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Tender

PfH - Responsive Repairs, Disrepair Works and Void Services

Procurement for Housing

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

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Scope

Description

Established in 2004, Procurement for Housing (PfH) is a national procurement consortium dedicated to the social housing sector and supported by the National Housing Federation (NHF), Chartered Institute of Housing (CIH) and HouseMark. Collectively our Members manage more than 90% of UK' social housing stock, with PfH helping them to achieve efficiency savings using a wide range of services including framework agreements, dynamic purchasing systems, spend analyses, strategy reviews, consolidated billing and comprehensive reporting. PfH is a contracting authority under section 2 of the Procurement Act 2023 and a centralised procurement authority under section 1(4) of that Act.

Please refer to www.pfh.co.uk for additional information.

PfH is administered by Inprova Limited and is headquartered in the North West of England with over 20 years of expertise and experience offering a complete procurement solutions package across outsourcing, technology and consultancy. By integrating procurement services and technology, Inprova operates as a delivery partner, supporting

business performance improvement for the public sector.

PfH is seeking suitably qualified and experienced suppliers to join the framework for Responsive Repairs, Disrepair Works and Void Services. The framework will cover Responsive Repairs and Void Property Refurbishment, Void Property Refurbishment, Responsive Repairs, Disrepair Works, Void Property Cleaning & Clearing, Security Services, Pest Control and associated services.

Commercial tool

Establishes a framework

Total value (estimated)

- £725,000,000 excluding VAT
- £870,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 24 February 2026 to 23 February 2029
- Possible extension to 23 February 2030
- 4 years

Description of possible extension:

The Framework Agreement will be let for 3 years, with an optional extension of a further 12 months

Main procurement category

Works

Contract locations

- UK - United Kingdom

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Lot 1 - Responsive Repairs and Void Property Refurbishment (Value Band 1 - £0 - £1.5m)

Description

Works solution to procure responsive repairs and void property refurbishment solutions. PfH intends to award places on the framework under this lot to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

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

Framework lot values may be shared with other lots

CPV classifications

- 45214000 - Construction work for buildings relating to education and research
- 45262650 - Cladding works
- 09300000 - Electricity, heating, solar and nuclear energy
- 24530000 - Primary-form polymers of styrene
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system
- 39141000 - Kitchen furniture and equipment
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 45215000 - Construction work for buildings relating to health and social services, for crematoriums and public conveniences
- 45261000 - Erection and related works of roof frames and coverings
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50700000 - Repair and maintenance services of building installations
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Lot 2 - Responsive Repairs and Void Property Refurbishment (Value Band 2 - £0+)

Description

Works solution to procure responsive repairs and void property refurbishment solutions. PfH intends to award places on the framework under this lot (value band 2) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £180,000,000 excluding VAT
- £216,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 35121000 - Security equipment
- 35125000 - Surveillance system
- 45214000 - Construction work for buildings relating to education and research
- 09332000 - Solar installation
- 24530000 - Primary-form polymers of styrene
- 39141000 - Kitchen furniture and equipment

- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 45215000 - Construction work for buildings relating to health and social services, for crematoriums and public conveniences
- 45261000 - Erection and related works of roof frames and coverings
- 45262650 - Cladding works
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50700000 - Repair and maintenance services of building installations
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Lot 3 - Void Property Refurbishment (Value Band 1 - £0 - £1.5m)

Description

Works solution to procure void property refurbishment solutions. PfH intends to award places on the framework under this lot (value band 1) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £25,000,000 excluding VAT
- £30,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 45214000 - Construction work for buildings relating to education and research
- 09332000 - Solar installation
- 24530000 - Primary-form polymers of styrene
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system
- 39141000 - Kitchen furniture and equipment
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 45215000 - Construction work for buildings relating to health and social services, for crematoriums and public conveniences
- 45261000 - Erection and related works of roof frames and coverings
- 45262650 - Cladding works

- 24500000 - Plastics in primary forms
- 45400000 - Building completion work
- 50700000 - Repair and maintenance services of building installations
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Lot 4 - Void Property Refurbishment (Value Band 2 - £0+)

Description

Works solution to procure void property refurbishment solutions. PfH intends to award places on the framework under this lot (value band 2) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 09332000 - Solar installation
- 45215000 - Construction work for buildings relating to health and social services, for crematoriums and public conveniences
- 24530000 - Primary-form polymers of styrene
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system
- 39141000 - Kitchen furniture and equipment
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 45214000 - Construction work for buildings relating to education and research
- 45261000 - Erection and related works of roof frames and coverings
- 45262650 - Cladding works
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50700000 - Repair and maintenance services of building installations
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Lot 5 - Responsive Repairs (Value Band 1 - £0+)

Description

Works solution to procure responsive repairs solutions. PfH intends to award places on the framework under this lot (value band 1) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £25,000,000 excluding VAT
- £30,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 45214000 - Construction work for buildings relating to education and research
- 09332000 - Solar installation
- 24530000 - Primary-form polymers of styrene
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system

- 39141000 - Kitchen furniture and equipment
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 45215000 - Construction work for buildings relating to health and social services, for crematoriums and public conveniences
- 45261000 - Erection and related works of roof frames and coverings
- 45262650 - Cladding works
- 45300000 - Building installation work
- 45400000 - Building completion work
- 50700000 - Repair and maintenance services of building installations
- 71314300 - Energy-efficiency consultancy services
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Lot 6 - Responsive Repairs (Value Band 2 - £0+)

Description

Works solution to procure responsive repairs solutions. PfH intends to award places on the framework under this lot (value band 2) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the

bids received.

Lot value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 09332000 - Solar installation
- 24530000 - Primary-form polymers of styrene
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system
- 39141000 - Kitchen furniture and equipment
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 50700000 - Repair and maintenance services of building installations
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

- 45214000 - Construction work for buildings relating to education and research
- 45215000 - Construction work for buildings relating to health and social services, for crematoriums and public conveniences
- 45261000 - Erection and related works of roof frames and coverings
- 45262650 - Cladding works
- 45300000 - Building installation work
- 45400000 - Building completion work

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. Lot 7 - Disrepair Works (Value Band 1 - £0 - £1.5m)

Description

Works solution to procure disrepair work solutions. PfH intends to award places on the framework under this lot (value band 1) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £25,000,000 excluding VAT
- £30,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 45000000 - Construction work
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 09332000 - Solar installation
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system
- 39141000 - Kitchen furniture and equipment
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 50000000 - Repair and maintenance services
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services
- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 8. Lot 8 - Disrepair Works (Value Band 2 - £0+)

Description

Works solution to procure disrepair work solutions. PfH intends to award places on the framework under this lot (value band 2) to five suppliers per region and eight suppliers per London region but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 45000000 - Construction work
- 09332000 - Solar installation
- 31681410 - Electrical materials
- 35121000 - Security equipment
- 35125000 - Surveillance system
- 39141000 - Kitchen furniture and equipment
- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 50000000 - Repair and maintenance services
- 71314300 - Energy-efficiency consultancy services
- 71321000 - Engineering design services for mechanical and electrical installations for buildings
- 71500000 - Construction-related services

- 79710000 - Security services
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 9. Lot 9 - Void Property Cleaning & Clearing

Description

Works solution to procure void property cleaning and clearing solutions. PfH intends to award places on the framework under this lot to five suppliers but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 45111291 - Site-development work
- 45111240 - Ground-drainage work
- 45112723 - Landscaping work for playgrounds
- 90000000 - Sewage, refuse, cleaning and environmental services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 10. Lot 10 - Security Services

Description

Works solution to procure security services solutions. PfH intends to award places on the framework under this lot to five suppliers but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79710000 - Security services
- 45111320 - Dismantling works for security installations
- 45222300 - Engineering work for security installations
- 35120000 - Surveillance and security systems and devices
- 44212329 - Security screens

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 11. Lot 11 - Pest Control

Description

Works solution to procure pest control solutions. PfH intends to award places on the framework under this lot to five suppliers but reserves the right to award to greater or fewer dependant on the bids received.

Lot value (estimated)

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 45232460 - Sanitary works
- 90000000 - Sewage, refuse, cleaning and environmental services
- 77231200 - Forest pest control services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

2%

Further information about fees

this should be 2.6% (not able to select 2.6% in the box above)

Framework operation description

The purpose of this Framework Agreement is to provide a compliant and flexible route to market for members of PfH across England, Wales, Scotland, and Northern Ireland, as well as other public bodies permitted to use the Framework Agreement, who require services within the scope of Responsive Repairs, Disrepair Works and Void Services.

Once awarded, PfH members and eligible users will be able to place call-off contracts directly with successful framework suppliers.

- The Direct Award Process may be used where criteria required under PA23 are satisfied.
- Or where the Customer prefers, the Competitive Selection Process as permitted under PA23 is followed.
- For Below Threshold Contracts, these conditions are not mandatory. The Customer may choose to apply them or instead select the most suitable process based on an objective assessment of which approach best delivers value for money in line with their requirements.

Each PfH member will enter into a direct contractual relationship with the appointed supplier for their call-off contract.

Call-off contract durations are expected to range from an expected minimum of 12 months up to a maximum of four years or may be project-specific. PfH members are free to determine the most appropriate contract length to meet their requirements. Framework pricing will be available as an indication of what is anticipated under the framework and bespoke pricing will be provided as determined by the member's requirements.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

This Framework Agreement may be used by all current members of PfH at the time of the FTS notice and those contracting authorities that become a member of PfH during the period of the Framework Agreement. This includes all contracting authorities across England, Wales, Scotland and Northern Ireland listed on the following page of the PfH website:

<http://procurementforhousing.co.uk/missible-users/>

This includes registered providers of social housing; registered social landlords; the Northern Ireland Housing Executive; public authorities; local authorities; ALMOs; central government departments; schools, colleges, universities and other education establishments; hospital trusts, ambulance services and other NHS organisations and services; fire and rescue, police and other emergency services; passenger transport services; charities and other third sector organisations and any wholly owned subsidiaries of the above organisations. See paragraph 1.3.5 of Document 1 of the tender pack.

Participation

Particular suitability

Lot 1. Lot 1 - Responsive Repairs and Void Property Refurbishment (Value Band 1 - £0 - £1.5m)

Lot 2. Lot 2 - Responsive Repairs and Void Property Refurbishment (Value Band 2 - £0+)

Lot 3. Lot 3 - Void Property Refurbishment (Value Band 1 - £0 - £1.5m)

Lot 4. Lot 4 - Void Property Refurbishment (Value Band 2 - £0+)

Lot 5. Lot 5 - Responsive Repairs (Value Band 1 - £0+)

Lot 6. Lot 6 - Responsive Repairs (Value Band 2 - £0+)

Lot 7. Lot 7 - Disrepair Works (Value Band 1 - £0 - £1.5m)

Lot 8. Lot 8 - Disrepair Works (Value Band 2 - £0+)

Lot 9. Lot 9 - Void Property Cleaning & Clearing

Lot 10. Lot 10 - Security Services

Lot 11. Lot 11 - Pest Control

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

Submission

Enquiry deadline

15 December 2025, 12:00pm

Tender submission deadline

5 January 2026, 5:00pm

Submission address and any special instructions

<https://www.mytenders.co.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 February 2026

Award criteria**Lot 1. Lot 1 - Responsive Repairs and Void Property Refurbishment (Value Band 1 - £0 - £1.5m)**

Name	Description	Type	Weighting
Quality	percentage exact	Quality	60.00%
Price	percentageExact	Price	40.00%

Lot 2. Lot 2 - Responsive Repairs and Void Property Refurbishment (Value Band 2 - £0+)

Name	Description	Type	Weighting
Quality	percentage Exact	Quality	60.00%
Price	Percentage exact	Price	40.00%

Lot 3. Lot 3 - Void Property Refurbishment (Value Band 1 - £0 - £1.5m)

Name	Description	Type	Weighting
Quality	exact percentage	Quality	60.00%
Price	percentage exact	Price	40.00%

Lot 4. Lot 4 - Void Property Refurbishment (Value Band 2 - £0+)

Lot 6. Lot 6 - Responsive Repairs (Value Band 2 - £0+)

Name	Type	Weighting
Quality	Quality	60.00%
Price	Price	40.00%

Lot 5. Lot 5 - Responsive Repairs (Value Band 1 - £0+)

Name	Type	Weighting
Quality	Quality	60.00%
Price	Price	40.00%

Lot 7. Lot 7 - Disrepair Works (Value Band 1 - £0 - £1.5m)

Name	Description	Type	Weighting
Quality	exact description	Quality	60.00%
Price	exact description	Price	40.00%

Lot 8. Lot 8 - Disrepair Works (Value Band 2 - £0+)

Name	Description	Type	Weighting
Quality	Percentage exact	Quality	60.00%
Price	Percentage Exact	Price	40.00%

Lot 9. Lot 9 - Void Property Cleaning & Clearing

Lot 11. Lot 11 - Pest Control

Name	Description	Type	Weighting
quality	exact percentage	Quality	60.00%
Price	exact percentage	Price	40.00%

Lot 10. Lot 10 - Security Services

Name	Description	Type	Weighting
Quality	exact percentage	Quality	60.00%
Price	exact percentage	Price	40.00%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=621169

Document 1 - PA23 - ITT - Open - Closed FA

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620929

Document 2 - PA23 - Instructions to Tenderers - Open - Closed FA

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620930

Document 3 - PA23 - Evaluation Criteria - Open - Closed FA

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620931

Document 4A - Framework Scope and Requirements - RRVPS v3

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620932

Document 4B - Responsive v8 Volume 1 (d) Specification

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620933

Document 5A - Procurement Specific Questionnaire (PSQ) Open Framework

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620934

Document 5B - PSQ Scoring Methodology

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=621171

Document 6 - ITT Response Template - Revised

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620936

Document 7A - Pricing Matrix (1)

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620937

Document 7B - NatFed Responsive v8 SORs

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620938

Document 7C - Natfed Responsive V8 Data Mould & Damp Lines

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620939

Document 8 - Closed Framework Agreement - Final May 25

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620940

Document 9 - Call-Off Contract - Final June 25

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620941

Document 10 - Tender Certificates

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620942

Document 11a - PfH Gen2 File Specification Standard v1.0

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620943

Document 11b - Quantum GEN2 Format - Standard - UK

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620944

Document 12 - Tender Submission Checklist

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620945

Document 13 - Geographical Regions

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620946

Document 14 - Price Increase Mechanism

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=620947

Document 15 - Bid Restrictions

Technical specifications to be met

<https://www.mytenders.co.uk/>

MyTenders

Contracting authority

Procurement for Housing

- Public Procurement Organisation Number: PRLY-9676-WPTJ

2 Olympic Way

Birchwood, Warrington

WA2 0YL

United Kingdom

Contact name: Laura Wood

Telephone: +441925737680

Email: lewood@pfh.co.uk

Website: <http://www.procurementforhousing.co.uk>

Region: UKD61 - Warrington

Organisation type: Public authority - sub-central government