

**MTIS Procedure**

SOP Ref	HIGH LEVEL TASKS	Gr 10	Manager Task Time (checks) (Gr9)	Surveyor Task time (Gr8)	Assistant Task time (Gr6)	Case Management Team Leader (Gr8)	Case Officer / Income Mgr Task time (Gr 7)	Cost Control Officer (Gr 5)
<b>2</b>	<b>Gather Information, Letter 1 &amp; 2</b>		<b>0</b>	<b>6.5</b>	<b>1</b>	<b>6.5</b>	<b>30.5</b>	<b>0</b>
	Allocate a Case Officer							
	Log on Uniform & Tenement Dashboard per block (Spreadsheet)							
	Gather info of a) Historic Information from Local Housing Team leader (Dampness reports) and b) Previous repair works from Housing Property Surveying Team Community engagement and meetings etc							
	Gather information on Title Deeds, liability check (RoS, SLR & NG for block (tenement), record findings. Site Visit if necessary (door no's). Check previous Uniform records for works, record.							
	Prepare FAQs specific to block - scheme of assistance reference. Web-site text wording to be agreed and uploaded to webteam.							
	Letter 1 - Prepare and send - General Intro letter to owners and Tenants in the Block/s.							
	Letter 2 - Roles and Responsibilities letter to all owners							
<b>2</b>	<b>Letter 2a Vote 1 for CEC to take the Lead - All Blocks</b>		<b>0</b>	<b>3</b>	<b>0</b>	<b>0.5</b>	<b>12.5</b>	<b>0</b>
	Letter 2a MXO 2V1 - Vote 1 form enclosed; letter to remind owners of process, if majority vote Yes Survey will be done to identify scope of works and costs; if No, owners will be given time to progress privately. If no action.							
	Case officer to chase up Votes if no engagement; site visit etc. Reiterate importance of Vote.							
	Result of Vote 1 - No; owners will be given time to progress works privately. If no evidence of works progress then the Case will be handed to ESRS to intervene. Below Tolerable standard?							
	Result of Vote 1 - Yes; proceed to Survey; abortive costs recovered; Surveyor will write with the date of the survey. Vote 2 for scheme decision after Survey and costs sent to owners.							
	Letter 2 to Tenants of Yes Blocks. Survey will be arranged.							
	Allocate a Surveyor for X number of Blocks							
	Handover meeting called with Case Officer - share ownership / knowledge of blockers / Vote 1 results & dynamics between owners / property found from Uniform and HPS of previous works / emergency attendance etc. Take a minute of the meeting.							
	Initial Site visit to assess Survey access and obvious obstructions/ specialist requirements.							
<b>2</b>	<b>Grant Eligibility letters and Forms</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>2.25</b>	<b>10</b>	<b>0</b>
	Consultation with Home energy Scotland for owners loans process							
	Send letter and funding forms to all owners, pursue responses from owners and assess the eligibility. What about the processing of abs etc, What about the programme management input							
<b>3.3</b>	<b>Appointment of External Consultants (if reqd) and management of consultants</b>		<b>5</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

	Consider requirement for expert advice on the Block - Structural Engineer							
	Procure expert advice if required (scope of service / call-off)							
	Consider requirement for ext. consultants							
	Procure external consultant if required (scope of service / call-off)							
	Prepare tender and issue, prepare tender report, award letter, unsuccessful letter - following Call-Off procedure of Framework.							
	Approval of consultant appointment							
	Surveyor updates Council's Contract Register							
	Consultant briefing meeting held							
	Manage, verify services and make stage payments							
<b>4</b>	<b>Building Condition Survey Management of the external consultants</b>		<b>5</b>	<b>20.5</b>	<b>3.5</b>	<b>0</b>	<b>4</b>	<b>0</b>
	Surveyor to complete the Pre-Survey document pack for block							
	Surveyor to request information on ACM's on properties from Housing							
	Pre-survey details into letter MXO 2 to owners.							
	Lack of access - Hold Block Survey meantime (discuss)							
	Carry out survey - Photos, record details, quantify essential defects/repairs, sketch roof plan; (plan - 2 block survey's per day) using on-site template including Roof access with Cherry picker as necessary.							
	Prepare the survey written report							
	Prepare the Cost Estimate 1 using market rates							
	Prepare the Risk Register							
	Agree Scheme Decision Vote form 'wording' of Scope of Works per Block and get sign off by the Surveying Manager- using excel library wording template and transferring this to the Vote form.							
	Breakdown the costs per flat in block to reflect in Vote pack							
<b>4.5</b>	<b>Survey Report &amp; Vote 2 for Scheme Decision on Scope &amp; Costs</b>		<b>2</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>26</b>	<b>0</b>
	Issue Survey & Cost Estimate No. 1 Report and Cover letter (Incl Key dates schedule & Risk Table and Abortive cost of survey) to Owners per Block + VOTE Form 2 for Scheme Decision + FAQs.							
	Case officer to chase up Vote 2 - site visit, discuss queries with owners. Engagement with owners around this process and in-person / by phone and e-mail. 2 Officers.							
	Owners group meeting arranged by C.O if requested by owners. C.O to arrange the meeting in a venue close to the Block (or virtual) and take register of attendees and minute of meeting, send minute to owners within 7 days of meeting.							
	Surveyor to keep a note of survey costs/time for reporting to charge out abortive costs if necessary.							
	If, after the Survey report is sent ; owners take back the Works - issue a 22(8)(b) notice (Uniform) and invoice for abortive costs (Minority process only - make sure letter indicates abortive costs charge)							

<b>5</b>	<b>Notification of Scheme Decision - serve notice on Uniform and NoPL on RoS</b>		<b>1.5</b>	<b>3.5</b>	<b>0</b>	<b>7.5</b>	<b>31</b>	<b>0</b>
	<b>Result of Scheme Decision Vote</b>							
	Letter Result of Vote - NO, show evidence within 2 months.							
	Letter Result of Vote - YES							
	Panel Report to approve serving a 'Notification of Scheme Decision' to be prepared by C.O , Surveying Manager to sign off report - Panel meeting date arranged by C.O							
	Case Officer presents the case to the Panel and record the decision on the Panel Report. A minute of the meeting shall be taken and saved in the G Drive.							
	Upon Panel Approval - Send 'Notice of Scheme Decision' produced from Uniform, consider mutual works and need for 2 or more Notifications. Insert 28 days timescale.							
	Gather Scheme Wording and Title Deed for each flat for Notice of Potential Liability registration at RoS by Legal Services.							
	Upon Panel Rejection - The Panel shall set out the required actions. The C.O shall issue the decision to reject project letter to owners.							
	Notification returned undelivered, C.O follow up site visit or liability check. Re-serve Notice if appropriate.							
	Owner takes summary application to Sheriff Court to annul decision - Case on Hold.							
	The Case Officer regularly calls / e-mails the Court Clerk to check if any summary applications have been made.							
	After 28 days - C.O issues letter 'Expiry of 28 days - Scheme Decision legally Binding'.							
	Register a Notice of Potential Liability at RoS - per flat							
<b>6</b>	<b>Prepare Tender Documents / Procure. Prepare Building Warrant application and submit.</b>		<b>6.5</b>	<b>27</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Prepare Tender Docs</b>							
	Surveyor prepares the Tender documents including, Spec, prelims, SORs, PCP Info, photographic schedule, standard details, roof plan & Form of Tender. All Blocks in one document (split)not in task time.							
	Surveyor checks no works in SORs are outwith the TMS decision scope.							
	The MTIS Surveying Manager checks the Tender Pack.							
	MTIS Surveying Manager suggests any changes.							
	Surveyor makes changes.							
	MTIS Surveying manager checks V2.							

	Contractor list decided, tender period (Use available Frameworks and consult with Procurement)							
	Site Visit day for tenderers date set and inserted into documents in appropriate.							
	Surveyor uploads documents onto PCS							
	Upon expiry of tender period, download tenders							
<b>6.5</b>	<b>Evaluation of tenders.</b>	<b>3.25</b>	<b>27</b>	<b>3.5</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	Evaluation of tenders, arithmetic check, correction of errors, qualifications equalising.							
	Prepare the Tender Report							
	Check the Tender Report - Surveying Manager							
	Prepare the Award letter & Unsuccessful letters.							
	Award letter / Tender Report approved / signed by Head of Service / Director and Unsuccessful letters prepared - Surveying Manager.							
	Upload letters on PCS							
	Update Councils contract register							
	Raise a P.O for Contract award value.							
<b>6.5</b>	<b>Preparation of Building Warrant application</b>	<b>2</b>	<b>52.25</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>0</b>	
	Obtain and review LABSS information paper & guidance for relevant work type							
	Advise home owners of BW application for their property is going to be submitted (using liability check details)							
	Appoint relevant consultants using PSF(SE for SER Cert if reqd)							
	On site activity by others to support warrant application such as pull out tests, SE's survey - supported by Surveyor							
	Prepare drawing pack using CAD per house type (using measured survey info captured previously) and location plan, block plan, any relevant details and the like							
	Compile submission pack (including covering letter, compilation of all required reports, literature, inclusion of SER, calculation of fee etc)							
	Submit warrant application							
	Arrange payment							
	Await Building Control Officer's report and action any revisions or amendments to warrant as required system.							

	Amendment Of Warrant submission and action on any revisions arising from Building Standards Surevyor report							
	Apply for Completion Certificate and await confirmation within 14 days. Site visit may be required to confirm completion status with building control officer.							
<b>7</b>	<b>Cost Estimate No. 2 &amp; Pre-Start</b>							<b>0</b>
	Surveyor prepares Cost Estimate No. 2							
	Cost Estimate No. 2 issued to owners							
	Hold the pre-start meeting with the successful contractor, issue agenda, take a minute & distribute minute.							
	Hold an Owners meeting, issue agenda, take a minute, distribute minute. Contractor to be present at this meeting - on site.							
	Surveyor review Method statement and C.P H&S information.							
	Surveyor Approve C.P H&S Information							
	Surveyor review Risk Register							
	Dilapidations Survey carried out - internal access reqd (letter)							
	Pre-works signature after Dilaps from Contractor.							
	On site set-up, check welfare, scaffold, F10 if appropriate.							
	Prepare Site Inspection report for file.							
<b>9</b>	<b>Contract Administration &amp; Owners Engagement</b>		<b>18.25</b>	<b>100.5</b>	<b>23</b>	<b>9</b>	<b>57</b>	<b>4</b>
	Prepare monthly Newsletters (3 x 4 hrs each)							
	Issue monthly Newsletters (3 x 3hr each, cover letter and print & post)							
	Owners site visits request (1x1hrs per week per block) - support with HES (loans) process							
	Owners - answer queries through-out job.							
	Prepare weekly Site Inspection reports for file.							
	Hold monthly Contractors meetings on site, take minute for file.							
	Review Consultant invoices monthly, pass to Finance, keep copy on file (if appropriate).							
	Prepare 5 monthly Valuations, notify contractor, issue certificate. Per Block values.							
	Invoice to HRA for proportion of costs for CEC properties as job progresses and update cashflow forecast.							
	Pay less notice issued if required. (Unlikely reqd)							
	Issue Payment certificate within 2 weeks of P.C to release half retention.							
	Issue Payment certificates every 2 months in rectification period.							

	Request invoice to match certificate from Contractor.							
	Pass certificate and invoice to Finance.							
	Oracle approvals							
	As a result of delay not the fault of contractor , contractor request for EOT, surveyor assesses and issues EOT certificate.							
	Surveyor assess costs associated with delay.							
	If contractor does not complete, issue a certificate of non-completion, reviewed by Panel first.							
	Decide whether to deduct liquidated damages from F/A before issue of Final Certificate.							
	Site inspection at P.C, snagging items listed, include water test pipes, fill scaffold holes.							
	Review the Dilaps Report and sign or issue instructions to rectify damage.							
	Request H&S file from Contractor. Include Guarantees and Maintenance information.							
	Issue P.C certificate to contractor.							
<b>10</b>	<b>Project Complete - Report to Owners</b>		<b>7.75</b>	<b>37</b>	<b>12</b>	<b>6</b>	<b>29.5</b>	<b>0</b>
	Request Final Account information from Contractor / final measures / prepare F/A							
	Negotiate and agree F/A							
	Issue the F/A document for signing							
	Issue payment certificate for F/A within 2 months of last payment certificate.							
	Prepare Completion Report for owners.							
	Issue Completion report to owners, H&S File and Incl Feedback form and Letter.							
	Prepare Billing Report for Finance to reflect Completion report.							
	Bill owners and HRA balance of costs.							
	Invoice Owners through PPSL (Finance task)							
	Owners queries after invoicing							
	Notify contractor of defects through-out defects period, inspect works. (Not always reqd)							
	Final inspection at end of defects period							
	Issue MGDC							
	Prepare Final Certificate, issue to Contractor.							
	Evaluation - Tiny Tags results - reporting post completion							
		<b>9.25</b>	<b>57.25</b>	<b>315.25</b>	<b>61</b>	<b>43.75</b>	<b>218.5</b>	<b>4</b>