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Tender

## Window Cleaning Contract

CROSBY HOUSING ASSOCIATION

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037207

Procurement identifier (OCID): ocds-h6vhtk-055885 ([view related notices](#))

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## Scope

### Description

The work includes external cleaning all windows and glazing to properties on Appendix 1 - Schedule of Properties; except for agreed exemptions.

The Service Provider will provide prompt and courteous and high quality service and all operatives will be correctly equipped to carry out the specification safely. The appointed operatives will wear appropriate safety clothing and have company Identification and must have company livery upon clothing and vans etc.

If any further information regarding contract conditions and service requirement details or properties within schedule please contact Crosby Housing Association

### SAFETY

All works by the contractor shall comply with the Health and Safety at work Act 1974 also with all relevant statutes and Regulations in force during the contract period and thereafter, including the current working at Height Regulations.

During operations the contractor must at all times take due care with respect to the safety of all residents visitors to the site/property and the general public.

All equipment used for window cleaning to be provided with current test certification to state compliance with manufacturers recommendations and fit for safe use. Any change of equipment must be agreed with Crosby Housing Association prior to use. Use of alternative equipment without consent will be considered as a breach of contract conditions and may lead to termination of the contract.

Names of all Service Provider employees to work on this contract must be provided to Crosby Housing Association prior to commencement. All changes to operatives must be agreed before attendance on site. All current training certificates in respect of competency to carry out the agreed specifications and health and safety compliance must be provided to Crosby Housing Association prior to the contract commencement date. This includes but is not exclusive to training for safe use of access equipment for use on the contract e.g. ladders, scaffold, cherry pickers, wash and reach system.

A method statement and statement for safe system of works is to be provided for uses of all equipment for proposed work at all levels. A no access statement must be provided in regard to access restrictions such as turret 11 Cambridge Road and the rear of 11 Lorne Road.

## SCHEDULE

All external windows and external door glazing, fanlights etc to Crosby Housing Associations schedule of properties (Appendix 1) are to be cleaned externally once per month. For CHA Offices only, the windows will also be cleaned internally on a quarterly basis.

All defects to windows doors glazing and framing to be reported to Crosby Housing Office in writing.

The Appointed contractor is to provide a service sheet to Crosby Housing Association with date and operative's signature signed on the day of window cleaning. Failure to provide the service sheet / leaflet will be interpreted as non-performance and will result in non-payment. The pro forma service sheet must be agreed with Crosby Housing Association before contract commencement.

Alterations from the window cleaning frequency schedule commencing first week of each month must be agreed with Crosby Housing Association. Reasons for alterations must be mutually agreed to have an acceptable reason such as; agreed adverse weather conditions, equipment failure, transport failure, sickness, resource issues - annual leave etc.

No accesses to properties for window cleaning are to be notified immediately to Crosby Housing Office in writing.

Recalls to site for non-performance will be at no additional charge to Crosby Housing Association.

## SPECIFICATION

Work should not commence before 9.00am

All high-level windows and low-level roof lights above ground floor level are to be cleaned using agreed wash and reach system or cherry picker as per agreed contract conditions. Use of ladders is to be agreed with Crosby Housing Association prior to commencement. Unauthorised use of ladders without formal agreement will result in breach of contract and may lead to termination of the contract.

The work includes cleaning all the windows on each property as per the attached Contract Schedule of Properties.

Crosby Housing Association's tenants expect a courteous and high-quality service from contractors and previous consultation has raised the following areas of concern:

- ? Windows at upper level and to the rear of the properties being missed during visits.
- ? Damage being caused to flower beds during cleaning, trampling by boot or ladder etc.
- ? Contractors attending site prior to the 9.00am watershed.

The service provider should address any tenant concerns promptly and professionally.

Extra care should be taken whilst working around tenants' homes to ensure that no property or personal planting is disturbed, damaged or removed without prior agreement with the tenant. It is always advisable to request advice from the Crosby Housing Association staff regarding such arrangements.

## Invoices

Invoices are to be submitted every month and prior to commencement of following months cleaning programme. Each invoice is to have attached, a completed monthly service sheet for each property included for payment. Each invoice will detail any exclusion of properties from the schedule which have not been cleaned. Reasons may include restricted access or tenant difficulties. Omissions must be agreed in writing with Crosby Housing Association before any discount is applied.

All Invoices must have attached the detailed schedule of works carried out, itemised price per property charged with exclusions and additions detailed as formally agreed by Crosby Housing Association.

### Tenant Feedback

High customer satisfaction with the service is important to us and the service provider should set out how it will collect, record and share customer feedback with CHA.

Some examples of how this is collected in other areas includes feedback gathered via QR code surveys, paper forms, or email links provided in advance. However, other methods may be used so long as there is a level of accountability to demonstrate that the provider has not solicited only positive reviews or filtered any of feedback.

All tenant feedback must be shared with Crosby Housing Association without modification.

### Extra works

All extra works identified on site must be notified to Crosby Housing Association. Details of additional costs and scope of extra work must be agreed prior to commencement.

All accidental damage to Crosby Housing property or tenants' belongings must be notified in writing to Crosby Housing Association immediately.

### **Total value (estimated)**

- £50,000 excluding VAT
- £60,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 October 2025 to 30 September 2028
- 3 years

## **Main procurement category**

Services

## **CPV classifications**

- 90911000 - Accommodation, building and window cleaning services

## **Contract locations**

- UKD72 - Liverpool
- UKD73 - Sefton

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## **Participation**

### **This procurement is reserved for**

UK suppliers

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

## **Tender submission deadline**

7 August 2025, 5:00pm

## **Submission address and any special instructions**

It is essential that Tenders and associated price schedules are submitted no later than 5pm on Thursday 7 August 2025, by email to [procurement@crosby-ha.org.uk](mailto:procurement@crosby-ha.org.uk).

All tender documents must be password protected. The password should be sent separately to the same email address on Friday 8 August 2025.

Further details can be found: <https://www.crosbyhousing.org.uk/tender-opportunities>

## **Tenders may be submitted electronically**

Yes

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## **Award criteria**

Service Provider who can fulfil the most elements of the specification whilst providing the best value service. As a social landlord, it is imperative we get the best value for money for our tenants as possible.

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## Documents

### Associated tender documents

<https://www.crosbyhousing.org.uk/tender-opportunities>

### Technical specifications to be met

<https://www.crosbyhousing.org.uk/tender-opportunities>

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## Contracting authority

### CROSBY HOUSING ASSOCIATION

- Companies House: IP19175R
- Public Procurement Organisation Number: PZRP-2485-NLZX

10 Church Road

Liverpool

L22 5NB

United Kingdom

Email: [procurement@crosby-ha.org.uk](mailto:procurement@crosby-ha.org.uk)

Website: <https://www.crosbyhousing.org.uk/>

Region: UKD73 - Sefton

Organisation type: Public authority - central government