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Planning

## **Responsive Repairs and Planned Maintenance**

Sanctuary Housing Association

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-027107

Procurement identifier (OCID): ocds-h6vhtk-0493ad

Published 23 August 2024, 2:29pm

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

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

Sanctuary Housing Association

Sanctuary House, Chamber Court, Castle Street

Worcester

WR1 3ZQ

#### **Email**

[group.procurement@sanctuary.co.uk](mailto:group.procurement@sanctuary.co.uk)

#### **Telephone**

+44 1905334947

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.sanctuary.co.uk>

Buyer's address

<http://www.sanctuary.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

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## **Section II: Object**

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

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

Responsive Repairs and Planned Maintenance

Reference number

DN739885

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

- 50700000 - Repair and maintenance services of building installations

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

Services

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

##### **OVERVIEW**

Sanctuary Housing Association have a requirement for responsive maintenance/repairs, disrepair, voids, planned maintenance, damp and mould services. We will be seeking a range of suppliers to cover tenanted properties, care homes, student accommodation and supported living facilities across England and Scotland.

It is envisaged that the combined service value will be in excess of £50m per annum. This will be divided into smaller geographical lots.

Bids will be sought from generalist suppliers who will be able to provide the full range of disciplines set out below. Sub-contracting will be permitted under the contract.

It is envisaged that pricing will be predicated on National Housing Association Schedule of Rates (SOR) 7.1

##### **MARKET ENGAGEMENT**

In Partnership with Crown Commercial Services, The Group is planning early engagement with the market via a Suppliers Day on 3rd September, to be conducted via Microsoft Teams. Timings will be confirmed nearer the day.

If you are interested in attending this online event, please send an email to [group.procurement@sanctuary.co.uk](mailto:group.procurement@sanctuary.co.uk) with Subject Line “Responsive Repairs Market Engagement 2024”, no later than 30th August. Further details and invitations will then be provided to you. Your email must clearly state: the name of your organisation, email address and contact details for the individual(s) who will be participating in the market engagement event.

Further individual/bookable sessions will be held on 9th and 10th September. Further details of these will be provided following the event on 3rd September. Sanctuary Housing Association also welcomes written feedback from potential suppliers. Please submit feedback using the form provided to [group.procurement@sanctuary.co.uk](mailto:group.procurement@sanctuary.co.uk)

## SANCTUARY HOUSING ASSOCIATION

Sanctuary Housing Association are a not-for-profit housing association, providing homes and care for more than 250,000 people in England and Scotland. Every penny made is reinvested in improving homes and services, building new affordable homes and investing in communities. Sanctuary is driven by their charitable and social purpose and values.

Sanctuary work as one team, made up of over 13,500 people across England and Scotland. Sanctuary manages more than 105,000 homes, 115 residential care homes, 650 supported housing schemes and more than 10,000 student rooms.

Further information on Sanctuary can be found at <http://www.sanctuary.co.uk/>

### **II.1.5) Estimated total value**

Value excluding VAT: £250,000,000

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

This contract is divided into lots: Yes

## **II.2) Description**

### **II.2.1) Title**

England and Scotland

Lot No

1

### **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

- UK - United Kingdom

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

THE PROCESS

Sanctuary intend to conduct a further competition to enable contract commencement on 1st April 2025.

Sanctuary will be conducting formal bids under the Crown Commercial Service (CCS) Dynamic Purchasing System (DPS), specifically via the RM6241 Housing Maintenance & Repair DPS. It is expected that formal bids under the DPS will be requested early October with contract award being early January 2025.

It is vital that you join the Housing Maintenance DPS if you wish to be considered for this opportunity, please see details on how to onboard below:

- follow the link to the DPS marketplace and scroll down to the Housing maintenance and repairs DPS
- select 'access as supplier' and follow the steps to create an account, and then you will be taken to the selection questionnaire
- Suppliers should then follow the instructions to register on the system and complete all required documents. Completion is expected to take little more than a working day for many suppliers, including the new FVRA (Financial assessment) sheet
- CCS will then assess each submission and will either approve, reach out for further information or reject an application. Reasoning for any rejection will be given. Registration can take a number of weeks and you are advised to submit any application as early as possible.

Please note, whilst we are unable at this stage to provide specific filter breakdowns to determine whether you will be shortlisted for this opportunity, we will be in touch as soon as

we have further clarity. In the meantime, please complete the DPS questionnaire with all services as an organisation you can deliver.

For the avoidance of doubt, this is being procured via the RM6241 Housing Maintenance & Repair DPS.

There will be an additional requirement to register on the relevant e-tendering portal once this has been decided and further details will be provided. Please note that there will also be a requirement for any successful supplier to hold a currentSSIP accreditation.

If you have any questions about the DPS please contact [rm6241housing@crowcommercial.gov.uk](mailto:rm6241housing@crowcommercial.gov.uk).

## DESCRIPTION OF WORK

Works Orders issued under the Contract will be in four main categories, these being:

- Responsive Repairs
- Voids
- Damp & Mould
- Disrepair

### Responsive Repairs

These are split into two areas:

Day to Day Responsive Repairs including Emergency Work arising during the normal working hours of the day:

“Day to Day Responsive Repairs” shall mean any responsive day to day repairs and maintenance work (including Emergency Work executed during normal working hours) ordered in accordance with the provisions of the Contract and arising during normal working hours from a customer notifying Sanctuary of an issue. Normal working hours are defined as Monday to Friday, 8.00 to 18.00 hours. It is proposed that there will be a KPI to measure either the suppliers average time to complete or the percentage of works completed within target timescale.

“Emergency Work” shall mean Work that is required by its very nature to be undertaken immediately to safeguard the well-being of tenants and/ or occupiers, the structural stability and integrity of the Property, the health and safety of the general public and works of a similar nature, and which arise during the Client’s normal working hours. There will be

response times in the contract for emergency attendance. Overall, emergencies currently account for approximately 20% of all responsive calls received from customers.

#### Out of Hours Emergency Service including Out of Hours Emergency Work

“Out of Hours Emergency Service” shall mean the receipt by the appointed Service Provider of notifications from Sanctuary’s Customer Contact Hub emergency call handling service of repair requests received outside of normal working hours and the undertaking of Out of Hours Emergency Work. “Out of Hours Emergency Work” shall mean Emergency Work as defined above, that is required to be undertaken outside of Sanctuary’s normal working hours as indicated in Contract Details. There will be response times in the contract for emergency attendance.

It is expected for out of hours notifications beyond 6pm of an evening that the remit for the supplier will be limited to either isolating services or making safe as appropriate, and for the full repair works to be carried out during normal working hours (unless they are of a minor nature and can be resolved at the first visit).

#### Voids property Works

“Void Property Works” shall mean any repairs, renewals, reinstatement, replacement, internal redecoration, upgrading, cleaning and clearing out ordered in accordance with the provisions of the Contract arising as a result of a change of tenancy.

Sanctuary will carry out a “Void Property Inspections”. This means inspections the Void Property to establish what works are required. Once scoped and priced the work would then be passed to the Supplier to complete with a target completion date. In addition they would take digital photographs at time of inspection, read meters and forward anything else required to confirm the works required.

#### Damp & Mould Works

“Damp & Mould Works” covers a range of scenarios, whose end result is that the property doesn’t perform how it should and results in the presence of damp and or mould. These works may be identified via a “Responsive Repair”, “Void Property Works” or a “Disrepair Case”. Sanctuary have separated these types of works as they are required to report them to the Regulator of Social Housing. The works may range from the early identification of an issue and the works are therefore preventative (clearing blocked gutters to avoid water overflow), through to the resolution of damp and mould which is evident in a property and needs to be treated (either directly, or indirectly as a consequence).

#### Disrepair Cases (England Only)

“Disrepair Cases” are those properties where Sanctuary has failed on their repair obligations

required in the tenancy agreement with the customer.

They can take two types:-

“Disrepair”. Where either the customer reports the issue to Sanctuary or Sanctuary identify the case during a visit or inspection of the property. Usually, Sanctuary will send somebody to inspect the property and identify what works are required. Once scoped, the supplier would be issued with that scope to carry out and report back when completed.

“Legal Disrepair”. Very similar to the above but the customer has progressed the matter using a legal process, and the disrepair claim is a formal matter. Both parties need to agree the scope, and once agreed there are usually strict timescales to adhere to in completing the work. These would be set out to the supplier, and the supplier would need to regularly update Sanctuary with progress, especially if any issues or delays arise during the works.

Further information in respect of specific services and requirements are detailed in the attached Housing Federation Schedule of Rates Specification document.

## LOTS AND REGIONS

It is envisaged that the contract will be divided into 18 regions/lots as follows, with a minimum two contractors being awarded each lot. The amount of anticipated work is indicated as a guide only based on current volumes. There will be no minimum guarantee of work under this contract.

BID LOT AREA - Expected annual total turnover excl. VAT

North East Scotland - £688,000

Central Scotland - £1,630,000

South Yorks/Lincs - £2,974,000

North and West Yorks - £1,502,000

North East - £544,000

Cheshire/Staffs - £2,505,000

Manchester/Liverpool/Lancs - £2,545,000

West Midlands - £2,743,000

East Midlands/Oxon - £3,114,000



South West - £2,801,000

West Country - £3,234,000

Sussex/Kent - £2,540,000

Home Counties - £5,248,000

Essex - £6,104,000

East Anglia - £2,391,000

North East London - £6,225,000

North West London - £3,375,000

South London - £1,198,000

## **II.2.6) Estimated value**

Value excluding VAT: £250,000,000

## **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

This contract is subject to renewal

Yes

Description of renewals

Maximum of two extension periods of 12 months each.

## **II.2.14) Additional information**

Initial contract period 1/4/2025 to 31/3/2030 with a maximum of two extension periods of 12 months each

## **II.3) Estimated date of publication of contract notice**

1 October 2024

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## **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