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Planning

Electrical Testing and Responsive Repairs, Heating Systems Repairs, Servicing and Maintenance Contract

COASTLINE HOUSING LIMITED

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

Notice identifier: 2025/S 000-047187

Procurement identifier (OCID): ocds-h6vhtk-0583fb

Published 8 August 2025, 10:57am

Scope

Description

Contracting Authority: Coastline Housing Ltd

Location: Cornwall, United Kingdom

Coastline Housing Ltd is seeking Expressions of Interest (EOIs) from suitably qualified and experienced contractors for a broad and complex contract for the provision of comprehensive electrical testing and heating system services/repairs across its diverse property portfolio, comprising approximately 5,000 residential homes and 5 commercial buildings. Coastline has a long track record of achieving 100% compliance in all key areas and the current contract has a 24/7/365 target time of 2 hours attendance for priority repairs, with all repairs to be complete within 24 hours. Scope of Services

The contract will cover:

Domestic and commercial electrical system testing and repairs

Oil-fired heating systems

Solid Fuel heating systems

Air Source Heat Pumps (ASHP)

Ground Source Heat Pumps (GSHP)

Domestic and commercial gas heating systems

Associated commercial heating systems

The successful contractor will be responsible for:

Maintaining 100% regulatory compliance at all times

24/7/365 emergency call-out services

Planned servicing and maintenance

Responsive repairs

Key Considerations

The incumbent provider is an employee-owned trust. Bidders should consider any potential implications under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

The geographical spread of properties across Cornwall presents logistical and operational challenges that require robust planning and local knowledge. In context, the current contract has a 24/7/365 target time of 2 hours attendance for priority repairs so a locally based team will be essential. The ability to identify and prioritise vulnerable customers will be required.

Coastline uses gas capping as an absolute last resort and there will be a requirement for the contractor to strive continuously in the event of access refusals, including the provision of full evidence of access attempts.

There is a strong emphasis on social value, sustainability, and local economic impact, which may require additional reporting and commitments. Contractors will be expected to demonstrate alignment with these priorities including adherence to a zero to landfill standard

The contract will be procured under the Procurement Act and associated Regulations.

Coastline is a Corgi QAS Accredited Business, and the contractor will be required to

support retention of this standard at no additional cost.

The contractor will be required to access Coastline's online portal to provide all necessary documentation and confirm completion of all works before the end of every working day.

This contract presently includes a penalty of up to £100,000 per month for failure to achieve minimum levels of acceptable performance and a similar arrangement will be included in any future contract.

Minimum Requirements

Interested suppliers must demonstrate:

Proven experience in delivering similar services across all areas of work and specified system types

Relevant industry accreditations (e.g., HETAS, NICEIC, Gas Safe, OFTEC, MCS)

Capacity to manage emergency response and high-volume service delivery

A commitment to ensure that Coastline meets all Regulatory standards A commitment to compliance, quality assurance, and customer service

How to Submit an Expression of Interest (EOI)

Please submit your EOI by 15/08/2025 to gareth.jones@coastlinehousing.co.uk

Your submission must include:

Company name and contact details

Summary of relevant experience and capabilities

Confirmation of capacity to deliver across all areas of this work

Evidence of all necessary accreditations (e.g., Gas Safe, OFTEC, MCS, NICEIC, NAPIT)

Evidence of supporting Corgi QAS business accreditation

A statement confirming understanding of TUPE obligations, including how you will effectively resource this contract in the event that TUPE cannot be relied upon.

Next Steps

Following the EOI stage, a shortlist of suppliers will be invited to participate in the full tender process. Further details, including the Invitation to Tender (ITT), will be issued at that stage.

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- Possible extension to 31 March 2037
- 10 years

Main procurement category

Services

CPV classifications

- 50700000 - Repair and maintenance services of building installations

Contract locations

- UKK30 - Cornwall and Isles of Scilly

Engagement

Engagement deadline

15 August 2025

Engagement process description

As per Expression of Interest notice

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

COASTLINE HOUSING LIMITED

- Companies House: 03284666
- Public Procurement Organisation Number: PHYP-7343-GBBP

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Redruth

TR15 3RQ

United Kingdom

Email: gareth.jones@coastlinehousing.co.uk

Region: UKK30 - Cornwall and Isles of Scilly

Organisation type: Public authority - sub-central government