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Planning

## **Communal Cleaning Services at Tower Hamlets**

LONDON & QUADRANT HOUSING TRUST

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-042582

Procurement identifier (OCID): ocids-h6vhtk-051732

Published 24 July 2025, 9:26am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Please note details of the engagement:-

Notice Type

Preliminary Market Engagement Notice

Contracting Authority

London & Quadrant Housing Trust

Subject

Preliminary Market Engagement for Communal Cleaning Services at Tower Hamlets

1. Introduction

L&Q is seeking to engage with the market in advance of a forthcoming tender opportunity for Communal Cleaning. This preliminary market engagement is intended to provide insight to potential suppliers to better inform the requirements and the specification of Communal Cleaning at L&Q's Tower Hamlets blocks.

## 2. Background

L&Q requires operators to provide a quality and competitive service to residents who have also been involved in developing the specification.

Tower Hamlets communal cleaning has been contracted outside of our other general communal cleaning arrangements and is currently being serviced via an external compliant framework.

The resident group VOTRA, along with other independent residents across Tower Hamlets, will be invited to take part in evaluating the tender responses.

L&Q intends to award a long-term 5-year contract commencing 1st April 2026 to a single operator who will directly staff cleaning operations.

## 3. Scope of Engagement

The preliminary market engagement will focus on:

- Area 1 Technical Requirements:

- o Mandatory Requirements

- o Specification

- o Prelims

- Area 2 Contractual Terms:

- o Financial Requirements

- o KPIs

- o Price Adjustment Mechanism

- Area 3 ESG / Social Value

- Area 4 Innovation

#### 4. Engagement Activities

L&Q will host a Teams briefing to outline requirements and allow questions regarding the tender (schedule for release via In-Tend portal w/c 4th August).

- Meeting ID: 366 615 057 054 6
- Passcode: hL288DD3
- Dial in: +44 20 3787 4277,,217578341# (United Kingdom, City of London)
- Phone conference ID: 217 578 341#

#### 5. How to Express Interest

Suppliers should visit L&Q's In-Tend e-procurement portal:

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

The tender documents will be published w/c 4th August. Registration and use are free.

#### 6. Important Considerations

- This is not a call for competition.
- Participation in this engagement does not guarantee inclusion in the subsequent tender.
- Any costs incurred by suppliers in participating in this engagement are their own responsibility.

#### 7. Contact Information

Mr Adrian Uden

Category Manager

L&Q Group Procurement

[Auden@lqgroup.org.uk](mailto:Auden@lqgroup.org.uk)

Please email Adrian Uden (at the email address above) for a direct Teams link to the event

## **Scope**

### **Description**

Communal Cleaning in L&Q's Tower Hamlets blocks.

This includes:-

- Hallways/ Corridors/ Walkways
- All flooring (hard and soft)
- Landings and communal balconies
- Stairwells (including underneath stairwells, stair risers and nosings, where applicable).
- Lifts- flooring and fixtures and fittings
- Entrances, exits, doors, door mats, door glass and door furniture
- Atriums
- Communal walls, woodwork, ceilings, light fittings, electrical sockets, skirting boards, ledges, switches etc.
- Communal Post Rooms
- Bin/Refuge Stores
- Bike Stores
- Pram sheds
- Mezzanine areas

- Any other communally accessed areas within buildings on the estates which are likely to be used by residents.

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

- 30 March 2026 to 29 March 2031
- 5 years

### **Main procurement category**

Services

### **CPV classifications**

- 90910000 - Cleaning services

### **Contract locations**

- UKI - London

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## **Engagement**

### **Engagement deadline**

1 August 2025

### **Engagement process description**

Teams communication on Tuesday 29th July at 1:00pm with background and specification/services explained and an opportunity to ask questions relating to the ITT

Please email Adrian Uden for Teams link

[Auden@lqgroup.org.uk](mailto:Auden@lqgroup.org.uk)

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## **Participation**

### **Particular suitability**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Publication date of tender notice (estimated)**

4 August 2025

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## **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

Contact name: Adrian Uden

Email: [Auden@lqgroup.org.uk](mailto:Auden@lqgroup.org.uk)

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

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government