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Pipeline

Mechanical Ventilation with Heat Recovery (MVHR) Servicing & Maintenance

LONDON & QUADRANT HOUSING TRUST

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038809

Procurement identifier (OCID): ocds-h6vhtk-055c8a

Published 10 July 2025, 9:49am

Scope

Description

****PLEASE NOTE THIS NOTICE IS NOT AN INVITATION TO EXPRESS INTEREST, IT IS SOLELY A NOTICE TO LET THE MARKET KNOW L&Q WILL BE GOING OUT TO TENDER LATER THIS YEAR; PLEASE 'WATCH THIS NOTICE' AND LOOK OUT FOR THE 'TENDER NOTICE'****

L&Q has identified a critical gap in the servicing and maintenance of its Mechanical Ventilation with Heat Recovery (MVHR) systems. Historically, no structured maintenance regime has existed, risking system failures, poor air quality, and unnecessary repair costs.

This contract establishes a five-year rolling service and maintenance agreement to:

- Regularly service MVHR units in compliance with industry and manufacturer standards.
- Build and maintain a complete and accurate inventory of all MVHR units.
- Ensure compliance with Building Regulations (particularly Part F).
- Provide reactive maintenance within specified Service Level Agreements (SLAs).

The contractor shall deliver the following services:

- Annual Servicing:

Comprehensive annual service for all MVHR units, in line with SFG20 guidance and manufacturer recommendations.

- Reactive Maintenance:

Provision of call-out services for reported faults or failures within agreed SLA timeframes (standard, urgent, and emergency).

- Asset Data Capture:

Identification, logging, and reporting of MVHR systems not previously recorded in L&Q's portfolio.

- Compliance Assurance:

Services must align with Part F of the Building Regulations, L&Q's health and safety policies, and other relevant legislation.

- Reporting:

Monthly reports including:

- o List of units serviced.
- o Defects identified and rectified.
- o Units added to the portfolio.
- o Evidence of compliance with ESG (Environmental, Social, and Governance) goals.

- Resident Interaction:

Engagement with residents to coordinate access for servicing works, in a professional and customer-focused manner.

Contract dates (estimated)

- 6 April 2026 to 9 April 2031
- 5 years, 4 days

Main category

Services

CPV classifications

- 50000000 - Repair and maintenance services

Contract locations

- UKC - North East (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

7 November 2025

Procedure

Procedure type

Open procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

LONDON & QUADRANT HOUSING TRUST

- Companies House: IP030441
- Public Procurement Organisation Number: PJQV-6311-TQXL

29-35 West Ham Lane

London

E15 4PN

United Kingdom

Email: morriswilliams@lqgroup.org.uk

Website: <https://in-tendhost.co.uk/lqsupplychainmanagement/asp/Home>

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government