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Planning

Market Engagement - Garage Management

Swaythling Housing Society Limited T/A Abri

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-012839

Procurement identifier (OCID): ocids-h6vhtk-0338c5

Published 17 May 2022, 2:00pm

Section I: Contracting authority

I.1) Name and addresses

Swaythling Housing Society Limited T/A Abri

Collins House, Bishopstoke Road

Eastleigh, Hampshire

SO50 6AD

Email

andrew.withnall1@abri.co.uk

Telephone

+44 3001231567

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.abri.co.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Market Engagement - Garage Management

II.1.2) Main CPV code

- 70300000 - Real estate agency services on a fee or contract basis

II.1.3) Type of contract

Services

II.1.4) Short description

Abri require a complete management and maintenance service for its estate of 4380 garages located across the South of England. The supplier is required to be the sole point of contact with a dedicated direct phone line and email for Abri tenants. The supplier will be responsible for rent collection, new lets, voids, evictions, repairs (operational and strategic), continuous improvement and adherence to high standards of customer service performance levels.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50700000 - Repair and maintenance services of building installations
- 50800000 - Miscellaneous repair and maintenance services

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)
- UKJ - South East (England)

Main site or place of performance

England - South

II.2.4) Description of the procurement

Abri require a complete management and maintenance service for its estate of 4380 garages located across the South of England. The supplier is required to be the sole point of contact with a dedicated direct phone line and email for Abri tenants. The supplier will be responsible for rent collection, new lets, voids, evictions, repairs (operational and strategic), continuous improvement and adherence to high standards of customer service performance levels including:

- Undertaking all advertising, marketing, sourcing and securing tenants including the management of waiting lists to maximise occupancy levels and income returns.
- Seeking prior approval from Abri to agree rent levels following site by site and annual rent reviews.
- The extension and/or implementation of differential rental pricing on a site by site basis.
- Managing the provision of rent collection and holding deposits in line with best accounting practice
- Managing all aspects of arrears, voids and evictions to minimise rent loss.
- Undertaking all activities pursuant to tenant liaison to provide an efficient and effective service.
- Dealing with all complaints and terminations within the provision of existing garage tenancy agreements
- Submitting revenue accounts on a monthly basis using an open book reporting mechanism to facilitate reconciliation payments through an escrow account, following best practice and accounting procedures.
- Producing quarterly tailored KPIs and performance reports.
- Informing Abri of any health and safety risks arising from the safe management of the garages.
- Providing a repair and capital expenditure options to Abri for appraisal for each garage site which will include design and cost proposals.
- Carrying out a review of garage sites with potential for re-development with recommendations for obtaining planning permission for alternative use.

Day to day maintenance and minor works provision including:

- Door Lock replacement
- Drop bolts & Padlock
- Door Defender & Padlock
- Padlock replacement
- Cable replacement
- Spring replacement
- Wheel replacement
- Minor wall crack repairs
- Minor roof leaks – flashing bands or sealant around screws
- Flood prevention – weather strips
- Gutter clearance
- Gutter, end cap and gutter clip replacement
- Downpipe replacement
- Drain & Gulley clearance
- Weed/foilage clearance on all forecourts
- Removal of overhanging foliage blocking access to garage
- Active management of abandoned vehicles, fly tipping and unauthorised parking.
- 24 hour emergency service
- Solar lighting solutions
- Self closing gates to prevent fly tipping and illegal use.

If your organisation is capable of delivering the requirements set out and would be potentially interested in tendering for this contract please email me.

II.3) Estimated date of publication of contract notice

17 May 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes