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Contract

Renewable Servicing & Maintenance West Region

Hastoe Housing Association Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013919

Procurement identifier (OCID): ocids-h6vhtk-065516

Published 16 February 2026, 3:01pm

Scope

Description

maintenance and servicing of renewable equipment including; heat pumps, solar, PV, MVHR.

Contract 1

Supplier

- Custom Heat Ltd

Contract value

- £645,900 excluding VAT
- £775,080 including VAT

Below the relevant threshold

Date signed

18 September 2025

Contract dates

- 1 October 2025 to 18 September 2029
- Possible extension to 18 September 2031
- 5 years, 11 months, 18 days

Description of possible extension:

option for 2 year extension.

Main procurement category

Works

CPV classifications

- 45331100 - Central-heating installation work
- 50720000 - Repair and maintenance services of central heating

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Key performance indicators

Name	Reporting frequency
Customer satisfaction with last completed repair - Hastoe	1 months
Number of repairs passing inspection criteria: Hastoe Inspections	1 months
Overdue Servicing	1 months
Completion of Works Orders within Priority Time	1 months
Completion of Void Orders within timescale set	1 months
Number of accidents reported on Hastoe property	1 months
Number of overdue orders	1 months

Signed contract documents

[Hastoe_Custom_Heat_Measured_Term_Contract_2016_Edition.pdf](#)

only able to attach one document, signed pages on separate cover.

[scan_amcculloch_2025-09-08-15-43-08.pdf](#)

[scan_amcculloch_2025-09-08-15-43-29.pdf](#)

[scan_amcculloch_2025-09-08-15-43-58.pdf](#)

[scan_amcculloch_2025-09-08-15-44-29.pdf](#)

Procedure

Procedure type

Below threshold - limited competition

Supplier

Custom Heat Ltd

9 Somers Road

Rugby

CV22 7DB

United Kingdom

Email: office@customheat.co.uk

Region: UKG13 - Warwickshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Hastoe Housing Association Limited

- Mutuals Public Register: ip6243r
- Public Procurement Organisation Number: PXGT-2943-TQCV

Marina House

Kingston upon Thames

KT1 4BH

United Kingdom

Email: procurement@hastoe.com

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

