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Contract

## **2022-2023-075: Service Charge Audit**

METROPOLITAN THAMES VALLEY HOUSING

F03: Contract award notice

Notice identifier: 2023/S 000-012865

Procurement identifier (OCID): ocds-h6vhtk-03a3c4

Published 4 May 2023, 7:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

METROPOLITAN THAMES VALLEY HOUSING

The Grange, 100 High Street, Southgate

London

N14 6PW

#### **Email**

[adam.bevan@mtvh.co.uk](mailto:adam.bevan@mtvh.co.uk)

#### **Telephone**

+44 7701388562

#### **Country**

United Kingdom

#### **Region code**

UKI - London

**Internet address(es)**

Main address

<https://www.mtvh.co.uk/>

Buyer's address

[WWW.MTVH.CO.UK](http://WWW.MTVH.CO.UK)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

2022-2023-075: Service Charge Audit

#### **II.1.2) Main CPV code**

- 79212000 - Auditing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

MTVH is seeking a Service Charge Audit partner to provide the below audit services to our home ownership and service charge (HO & SC) team on a 3-year (+1, +1 year) contract term. This team is responsible for calculating the reconciliation of service charge accounts for homeowners, by way of analysing the costs attributable to the blocks and schemes within their patch. The officers will approve invoices and budget costs eligible to be charged back to residents when reviewed on the system. These costs vary from bulk and individual invoices, budget costs from other service areas and Managing agent service charge demands. A review of section 20 consultation compliance for service contracts is also undertaken. Another part of this aspect of reconciliation is to ensure compliance with the lease covenants for service charging including apportionments and sinking fund contributions.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £522,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79212000 - Auditing services
- 79212300 - Statutory audit services

### **II.2.3) Place of performance**

NUTS codes

- UKJ - South East (England)

Main site or place of performance

SOUTH EAST (ENGLAND)

### **II.2.4) Description of the procurement**

Scope of Services The successful provider will support the HO & SC team in the following: 1.Reviewing a sample of leases to ensure that lease percentages and apportionments are applied and that costs recovered are allowable as per the lease. 2.Carry out and update our review of controls and systems, that are in place for the generation of service charge actual accounts and assess the adequacy of the controls. 3.To perform an analytical review between the prior year, estimates and actual costs included within the statements to identify significant variances and ensure movements are consistent with our findings. 4.Substantive testing of expenditure to supporting documentation to check that costs relate to communal service charges and have been charged to the correct scheme. 5.A review of management judgements made, on the costs charged to blocks/schemes/estates including accruals. 6.Agree the previous year's surplus or deficits have been correctly treated within the year. 7.Agree the sinking fund balances and charges made to the statements are adequately recognised in the nominal ledger and interest has been correctly applied per the lease and legislation requirements. 8.Agree on income charges to contribution schedules and confirm the appropriate properties have been included. 9.Review compliance with the Landlord and Tenant Act 1985 for consultation on S20A major works and long-term contract notices are appropriately in place, as well as S.20B for the recovery of costs within the specific time limit. 10.Performing casting checks on statements for accuracy. 11.Provide the certification of the final accounts audit that can be issued to residents. 12.Recognise an upward pipeline of homeownership stock and service charge accounts to audit. All the reviews must be completed by the end of August each year for those units with a 31 March year end and by 31 May for those units with a 31 December year end. Account Management -Main point of contact for the duration of the audit -Level of seniority on the account to be a senior as the main lead -Availability of support to be for the whole duration of the audit until sign off -Technology to be compliant with GDPR and supported by a shared platform and carefully monitored with clear cascade of IT support where any failures occur. -Innovation sharing desirable, where updates on process improvements, best practices and lessons learned are shared following each audit. -Temporary point of contact to lead audit in the absence of Main lead of audit Service Level Agreements -Quick response times in line with 48 hours for queries, 72 hours for data quality queries. -Timetable agreed prior to the start of any audit -Resource of audit team to be confirmed for duration of the audit -Ratio of resources of audit team to number of accounts to be

agreed -Quality of audit to hit agreed KPIs -Interim progress reports to be provided, including action plans for slippage on progress reports -Understand the provisions of Sections 18 to 30 of 1985 LTA and 151 CLARA -To 100% fully test an agreed minimum number of schemes Key Performance indicators -Accuracy of testing invoices -Be able to review all Section 20 Notices effectively and understand appropriate application -Achieve agreed Key Target dates throughout the audit -Review integrity of accounts for those agreed schemes during the audit and report back -Final reporting of audit to include recommendations

### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 25

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-003820](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 April 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Beever and Struthers

One Express, 1 George Leigh St

Manchester

Country

United Kingdom

NUTS code

- UKD33 - Manchester

National registration number

13539785

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £522,000

Total value of the contract/lot: £522,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=779613866>

GO Reference: GO-202354-PRO-22791039

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Metropolitan

London

Country

United Kingdom