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Planning

Servicing & Maintenance of L&Q Ventilation Systems

LONDON & QUADRANT HOUSING TRUST

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Description

LOT 1 SPECIFICATION

Mechanical Ventilation with Heat Recovery (MVHR)

Service and Maintenance

1. Purpose of the Contract

L&Q is seeking to appoint a competent Contractor to provide service, maintenance and reactive repair services for Mechanical Ventilation with Heat Recovery (MVHR) systems installed within individual residential dwellings.

The objective of this contract is to ensure MVHR systems remain safe, functional and operating effectively in order to support resident health, indoor air quality and asset longevity.

2. Scope of Services

The Contractor shall provide the following services:

- Planned preventative maintenance (PPM)
- Reactive repairs and fault diagnosis
- Recommissioning of MVHR systems
- Filter replacement in accordance with manufacturer guidance
- Airflow testing and balancing
- Identification and reporting of defects

Services shall be delivered primarily within occupied residential properties.

3. Assets Covered

This Lot applies to:

- MVHR units installed within individual dwellings
- Associated ductwork and terminal outlets within the dwelling boundary
- Controls and user interfaces associated with the MVHR system

4. Planned Preventative Maintenance (PPM)

The Contractor shall carry out planned servicing at frequencies defined by L&Q.

PPM activities shall include, but not be limited to:

- Visual inspection of unit condition
- Cleaning of internal components where accessible
- Replacement of filters
- Verification of airflow rates
- Checking system settings and controls

- Confirmation of operational performance

All findings must be recorded and reported.

5. Reactive Repairs

The Contractor shall attend reactive repair requests relating to:

- Loss of ventilation
- Reduced system performance
- Excessive noise or vibration
- Component failure

Where works exceed minor repair thresholds, the Contractor shall:

- Make the system safe (where applicable)
- Clearly record the defect
- Provide recommendations for further works when instructed

6. Reporting and Certification

The Contractor shall provide:

- A service report for every attendance
- Photographic evidence where appropriate
- Defect identification and categorisation
- Recommendations for follow-on works

All documentation must be uploaded to L&Q's nominated systems.

7. Resident Engagement

The Contractor shall:

- Act professionally at all times

- Communicate clearly with residents
- Respect resident homes and belongings
- Escalate safeguarding or vulnerability concerns to L&Q immediately

8. Health, Safety and Compliance

The Contractor shall comply with all relevant legislation and guidance, including but not limited to:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations
- COSHH Regulations
- Manufacturer instructions and industry best practice

9. Mobilisation and Contract Management

The Contractor shall provide a mobilisation plan detailing:

- Resource structure
- Training and competence arrangements
- System onboarding
- Data validation and asset familiarisation

Ongoing contract management arrangements shall include regular performance meetings.

10. Sustainability

The Contractor shall demonstrate commitment to sustainability through:

- Efficient servicing practices
- Reduction of waste
- Responsible disposal of filters and components
- Use of low-emission or electric vehicles where possible

11. Exclusions and Limitations

The following are expressly excluded from this Lot unless separately instructed by L&Q:

- Installation of new MVHR systems
- System redesign or upgrades
- Retrofit or improvement works
- Resolution of historic design defects
- Rectification of poor or non-compliant original installations

The Contractor shall not assume responsibility for legacy issues identified during servicing

LOT 2 SPECIFICATION

Communal Ventilation

Service and Maintenance

1. Purpose of the Contract

L&Q is seeking to appoint a competent Contractor to provide service, maintenance and reactive repair services for communal ventilation systems serving residential blocks and shared areas.

The purpose of this contract is to maintain system reliability, ensure effective ventilation and support building safety obligations.

2. Scope of Services

The Contractor shall provide:

- Planned preventative maintenance (PPM)
- Reactive repairs
- Inspection and performance verification
- Identification and reporting of defects

Services may include access to roof spaces, plant areas and communal risers where

applicable.

3. Assets Covered

This Lot includes, but is not limited to:

- Communal extract systems
- Supply and extract ventilation systems
- Roof-mounted fans
- Associated controls and accessible ductwork

4. Planned Preventative Maintenance (PPM)

The Contractor shall undertake routine maintenance at frequencies defined by L&Q.

PPM activities shall include:

- Inspection of fans and motors
- Checking fixings and mountings
- Cleaning accessible components
- Operational testing
- Identification of deterioration or failure

5. Access and Working at Height

The Contractor shall:

- Manage safe access arrangements
- Fully comply with the Working at Height Regulations
- Provide site-specific RAMS
- Coordinate access with L&Q where required

All risks must be appropriately assessed and controlled.

6. Reactive Repairs

Reactive repairs may include:

- Fan or motor failure
- Mechanical faults
- Excessive noise or vibration
- System non-performance

Where replacement or capital works are required, the Contractor shall clearly report this to L&Q.

7. Reporting and Asset Condition

The Contractor shall provide:

- Asset-level inspection reports
- Photographic evidence
- Defect logs
- Risk-based recommendations

Reports must clearly distinguish between:

- Maintenance-related issues
- Wear and tear
- Legacy or design-related defects

8. Health, Safety and Compliance

The Contractor shall comply with all applicable legislation including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations
- Working at Height Regulations

The Contractor is required to report any observed safety concerns but does not assume ownership of fire safety compliance.

9. Mobilisation and Contract Management

A mobilisation plan shall be provided covering:

- Staffing and supervision
- Training and competence
- Asset familiarisation
- Reporting systems

Performance will be monitored through KPIs, audits and review meetings.

10. Sustainability

The Contractor shall support L&Q's sustainability objectives through:

- Efficient maintenance planning
- Waste minimisation
- Responsible disposal of components
- Low-emission transport where possible

11. Exclusions and Interfaces

The following are excluded unless expressly instructed:

- Major replacement works
- Capital improvement programmes
- System redesign or upgrades
- Fire safety compliance ownership

Interfaces with Major Works, Development and Energy teams shall be managed by L&Q.

Contract dates (estimated)

- 13 July 2026 to 12 July 2034
- Possible extension to 12 July 2038
- 12 years

Main procurement category

Services

CPV classifications

- 42520000 - Ventilation equipment
- 45331210 - Ventilation installation work
- 50000000 - Repair and maintenance services

Engagement

Engagement deadline

17 February 2026

Engagement process description

L&Q are undertaking this preliminary market engagement (PME) to inform the design of a single procurement exercise comprising two separate Lots, with the intention of appointing one contractor per Lot.

Purpose of this PME

The purpose of this PME is to validate the proposed Lot-based procurement strategy; assess market capability, capacity, and readiness; and identify key risks, dependencies, and considerations associated with the safe and compliant delivery of ventilation servicing and maintenance. This PME is not intended to form part of any tender evaluation or selection process. Responses will be used solely to refine the procurement approach, specification, contractual framework and evaluation methodology prior to issuing the ITT.

Feedback received through this PME will be used solely to refine the procurement approach and will not be used to assess supplier eligibility or advantage in any subsequent tender process.

How will we set this out?

L&Q intends to undertake a single tender exercise structured into two technical Lots aligned to different ventilation system types. Each Lot will be awarded to a separate contractor. This approach is designed to align specialist capability with defined scopes of work, reduce delivery and compliance risk and support a diverse and competitive supply chain. The PME uses a structured Yes / No / Maybe response format, with light operational prompts included for context only.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

24 February 2026

Contracting authority

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