modifications occur within agreed timeframes; and
 - 13.2.7.4 Ensure that completed work is inspected and a Completion Certificate is obtained.
- 13.2.8 Undertake on site quality assurance checks, during the construction phase, on 20% of Minor Modification projects where the Supplier will:
 - 13.2.8.1 Ensure that the modifications meet required quality standards; and
 - 13.2.8.2 Ensure that the Building Contractor is complying with all relevant Health & Safety requirements and legislation; and
 - 13.2.8.3 Ensure that the Building Contractor is undertaking the modifications in a clean, tidy and professional manner; and
 - 13.2.8.4 Address and rectify any identified non-conformances; and
 - 13.2.8.5 Record the outcomes of all quality assurance checks in the online project management tool; and
 - 13.2.8.6 Include the summarised findings of the quality assurance checks in regular reporting provided to ACC; and
 - 13.2.8.7 Use the findings of the quality assurance checks to identify areas for general education and training of all Building Contractors.
- 13.3 Standard and Complex Housing Modifications
 - 13.3.1 On receipt of an ACC7403 Housing Modification Service Referral, the Supplier will, within the timeframes set out in Appendix 1, manage the Housing Modification Project and will:
 - 13.3.1.1 Coordinate site visit with Client, Assessor, Architect/Draughtsperson and ACC Recovery Team member;
 - 13.3.1.2 Provide the Client with written information on the housing modification process including anticipated timeframes;

- 13.3.1.3 Ensure that the Building Contractor obtains the Property Owner's written consent;
- 13.3.1.4 Obtain ACC457, preliminary drawings and site notes/minutes, check these for completeness and submit to ACC for approval;
- 13.3.1.5 Explain the preliminary drawings to the Client, where required.
- 13.3.2 Following ACC approval to proceed the design concept to tender, the Supplier will:
 - 13.3.2.1 Lodge for Building Consents (where required); and
 - 13.3.2.2 Arrange for the completion of working drawings and quotations and submit these to ACC for approval along with the tender recommendation.
- 13.3.3 Following ACC approval to proceed to construction the Supplier will:
 - 13.3.3.1 Coordinate site visit(s) with Client, Assessor, Project Manager and ACC Recovery Team member;
 - 13.3.3.2 Instruct the Building Contractor to proceed and complete construction;
 - 13.3.3.3 Notify the Client of start date;
 - 13.3.3.4 Ensure that the online project tracking tool is kept up to date with all relevant milestones and documents and that all parties have appropriate access to the tool;
 - 13.3.3.5 Ensure that the Project Manager undertakes quality assurance checks on all projects during scheduled site visits in order to:
 - 13.3.3.5.1 Ensure that the modifications meet required quality standards; and
 - 13.3.3.5.2 Ensure that the Building Contractor is complying with all relevant Health & Safety requirements and legislation; and
 - 13.3.3.5.3 Ensure that the Building Contractor is undertaking the modifications in a clean, tidy and professional manner.
- 13.3.4 On completion of the modifications, the Supplier will coordinate a completion visit with Project Manager, Assessor, Client and Building Contractor to ensure that:
 - 13.3.4.1 The Housing Modification has been undertaken and completed to a professional standard and is compliant with all relevant standards;

- 13.3.4.2 Information and appropriate training (if required) is provided to the Client for the proper use of the completed modification, including responsibilities and applicable warranties;
 - 13.3.4.3 The Client and the Building Contractor sign off the modification as being complete and fit for purpose;
 - 13.3.4.4 The Assessor visits the site on completion and signs off the modification as being complete and meeting the Client's injury related need; and
 - 13.3.4.5 The Housing Modifications meet the assessed injury related needs.
- 13.3.5 The Supplier will, on behalf of ACC:
- 13.3.5.1 Receive account/s from subcontracted services, ensuring these correlate with all agreed sums and that variations are accurately tracked and reported;
 - 13.3.5.2 Monitor and ensure modifications occur within agreed timeframes;
 - 13.3.5.3 Make any payments including staged payments to subcontracted services and Building Contractors as agreed, ensuring that an appropriate retention is withheld in line with standard construction industry practice;
 - 13.3.5.4 Where required, ensure that completed work is inspected and certified resulting in the issuing of a Certificate of Compliance and arrange for this to be handed to the Property Owner;
 - 13.3.5.5 Ensure all warranties relating to the work are handed to the Property Owner.

14. COMPLETION OF HOUSING MODIFICATION PROJECT

- 14.1 Upon completion of the Housing Modification Project the Supplier will:
- 14.1.1 ensure that all equipment, surplus material, wreckage and rubbish related to the Housing Modification Project is removed from site and the site is left clean and tidy.
 - 14.1.2 Immediately on completion of the installation of grab rails, ensure that the Certificate of Satisfactory Completion form is signed by the Client.
 - 14.1.3 In the case of a Minor Modification Project being signed off by the Client, Building Contractor and Housing Assessor, forward the Certificate of Satisfactory Completion form to ACC.

14.1.4 In the case of a Standard or Complex Modification Project:

14.1.4.1 ensure that the Certificate of Satisfactory Completion form is signed by the Client, Housing Assessor and Project Manager; and

14.1.4.2 ensure that the Certificate of Satisfactory Completion form is forwarded to ACC.

15. RATE OF PROGRESS

15.1 If the Supplier does not meet the agreed timeframes, other than as a result of a cause listed in clause 16.1 then ACC may instruct the Supplier to submit a detailed progress report, at no additional cost to ACC, setting out how they will expedite progress and complete within the timescales.

15.2 Unless notified otherwise by ACC, the Supplier will adopt these revised methods which may require increases in the working hours and/or in the numbers of personnel, at the risk and cost of the Supplier.

15.3 If these revised methods cause ACC to incur additional costs, the Supplier will pay these costs to ACC in addition to any delay damages in accordance with clause 24.

16. EXTENSION OF TIME FOR COMPLETION

16.1 The Supplier is entitled to an extension of the Time for Completion if and to the extent that completion is delayed by any of the following causes:

16.1.1 Exceptionally adverse weather conditions;

16.1.2 Unforeseeable shortages in the availability of personnel or goods;

16.1.3 Any delay, impediment or prevention caused by, or attributable to ACC or the Client;

16.1.4 Unforeseeable delays caused by legally constituted public authorities;

16.1.5 A site issue (e.g., the presence of asbestos or a structural or integrity issue) that was not reasonably foreseeable by the Supplier and not reasonably capable of identification by the Supplier as a result of the Supplier's inspection;

16.1.6 An extraordinary event (as defined in the Standard Terms and Conditions).

16.2 If the Supplier is entitled to an extension of the Time for Completion, in accordance with clause 16.1, the Supplier will give notice in writing to ACC as soon as they become aware of the delay and confirm a date for completion.

17. VARIATIONS TO STRUCTURE OR MATERIALS

- 17.1 All Variations during the course of construction require ACC prior approval to proceed.
- 17.2 In the event of a Variation to an approved Housing Modification Project, the Supplier will:
- 17.2.1 Give notice in writing to ACC of any requested Variations to the agreed scope of works, including structure or materials, as soon as they are made aware;
 - 17.2.2 Identify if the Variations are directly related to the Housing Modification or are the Property Owner's responsibility;
 - 17.2.3 Obtain ACC's approval prior to commencement of any work;
 - 17.2.4 Accurately record and track any Variations including costs and timelines; and
 - 17.2.5 Accurately document and manage all agreed Variations.
- 17.3 ACC will only pay for Variation costs that are approved in accordance with clause 17.1 of this Agreement.

18. CONTINGENCY COSTS

- 18.1 The Supplier will:
- 18.1.1 Give notice in writing to ACC of any unforeseen additional costs in excess of the preapproved Contingency limit;
 - 18.1.2 Accurately record and track all Contingency sums claimed during construction due to unforeseen/unexpected costs; and
 - 18.1.3 Identify whether these costs are directly related to the Housing Modification Project or are Property Owner responsibilities and will accurately document and manage all agreed contingency sums.
- 18.2 ACC will authorise the increased costs where they:
- 18.2.1 Are directly related to the approved Housing Modification Project;
 - 18.2.2 Are not a Property Owner responsibility; and
 - 18.2.3 Could not reasonably have been foreseen.
- 18.3 ACC may, on request, seek a copy of a Contingency Sum claim.

19. SUSPENSION OF WORK

- 19.1 ACC may at any time give written notification to the Supplier to suspend any part of, or all of the Housing Modification Project ("Suspension Notice").
- 19.2 During such suspension the Supplier will ensure that the Housing Modification Project is protected and secured against any deterioration, loss or damage.

- 19.3 If a Suspension Notice under clause 19.1 is issued, the Supplier will stop providing Services:
 - 19.3.1 Until the earlier of:
 - 19.3.1.1 The date specified in the notice, or
 - 19.3.1.2 The date ACC and the Supplier agree the Services can begin again; or
 - 19.3.2 Permanently, if this Service Schedule for those Services is terminated or cancelled while the suspension is in force.
- 19.4 If the Supplier suffers delay and/or incurs additional cost from complying with ACC's instructions under clause 19.1, the Supplier will be entitled to:
 - 19.4.1 An extension of time for any such delay; and
 - 19.4.2 Claim payment for work completed in accordance with clause 29.6 of this Service Schedule.

20. REJECTION OF HOUSING MODIFICATIONS

- 20.1 If, as a result of an examination, inspection, measurement or testing of a Housing Modification, any materials, design or workmanship is found to be defective or otherwise not in accordance with this Service Schedule or the approved Housing Modification Project, ACC may reject the associated Housing Modification by giving notice to the Supplier with reasons.
- 20.2 The Supplier will ensure that the notified defects are promptly made good, at no charge to ACC or the Client or the Property Owner.
- 20.3 The Supplier will not be entitled to an extension of time for completion, or payment of the cost incurred in making good the consequences of the Supplier's faulty design, workmanship or materials.

21. COMPLAINTS PROCEDURE

- 21.1 All complaints received in respect of Housing Modification Assessments or Funding Decisions are the responsibility of ACC and shall be referred to ACC within 2 working days of receipt of the complaint.
- 21.2 For complaints received in respect of standards of workmanship, performance by or, behaviours of the Supplier or the Supplier's subcontractors or Building Contractor, the Supplier will, in the first instance, mediate between the complainant and the Supplier or the Supplier's subcontractors or Building Contractor.
- 21.3 If the complaint cannot be resolved it will be referred to ACC to be managed in accordance with the Process for Resolving Disputes as set out in the Standard Terms and Conditions.

- 21.4 Where a dispute is with the standard of building work undertaken by the Supplier's Subcontractor or Building Contractor, ACC may withhold payment of the invoice until the work is completed in a satisfactory manner.
- 21.5 The Supplier must have a documented process that comprises both a record of any complaint or dispute and the response(s) taken which includes evidence of appropriate escalations and auditable records. The Supplier will keep ACC informed of progress via the quarterly reporting.

22. REMEDIES

- 22.1 If ACC is entitled to any payment from the Supplier under clause 22 and/or clause 24 of this Service Schedule ACC will give notice and details of the claim to the Supplier and will raise a GST invoice for payment.
- 22.2 The notice will be given as soon as practicable after ACC becomes aware of the event or circumstances giving rise to the claim.
- 22.3 The details of the claim will specify the cause or other basis of the claim and will include substantiation of the amount to which ACC considers itself to be entitled.
- 22.4 The Supplier will pay the invoice on or by the 20th day of the month following receipt of the correctly prepared tax invoice.

23. FAILURE TO REMEDY DEFECTS

- 23.1 If the Supplier fails to remedy any defect or damage within the agreed timeframe, a date may be fixed by or on behalf of ACC, on or by which the defect or damage is to be remedied. ACC will give the Supplier reasonable notice of this date.
- 23.2 If the Supplier fails to remedy the defect or damage by this notified date and this remedial work was to be executed at the cost of the Supplier, ACC may carry out the work itself or by others, in a reasonable manner and at the Supplier's cost.

24. DELAY DAMAGES

- 24.1 If the Supplier fails to comply with timeframes specified in Appendix 1, other than as a result of a cause listed in clause 16.1 and accepted by ACC (acting reasonably) in accordance with clause 16.2, the Supplier will pay delay damages to ACC for this default.
- 24.2 Subject to clause 24.6, delay damages are any additional actual costs which ACC has reasonably incurred as a result of the delay and will include but are not limited to:
- 24.2.1 Additional alternative accommodation costs for the Client, the Client's dependents and caregivers;
 - 24.2.2 Additional equipment costs for the Client;
 - 24.2.3 Additional care costs for the Client;

- 24.2.4 Additional transport costs for the Client; and
- 24.2.5 Any other Client cost incurred as a result of the delay.
- 24.3 ACC may claim payment of delay damages from the Supplier in accordance with clause 24.1.
- 24.4 These delay damages shall be the only damages due from the Supplier for such default.
- 24.5 These damages do not relieve the Supplier from its obligation to complete the Housing Modification Project or from any other duties, obligations or responsibilities which it may have under this Service Schedule.
- 24.6 The Parties agree that the amount of delay damages for which the Supplier shall be liable under this clause 24, per delay event, shall never exceed the total price for the particular Services being carried out on the Housing Modification Project that is the subject of the delay event (as determined in accordance with Appendix 3 of this Agreement).

25. WARRANTIES

- 25.1 The Housing Modification will be undertaken properly, competently, with reasonable skill and care, and in accordance with the plans and specifications.
- 25.2 The housing modification Project will be carried out in accordance with, and comply with, all laws and legal requirements, including, without limitation, the Building Act 2004 and the regulations, including council regulations.
- 25.3 All materials used must be suitable for the purposes of the Project and, unless otherwise stated in the contract, new and free from any encumbrance (including by lien or security interest).
- 25.4 All work must be protected by relevant New Zealand consumer rights, including but not limited to:
 - 25.4.1 Part 4A of the Building Act; and
 - 25.4.2 Building (Residential Consumer Rights and Remedies) Regulations 2014.
- 25.5 If any material or equipment defect becomes apparent within the warranty period the Supplier will rectify the defect at no charge to ACC or the client/property owner.
- 25.6 The warranty claim procedure is:
 - 25.6.1 On discovery of a potential warranty claim, the Supplier will arrange for an inspection and determine whether the problem is a warrantable defect;
 - 25.6.2 Where the defect is deemed to have arisen from the modification, the Supplier will arrange of the rectification at the supplier's cost.

- 25.7 The Supplier will provide the Property Owner a copy of the written warranty for all materials, equipment installed for the housing modification Project.
- 25.8 Nothing in this clause 25 limits any other rights or remedies ACC may have under or in connection with this Agreement.

26. OWNERSHIP AND TITLE

- 26.1 The legal and beneficial ownership and title to all materials and equipment purchased and installed for the purposes of this Agreement will pass to the Property Owner on completion.

27. RISK AND RESPONSIBILITY

- 27.1 The Supplier will indemnify ACC against all claims, damages, losses and expenses in respect of damage to, or loss of any property where such damage or loss:
- 27.1.1 Arises out of, or in the course of, or by reason of the design, execution and completion of the Housing Modification Project and the remedying of any defects;
 - 27.1.2 Is attributable to any negligence, wilful act or breach of this Agreement by the Supplier, the Supplier's personnel, their respective agents, or anyone directly or indirectly employed by any of them; and
 - 27.1.3 Including any personal property on the Client's premises.
- 27.2 This clause 27 is in addition to clause 22 of this Agreement.

28. COST VARIANCE

- 28.1 The Supplier will obtain a Quantity Survey on all Housing Modifications:
- 28.1.1 Over the value of \$70,000 + GST; and/or
 - 28.1.2 As directed by ACC; and/or
 - 28.1.3 Where only one quote is available.
- 28.2 The allowable percentage variance between Quantity Survey estimate and actual tendered costs is to be within 10% of final accepted quote (calculated from working drawings and specifications).

29. PAYMENT AND INVOICING

Invoicing

- 29.1 The Supplier is entitled to raise a separate GST invoice for each Client within five working days following completion of the Service or a component of the Service, in accordance with clause 10 of the Standard Terms and Conditions.

- 29.2 To ensure efficient payment processing by ACC, the Supplier's invoice will contain information consistent with that received in the ACC purchase approval which initiated the Service, particularly with regard to service item codes.
- 29.3 In addition to the requirements set out in clause 10.2 of the Standard Terms and Conditions, the Supplier's invoice shall contain the following:
- 29.3.1 An invoice number;
 - 29.3.2 The name and claim number of the Client receiving the Service;
 - 29.3.3 A description of the Services and their codes; and
 - 29.3.4 If more appropriate, the start and end date.
- 29.4 The Supplier is responsible for handling of and payment of all Sub-contractor and Building Contractor invoices including staged payments and retention sums.

Part payment

- 29.5 If a Housing Modification referral is referred by the Supplier to the Managed Rehabilitation Equipment Service or is declined or withdrawn by ACC at any point in the process, ACC will provide a purchase approval for part payment against service item code HM67 in accordance with Appendix 3: Service Items and Prices.
- 29.6 Where a Service is, in accordance with clause 19 of this Service Schedule, Suspended or Terminated due to the client's change in circumstances (eg death or shifting address), the parties will negotiate the final cost for completing the Project as follows:
- 29.6.1 All Set Fees will be determined by a percentage of the work completed at the time of notification (% of modification completed);
 - 29.6.2 All Project Management Fees will be determined by a percentage of the work completed at the time of notification and will include work required for the completion (% of project management fee); and
 - 29.6.3 All costs incurred for Services provided at the point of the Suspension Notice and to completion will be included. Any cost not defined in the agreed purchase approval will be subject to ACC's discretion.

Staged Payments

- 29.7 The Supplier may apply for staged payments and these will be granted at ACC's discretion.

Client Requested Variations

- 29.8 Client requested variations (outside of the injury related modifications) should be paid by the Client directly to the Building Contractor. ACC will not be held liable for any payment claims arising from Client requested variations.

Payment

29.9 If the Supplier has complied with its obligations under this Agreement, ACC will pay the invoice into the Supplier's bank account on or by the 20th day of the month following receipt of the invoice.

30. PERFORMANCE REQUIREMENTS

30.1 ACC will measure the success of this Service and the Supplier's performance based on the Key Performance Indicators set out in Appendix 2.

30.2 If the Supplier repeatedly fails to meet the performance requirements as outlined in Appendix 2, ACC will work with the Supplier to implement a Performance Improvement Plan (PIP).

30.3 If the Supplier does not demonstrate performance improvements as required by the PIP then ACC may, at its sole discretion, reallocate geographic regions to another supplier.

31. REPORTING REQUIREMENTS

31.1 The Supplier will:

31.1.1 Complete and submit detailed reports using the agreed reporting criteria set out in Appendix 2; and

31.1.2 submit all reports via email in a format agreed with ACC to ACC's nominated Relationship Manager.

32. HEALTH AND SAFETY

32.1 In addition to the obligations set out in clause 8.16 of the Standard and Terms and Conditions and section 11 of the Operational Guidelines, the Supplier must:

32.1.1 Comply with the requirements as set out in the Health and Safety At Work Act 2015;

32.1.2 Comply with the Health and Safety at Work (Asbestos) Regulations 2016;

32.1.3 Ensure that a site specific Health and Safety Plan is developed and maintained for each property that is receiving Housing Modifications; and

32.1.4 Ensure the Health and Safety requirements take into consideration the Client, their family, whānau and any visitors to the Client's property.

32.2 On request by ACC, the Supplier will provide a copy of the site specific Health and Safety Plan.

33. INSURANCE

- 33.1 In addition to clause 17 of the Standard Terms and Conditions, the Supplier will, at its own expense, ensure and maintain adequate insurance in respect of the potential liability under this Agreement.
- 33.2 If specific insurance requirements are specified in the particular modification, the Supplier must comply with those requirements.
- 33.3 The Supplier will provide satisfactory evidence of insurance at ACC's request.

34. SERVICE EXIT

- 34.1 Services are deemed to be completed for a Client:
 - 34.1.1 On completion of the Housing Modification Project evidenced by signing of the Certificate of Satisfactory Completion; and
 - 34.1.2 When any Certificates/Codes of Compliance have been issued (where required); and
 - 34.1.3 When final payments including any retentions have been made to contractors; or
 - 34.1.4 Where ACC directs the Supplier to cease Services in respect of an individual Housing Modification Project.

35. LINKAGES

- 35.1 The Supplier will develop and maintain strong linkages and service relationships with at least the following groups. This list is not exhaustive and there may be others for whom regular contact and liaison is relevant and necessary:
 - 35.1.1 ACC contracted Housing Assessors;
 - 35.1.2 Local Territorial Authorities;
 - 35.1.3 Managed Rehabilitation Equipment Service (MRES) Supplier;
 - 35.1.4 Contracted Architectural/Drafting Consultants; and
 - 35.1.5 Building Contractors.

36. SERVICE DEVELOPMENT

- 36.1 ACC has an ongoing service improvement programme which may result in changes to systems and processes. The Supplier will be consulted on any proposed changes which will impact on either the management or provision of services prior to implementation.

37. EXCLUSIONS

- 37.1 The following Services are excluded from this Service Schedule (without limitation):
- 37.1.1 Funding decisions, which will be made by ACC;
 - 37.1.2 Direct purchase of MRES housing equipment e.g. including but not limited to: short rise lifts, modular ramps etc. (refer to Operational Guidelines);
 - 37.1.3 Repair or replacement of any Housing Modification if the home or modifications are not insured and are subsequently damaged unless at ACC's direction;
 - 37.1.4 Housing Modifications to a hospital, hostel, hotel, motel, rest home, school or other institution;
 - 37.1.5 Removal of Housing Modifications no longer required, unless directed by ACC and a Purchase Approval number provided;
 - 37.1.6 Maintenance or replacement of any Housing Modifications unrelated to warranty/remedial work required as a part of the Housing Modification process; and
 - 37.1.7 ACC Social Rehabilitation Housing Assessment Services.

38. TRANSITION ON TERMINATION OF SERVICES

- 38.1 Change of Supplier
- 38.1.1 The Supplier acknowledges and agrees that prior to the Date of Expiry of this Service Schedule, or earlier termination in accordance with the Agreement, ACC must be able to maintain continuity of these Services, whilst inviting proposals, putting a new service Supplier in place or taking over the Services itself (should it so desire).
 - 38.1.2 The Supplier will co-operate to the extent reasonably expected of any Supplier of similar services, in order to ensure that any hand over of the Services to another supplier or to ACC itself is conducted smoothly and professionally. The Supplier is not required to provide access to or disclose or make available its techniques, Intellectual Property Rights or information that is confidential to it in complying with this requirement.
 - 38.1.3 In the event of the need for a hand over of the Services either to ACC or another service provider the Supplier will:
 - 38.1.3.1 Continue to provide the Services until the Date of Expiry or Termination Date;

- 38.1.3.2 Co-operate with ACC and any incoming service provider to develop a phase in/phase out plan with a mutually agreed schedule for hand-over of responsibilities to the incoming service provider. This plan and schedule will provide for full and uninterrupted provision of the Services;
- 38.1.3.3 Work with ACC to develop a transition plan, including providing a monthly summary of work in progress detailing the status and planned timeframes to complete those projects; and
- 38.1.3.4 Provide all reports and additional information required for transition at no cost to ACC and without limitation on ACC's ability to access or retrieve such reports or additional information.

39. DEFINITIONS AND INTERPRETATIONS

In this Service Schedule unless the context otherwise requires:

'Additional Activities' means any activities which are required as a result of changes or errors made by ACC or the Housing Assessor.

'Assessment' means an assessment undertaken by a Housing Assessor to identify a Client's injury related needs for social rehabilitation and provide advice to ACC about options for addressing these needs and "Reassessment" and "Assessor" have a corresponding meaning.

'Building Consultants' means services required as part of the Housing Modification process, including architectural services, drafting, consultancy etc. (same as **'Professional Services'**).

'Building Contractor' or **'Contractor'** means a contract for services from an independent party (that is an employee of another organisation or is self-employed). This party has a contract with the ACC Client that sets out contractual arrangements and detail of outcomes to be delivered. The ownership or control of the operation or process being contracted is with the Supplier.

'Contingency' means an amount held in reserve to cover the cost of additional work that could not reasonably have been foreseen.

'Fabrication' means making/creating something from raw materials or different parts to meet the identified need.

'Fit for Purpose' means that the Housing Modification undertaken is suitable and safe for its intended use.

'Housing Assessor' means an approved ACC Social Rehabilitation Assessment Assessor, usually an Occupational Therapist.

‘Housing Modification’ means a modification to a Client’s home to assist the Client to live as independently and safely as possible by removing structural barriers and/or adding fixed features in their homes and to meet their identified injury related needs.

‘Housing Modification Project’ or ‘Project’ means the end to end process by which Housing Modifications are undertaken, as described in this Service Schedule.

‘Professional Services’ means services that may be required as part of the Housing Modification process, including architectural services, drafting, consultancy services, etc.

‘Project management workflow tool’ means the web based platform specifically designed and built to manage the service requirements of the Housing Modifications Service, capturing the sequential steps within each process, assigning these steps to individual roles which facilitate the management and measurement of specific tasks and activities.

‘Project Manager’ means a person with commensurate knowledge to be directly responsible for the monitoring, interpretation and control of the Housing Modification project.

‘Property Owner’ means a person or entity that has a particular ownership right to particular property. The particular property is limited to homes that are capable of modification for the purposes of social rehabilitation. The particular ownership right must include legal title to the land that home is built upon. Information and evidence of that particular ownership right is found from Land Information New Zealand.

‘Social Rehabilitation Assessments’ means Integrated Rehabilitation Assessments, Single Discipline Assessments, Education Support Assessments, Housing Assessments, Wheelchair and Seating Assessments, Highly Specialised Transport for Independence Assessments, Transport for Independence Assessments, Assistive Technology Assessments and Equipment Assessments.

‘Standard Terms and Conditions’ means an overarching document which sets out the rights and obligations of the parties. The Standard Terms and Conditions should be read in conjunction with the Service Schedule and can be found on acc.co.nz.

‘Subcontractors’ means other tradespeople required to complete housing modifications. For example, plumbers, drain layers and plasterers. The Supplier is responsible for the engagement and quality of work of subcontractors.

‘Technical Support’ means any expert Allied Health and/or Specialist Housing Modification related advice and support to assist in the identification of practicable Housing Modification solutions.

'Temporary Solutions' means any modification/equipment solution that will enable the person to return to their home environment (post discharge) and may include minor modifications such as (but not limited to), minor ramping, door widening, minor bathroom modifications, handrails etc.

'Universal Design Principles' means the concept of designing housing features to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life. The design will:

- (a) be safe and easy for all to use
- (b) provide people with the universal human right to access and participate within their communities
- (c) accommodate a wide range of individual preferences and abilities
- (d) be responsive to the person's changing needs over their lifetime.

'Variation' means an alteration to the scope of works in the construction contract in the form of an addition, substitution or omission from the scope of works.

'Working days' are usual business days and exclude weekends.

APPENDIX 1: TIMEFRAMES

Situation	Part B Clause Reference	Responsibility	Timeframe
Preliminary			
Technical support and advice on potential modification solutions	7.2.1, 8.1.3, 8.1.8, 8.2.5	Supplier	As required
Engage Project Managers etc. to identify and document the most practicable and cost effective modification options	7.2.3, 8.1.3, 9.1.3, 9.2.5, 13.2.3	Supplier	As required
Ongoing			
Provide information and advice to Clients regarding the housing modification process and expected timeframes	7.2.2, 8.1.4	Supplier	As required
Consult with Client, Housing Assessor and ACC if technical challenges identified	8.2.5	Supplier	As required
Provide agreed copies of plans and specifications	13.3.1.2, 13.3.1.4, 13.3.2.1, 13.3.2.2	Supplier	As required
Communicate variations to agreed plans and specifications and ensure working drawings and specifications are updated	8.2.4	Supplier	As required
Respond to any issues which arise during the building process and facilitate a resolution	8.2.6	Supplier	As required
Supervision and oversight	9.2.3	Supplier	As required
Appoint appropriate Professional Services	9.2.4	Supplier	As required
Helpdesk	6.1.3	Supplier	Respond within 24 hours
Grab Rails			
Process referral to handrail installer	13.1	Supplier	On acceptance of referral
Completion – urgent	13.1	Supplier	Within 48 hours of receiving the referral from ACC

Situation	Part B Clause Reference	Responsibility	Timeframe
Completion – non-urgent	13.1	Supplier	Within 5 working days of receiving the referral from ACC
Advise ACC of Completion	13.1.1.6	Supplier	Urgent - Within 3 working days of receiving the referral from ACC Non-urgent - Within 5 working days of receiving the referral from ACC
Minor Modifications			
Ensure that Building Contractor provides sketch plans, property owner consent and quote to Housing Assessor	13.2.1	Supplier	Within 10 working days of the site meeting
Receive ACC263, sketch plans and quote from Housing Assessor, and instruct Building Contractor to proceed.	13.2.2	Supplier	Within 2 working days of receipt of documentation from Housing Assessor
Provide information to Client regarding modification process, Client responsibilities and timeframes for the completion of the Housing Modification Project	13.2.1.4	Supplier	Concurrently with notification to Building Contractor to proceed
Provide update to ACC with progress and forecast completion date	13.2.1, 13.2.2, 13.2.4	Supplier	On receipt of prelim drawings/estimate
Completion and sign off of Housing Modifications by Building Contractor	13.2.6	Supplier	Within timeframes proposed to, and approved by, ACC
Standard Modifications			
Notice to ACC of acceptance of referral and/or request further information	13.3.1	Supplier	2 working Days
Supplier provided with outstanding information	3.4	ACC	5 working days from request for further information
First on site visit occurs. Client provided with written information on housing modification project, client responsibilities and timeframes for the completion of the project	13.3.1.1	Supplier	Within 10 working days of referral acceptance
Obtain preliminary drawings/estimate costs and submit to ACC for approval and apply for Building Consents (where required)	13.3.1, 13.3.2	Supplier	Within 25 working days of first site visit

Situation	Part B Clause Reference	Responsibility	Timeframe
Provide update to ACC with progress and forecast completion date	13.3.2.2, 13.3.3.4	Supplier	On receipt of ACC approval of prelim drawings/estimate
ACC instruct Supplier to complete working drawings	13.3.2.2	ACC	Within 10 Working days of receipt of design concept for approval
Complete working drawings and apply for necessary consent(s)	13.3.2.2	Supplier	Within 20 working days of ACC instructing approval to proceed to tender
Upon consent uplift proceed to tender, obtain quotes and submit to ACC for approval with Tender Recommendation	13.3.2.2	Supplier	Within 20 working days of receipt of Building Consents uplift
ACC approval of Tender Recommendation	13.3.3	ACC	Within 10 working days of receipt of Tender Recommendation
Provide update to ACC with progress and forecast completion date	13.3.3.4	Supplier	On receipt of ACC approval of Tender Recommendation
Notice of the commencement of any modifications to client	13.3.3.3	Supplier	At least 5 working days prior to modifications commencing
Construction Completion Stage	13.3.4	Supplier	Within 25 days of Project commencement date as advised to ACC, or as per the Project Timetable approved by ACC, whichever is the later date.
Coordinate completion visit with Client, Assessor and Building Contractor	13.3.4	Supplier	Within 5 working days of practical completion of modifications
Complex Modifications			
Notice to ACC of acceptance of referral and/or request further information	13.3.1	Supplier	2 working days
Supplier provided with outstanding information	3.4	ACC	5 working days from request for further info
First on site visit occurs	13.3.1.1	Supplier	Within 10 working days of referral acceptance
Client provided with written information on the Housing Modification project, Client responsibilities and timeframes for the completion of the Housing Modification Project			

Situation	Part B Clause Reference	Responsibility	Timeframe
Obtain preliminary drawings/estimate costs and submit to ACC for approval and apply for Building Consents (where required)	13.3.1, 13.3.2	Supplier	Within 30 working days of first site visit
Provide update to ACC with progress and forecast completion date	13.3.3.4	Supplier	On receipt of ACC approval of prelim drawings/estimate
Complete working drawings and apply for necessary consent(s)	13.3.2.2	Supplier	Within 20 working days of ACC instructing approval to proceed to tender
Upon consent uplift proceed to tender, obtain quotes and submit to ACC for approval with Tender Recommendation	13.3.2.2	Supplier	Within 20 working days of receipt of Building Consents uplift
ACC approval of Tender Recommendation	13.3.3	ACC	Within 10 working days of receipt of Tender Recommendation
Provide update to ACC with progress and forecast completion date	13.3.3.4	Supplier	On receipt of ACC approval of Tender Recommendation
Notice of the commencement of any modifications to client	13.3.3.3	Supplier	At least 5 working days prior to modifications commencing
Construction Completion Stage	13.3.4	Supplier	Within 50 days of Project commencement date as advised to ACC, or as per the Project Timetable approved by ACC, whichever is the later date.
Coordinate completion visit with Client, Assessor and Building Contractor	13.3.4	Supplier	Within 5 working days of practical completion of modifications
On completion of Housing Modification - Grab Rails, Minor, Standard and Complex Modifications			
Receive accounts and make appropriate staged payments	6.5, 13.2.7.1, 13.2.7.2, 13.3.5.1, 13.2.5.3, 29.3	Supplier	As agreed in tender recommendation
Inspection and certification resulting in issue of Certificate of Compliance	13.2.7.4, 13.3.5.4	Supplier	
Remove equipment and rubbish from site	14.1	Supplier	Upon completion of the Housing Modification

Situation	Part B Clause Reference	Responsibility	Timeframe
Certificate of Satisfactory Completion form forwarded to ACC	13.1.1.5, 13.2.7.4, 14.2, 14.3, 14.4, 14.5, 34.1.1	Supplier	Grab rails and Minor Modifications - Within 2 working days of completion; Standard and Complex within 10 days of completion of modifications
Rejection of Housing Modification	20	ACC	As required
Defects made good	20.2, 27.1.1	Supplier	As agreed
Payment of delay damages invoice	24	Supplier	By the 20 th day of the month following receipt
Supplier to raise GST invoice	29	Supplier	Entitled to raise within 5 working days of completion of the Service
Payment of Supplier's GST invoice	29.8	ACC	By the 20 th day of the month following receipt of the invoice

APPENDIX 2: SUPPLIER PERFORMANCE AND REPORTING REQUIREMENTS

Performance Requirement	Details	KPI	Frequency of Reporting
Has project management tracking software capable of providing real time information of projects	Tracking software collects all information regarding the progress of each project including: <ul style="list-style-type: none"> • Current work in progress • Key milestones of each project • Expected time frames and any variance 	<ul style="list-style-type: none"> • 100% of minor, standard and complex projects are entered into project management software 	Real Time Reporting is available
Each project managed has a proposed timeline	<ul style="list-style-type: none"> • Projects meet proposed timelines Extension of Time (EOT) advice is received as early as is practicable, but no less than 10 working days prior to proposed completion 	<ul style="list-style-type: none"> • 90% within set timeframes • Less than 5% of EOT requests are received less than 10 working days prior to proposed completion date 	Exceptions and analysis Monthly by the 15 th of each month
High quality work is maintained throughout construction	<ul style="list-style-type: none"> • Onsite quality assurance checks are completed for 20% of all projects during the construction phase 	<ul style="list-style-type: none"> • Exception reporting when less than 20% of QAs have been undertaken and where quality falls below • acceptable standards 	6 monthly by 31 March and 31 Sept
Independent audits are undertaken of Minor housing modification projects to determine if work is cost effective	<ul style="list-style-type: none"> • Supplier provides sufficient detailed information to enable independent auditor to undertake analysis without requesting additional information • Minor Modifications costs fall within expected market rates 	<ul style="list-style-type: none"> • Independent Audit finds that 100% of Minor modifications fall within expected market rates • Where minor modification is outside of expected market rates, Supplier will provide commentary including: type of modification, reason cost exceeds • expected market rates. 	6 monthly by 31 March and 31 Sept (by Auditor)
Modification solutions meet client's injury related needs	<ul style="list-style-type: none"> • Modifications undertaken meet the client's assessed injury related needs with limited changes to proposed housing solution required 	<ul style="list-style-type: none"> • Only 5% of minor mod projects require 2 or more modifications 	6 monthly by 31 March and 31 Sept

Performance Requirement	Details	KPI	Frequency of Reporting
Customer Satisfaction Reporting	<ul style="list-style-type: none"> • Clients and ACC are provided with Satisfaction surveys 	<ul style="list-style-type: none"> • 100% of clients are provided with customer satisfaction surveys • 100% of ACC staff are provided with customer satisfaction surveys 	<ul style="list-style-type: none"> • % of completed surveys are reported in 6 monthly reporting • Summary of findings of Satisfaction surveys included in 6 monthly reporting (including client complaints which were unable to be resolved) including any trends re ACC staff by region
Timeliness	<ul style="list-style-type: none"> • Timeframes for reporting Supplier Reporting (KPIs and other service reports) are met • Timeframes for service delivery as per the Service Schedule are met 	<ul style="list-style-type: none"> • 95% of timeframes as set out in the contract met 	<ul style="list-style-type: none"> • Exception reporting <p>6 monthly by 31 March and 31 Sept</p>
Service Reporting			
Clients needs are assessed appropriately and modifications are able to be undertaken efficiently	<ul style="list-style-type: none"> • Number of Assessments that could not be accepted without further information or clarification • Total number of assessments received and • % of inadequate assessments • Any identified trends by specific Suppliers or Providers 	Not a KPI requirement	<ul style="list-style-type: none"> • Narrative 6 monthly <p>by 31 March and 31 Sept</p>

Performance Requirement	Details	KPI	Frequency of Reporting
Remedial work is kept to a minimum	<ul style="list-style-type: none"> Modifications undertaken are of high quality standard and meet client's injury related needs with limited remedial work required 	Not a KPI requirement	<ul style="list-style-type: none"> All remedial work is reported to ACC. Report to include: description of remediation required, time post completion, cost and work involved <p>6 monthly by 31 March and 31 Sept</p>
Suppliers are engaged in continuous improvement processes	<ul style="list-style-type: none"> Examples where clients have reported they are satisfied with housing modification resulting in positive outcome for client Any factors which impact on service delivery including Sector changes, trends etc. Supplier Innovations, positive client outcome stories, service improvements Recommendations for improvements to service delivery 	Not a KPI requirement	<ul style="list-style-type: none"> Narrative 6 monthly <p>by 31 March and 31 Sept</p>
Management of debt	<ul style="list-style-type: none"> Supplier has efficient invoicing and debt management processes Aged Debt – Amount of current outstanding debt by <30 days, >30 days, >60 days, >90 days, >120 days 	Not a KPI requirement	<p>Monthly by the 15th of each month</p>
Engagement of Recovery Team Members	<ul style="list-style-type: none"> Percentage of ACC staff attending (person or virtually) standard and complex site meetings and any trends identified eg by region 	Not a KPI requirement	<p>Monthly by the 15th of each month</p>

Performance Requirement	Details	KPI	Frequency of Reporting
Supports and encourages locally owned, smaller businesses including specifying whether these are owned by Māori businesses (The definition of a Māori business is a Māori authority (as classified by the Inland Revenue Department) or a minimum 50% Māori ownership).	<ul style="list-style-type: none"> • Supplier maintains a list of Building Contractors engaged including specifying whether these are owned by Māori businesses for future reporting. 	Not a KPI requirement	6 monthly by 31 March and 31 Sept
Data is captured showing who owns the property (eg Kaianga Ora, other social housing, private ownership, rental property etc)	<ul style="list-style-type: none"> • Supplier records data on who owns the property by type of modification: <ul style="list-style-type: none"> • Minor • Standard • Complex 	Not a KPI requirement	6 monthly by 31 March and 31 Sept

APPENDIX 3: SERVICE ITEMS AND PRICES

Table 1 – Grab Rails

Service Item Code	Service Item Description	Service Item Definition	Grab rails Price (excl GST)	Pricing Unit
HM21	Management and Administration of Grab Rail installation	<ul style="list-style-type: none"> Receive instruction from ACC Instruct Grab rail Installer to proceed with modification Ensure online project management updated to reflect project milestones Handling Contractor invoices including retentions 	\$77.75	Set fee
HM22	Installation – Grab Rails (non-urgent)	Materials costs and labour hours for the non-urgent installation of grab rails.		At cost to a maximum \$1,000.00 (excl GST). One per claim is allowed without prior approval. After that, prior approval required
HM23	Installation – Grab Rails (urgent)	Materials costs and labour hours for the urgent installation of grab rails		At cost to a maximum \$1,500.00 (excl GST). One per claim is allowed without prior approval. After that, prior approval required
HM25	Installation – Grab Rails (over \$ threshold costs)	Materials costs and labour hours for the installation of grab rails where costs exceed the pre-approved threshold for urgent and non-urgent installations		At cost. Prior approval required

Table 2 – Minor Modifications

Service Item Code	Service Item Description	Service Item Definition	Minor Modifications Price (excl GST)	Pricing Unit
HM30	Management and Administration of Minor Modifications	All activities associated with the management and administration of Minor Modification projects	\$743.48	Set fee
HM31	Additional Administration of Minor Modification	Additional management and administration of Minor Modification projects where resourcing available in HM30 has been utilised	\$73.12	Hourly rate Up to 3 hours no prior approval required
HM35	Building Services – Minor Modifications	Material costs and labour hours for completion of Minor Modifications	At cost. Approval to proceed is required if more than two requested per claim NOTE: Prior approval is obtained via email	At cost. Approval to proceed is required if more than two requested per claim NOTE: Prior approval is obtained via email

Table 3– Minor Service Items

Service Item Code	Service Item Description	Minor Modifications Price (excl GST)	Pricing Unit
HM100A	Minor Ramps - Timber	Actual and Reasonable cost	cost per metre (including labour)
HM101A	Minor Ramps - Concrete	Actual and Reasonable cost	cost per metre (including labour)
HM110A	Decks -Timber	Actual and Reasonable cost	cost per metre ² (including labour)
HM111A	Landing - Timber	Actual and Reasonable cost	cost per metre ² (including labour)
HM112A	Decks/landing (height <1m) concrete	Actual and Reasonable cost	cost per metre ² (including labour)
HM120A	Custom Handrails int/ext - timber	Actual and Reasonable cost	cost per 0.5 metre (including labour)
HM121A	Custom Handrails int/ext: powdercoat	Actual and Reasonable cost	cost per 0.5 metre (including labour)
HM122A	Custom Handrails int/ext -galvanised	Actual and Reasonable cost	cost per 0.5 metre (including labour)
HM123A	Custom Handrails	Actual and Reasonable cost	cost per 0.5 metre (including labour)
HM130A	Door widening	Actual and Reasonable cost	Per door, includes labour & materials
HM131A	Door widening electrical (modify lighting switch)	Actual and Reasonable cost	Per door (only when required) Includes materials & labour
HM133A	Front door replacement	Actual and Reasonable cost	Flat Fee, includes labour & materials
HM134A	Cavity Slider 960mm (internal slider)	Actual and Reasonable cost	Per slider, includes labour & materials
HM135A	Cavity Slider 960mm (external slider)	Actual and Reasonable cost	Per slider, includes labour & materials
HM140A	Easy Steps (height < 1m) - per step	Actual and Reasonable cost	Per Step Includes materials & labour
HM150A	Fencing - timber (1.8m height)	Actual and Reasonable cost	Cost per metre (including labour)
HM151A	Fencing - Pool (1.4m height)	Actual and Reasonable cost	Cost per metre (including labour)
HM152A	Path gate - timber 960mm w x 1.8m h	Actual and Reasonable cost	Flat Fee Includes materials & labour
HM153A	Path gate – pool 960mm w x 1.4m h	Actual and Reasonable cost	Flat Fee Includes materials & labour
HM160A	Handheld shower	Actual and Reasonable cost	Flat Fee Includes materials & labour
HM161A	3 walls waterproofed, bath linings	Actual and Reasonable cost	Flat Fee Includes materials & labour

Table 4 – Standard Modifications

Service Item Code	Service Item Description	Service Item Definition	Standard Modifications Price (excl GST)	Pricing Unit
HM40	Management and Administration for Standard Modifications	All activities associated with the management and administration of Standard Modification projects.	\$2,939.93	Set fee
HM41	Project Design - Standard (Includes all disbursements and travel time and mileage for return journeys less than 100km from the nearest ACC branch)	<ul style="list-style-type: none"> • Screen ACC referral • Arrange site and check Territorial Local Authority property file • Initial site visit, following site visit protocol • Prepare preliminary drawings and estimated costs • Prepare working drawings and documentation required to obtain property owner’s consent/Building Consent/Resource Consent • Associated administration costs 	\$3,217.64	Set fee
HM45	Building Services – Standard Modifications	Material costs and labour hours and Building Consent fees for completion of Standard Modification Projects	At cost, prior approval required	
HM46	Project Management - Standard (Includes all disbursements and travel time and mileage for return journeys less than 100km from the nearest ACC branch)	<ul style="list-style-type: none"> • Request quotations • Receive and review quotations • Obtain Quantity Surveyor review for final working drawings with an estimated cost of >\$70,000 +gst • Make tender recommendation and obtain authorisation to proceed from ACC • Property Owner’s written Consent • Apply for and pay for Building Consent • Project manage Modification Project including monitoring and signoff on completion • Certify Contractor’s final account • Advise Contractor of and manage the completion of identified remedial work required to obtain Code of Compliance Certificate • Attend a minimum of 3 site visits during the course of construction and includes: <ul style="list-style-type: none"> ○ Arrange site visit 	\$3,354.83	Set Fee

Service Item Code	Service Item Description	Service Item Definition	Standard Modifications Price (excl GST)	Pricing Unit
		<ul style="list-style-type: none"> ○ Attend and lead site visit ○ Document key actions and notes and distribute to attendees ○ This includes an initial project start up visit, completion visit and at least 1 other site visit during the course of construction) 		

Table 5 – Complex Modifications

Service Item Code	Service Item Description	Service Item Definition	Complex Modifications Price (excl GST)	Pricing Unit
HM50	Management and Administration for Complex Modifications	All activities associated with the management and administration of Complex Modification projects	\$3,855.91	Set fee
HM51	Project Design - Complex (Includes all disbursements and travel time and mileage for return journeys less than 100km from the nearest ACC branch)	<ul style="list-style-type: none"> • Screen ACC referral • Arrange site visit and check TLA property file • Initial site visit, following site visit protocol • Prepare preliminary drawings and estimated costs • Prepare working drawings and documentation required to obtain Property Owner's consent/Building Consent/Resource Consent • Associated administration costs 	\$6,966.75	Set fee
HM55	Building Services – Complex Modifications	Material costs and labour hours and Building Consent fees for completion of Complex Modification Projects	At cost, prior approval required.	

Service Item Code	Service Item Description	Service Item Definition	Complex Modifications Price (excl GST)	Pricing Unit
HM56	Project Management - Complex (Includes all disbursements and travel time and mileage for return journeys less than 100km from the nearest ACC branch)	<ul style="list-style-type: none"> • Request quotations • Receive and review quotations • Obtain Quantity Surveyor review for final working drawings with an estimated cost of >\$70,000 +gst • Make tender recommendation and obtain authorisation to proceed from ACC • Apply for and pay for Building Consent • Project manage Housing Modification Project including monitoring and signoff on completion • Certify Contractor's final account • Advise Contractor of and manage the completion of identified remedial work required to obtain Code of Compliance Certificate • Attend a minimum of 4 site visits during the course of construction and includes: <ul style="list-style-type: none"> ○ Arrange site visit ○ Attend and lead site visit ○ Document key actions and notes and distribute to attendees ○ This includes an initial project start up visit including explaining preliminary drawings to clients, completion visit and at least 2 other site visits during the course of construction 	\$6,850.26	Set Fee

Table 6 – Other Activities

Service Item Code	Service Item Description	Service Item Definition	Minor Modifications Price (excl GST)	Standard Modifications Price (excl GST)	Complex Modifications Price (excl GST)	Pricing Unit
HM62	Quantity Surveyor review	Quantity surveyor review of final working drawings of all Complex Modifications and Standard Modifications: <ul style="list-style-type: none"> Over the value of \$70,000 + GST; and/or As directed by ACC; and/or Where only one quote is available 	n/a	\$1,237.56	\$1,237.56	Set fee
HM64	Additional Site Visits	Only available when HM46 and HM56 have been used. Includes all disbursements and travel time and mileage for return journeys less than 100km from the nearest ACC branch <ul style="list-style-type: none"> Arrange site visit Attend and lead site visit Document key actions and notes and distribute to attendees Update online Project Tracking system to reflect project milestones and key documents, actions and responsibilities 	n/a	\$368.42	\$368.42	Set Fee Prior approval required
HM60	Additional Activities - administration	Includes any additional activities undertaken by the Supplier only at ACC's written request that are not specified, described or implied by statements in this Service Schedule and that are directly related to a specific Housing Modification Project	n/a	\$73.12	\$73.12	Hourly Rate Prior approval required
Refer to appendix 5	Specialist Fees	This includes all specialist fees as identified in Appendix 5 – Schedule of Specialist Fees	n/a	Hourly Rate as identified in schedule of Specialist fees see Appendix 5 Prior approval required		

Service Item Code	Service Item Description	Service Item Definition	Minor Modifications Price (excl GST)	Standard Modifications Price (excl GST)	Complex Modifications Price (excl GST)	Pricing Unit
HM63C	Housing Modifications contingency allowance	Allowance for small unforeseen construction contract variations and cost increases for standard and complex modifications only. Includes Admin time	n/a			At cost to a maximum \$5,000 (excl GST) Purchase Order not required
HM65	Prepurchase/rental inspection (Includes all disbursements and travel time and mileage for return journeys less than 100km from the nearest ACC branch)	Pre-purchase/rental inspection of a property that a Client is considering purchasing or renting to determine its suitability for the Client and any modifications that would be required to the property to meet the Client's injury related needs	n/a			\$680.66 Set fee Prior approval required
HM67	Proposal declined terminated or transferred	Cost of work completed plus % of applicable management fee (determined by % of work completed) plus actual costs to ensure the property is left in an appropriate manner				Actual and Reasonable

Table 7 – Travel

Service Item Code	Service Item Description	Service Item Definition	Minor Modifications Price (excl GST)	Standard Modifications Price (excl GST)	Complex Modifications Price (excl GST)	Pricing Unit
HMTT7	Travel Time	Travel time in excess of the 100km round trip Hourly rate as per Appendix 4 – Schedule of Specialist Fees	Hourly rate Prior approval required			
HMTD4	Travel Mileage	Travel mileage in excess of the 100km round trip	\$0.78			Per kilometre. Prior approval required
HMT6	All other travel	Costs for return travel by air, ferry, taxi, rental car, public transport and parking when: <ul style="list-style-type: none"> return travel is via the most direct, practicable route; and the return travel exceeds 100km <p>Note 1: where the Supplier has no base or facility in the Service provision area return travel will be calculated between the “start point” and “end point” closest to the Client as agreed by ACC</p> <p>Note 2: ACC will only pay for actual and reasonable costs and receipts must be retained and produced if requested by ACC. If more than one client (ACC and/or non-ACC) receives services then invoicing is on a pro-rata basis</p>				Actual and Reasonable. Prior approval required

APPENDIX 4: SCHEDULE OF SPECIALIST FEES

Service Item Code	Profession	Price (excl GST)	Unit
HM61A	Architect	\$198.00	Per Hour
HM61D	Draftsman	\$136.14	Per Hour
HM61Q	Quantity surveyor	\$216.58	Per Hour
HM61G	Geotechnical Engineer/Soil testing	\$198.00	Per Hour
HM61C	Civil Engineer	\$222.76	Per Hour
HM61S	Structural Engineer/Foundation testing	\$222.76	Per Hour
HM61V	CCTV Specialist	\$191.82	Per Hour
HM61F	Fire engineer (commercial and residential for sprinkler systems)	\$167.07	Per Hour
HM61L	Land surveyor	\$185.62	Per Hour
HM61T	Topographical surveyor	\$185.62	Per Hour
HM61P	Planning consultant	\$249.99	Per Hour
HM61E	Electrician (commercial and residential properties)	\$80.43	Per Hour
HM61H	Professional staff OT's/Housing advisors - for additional activities	\$135.71	Per Hour
HM61M	Contamination Testing	Actual and Reasonable Cost	Actual and Reasonable Cost