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Contract

Provision of Domestic Gas Servicing, Maintenance and Associated Works 2026 -29

The District Council of Folkestone and Hythe

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084142

Procurement identifier (OCID): ocds-h6vhtk-055793 ([view related notices](#))

Published 18 December 2025, 9:23am

Scope

Reference

DN780803

Description

The Council is appointing a contractor to deliver a Fully Inclusive Risk & Reward Contract (FIRRC) for the servicing, maintenance, responsive repairs, and upgrade works of gas, LPG, and solid fuel heating and hot water systems across its housing stock.

The contract will cover all associated components, including boilers, radiators, flues, cylinders, pipework, controls, and electrical elements, with all works delivered under a fixed-price model. The successful contractor will be responsible for ensuring full operational compliance, delivering first-time fixes where possible, and providing temporary heating when required.

The service includes resident liaison, void property coverage, energy efficiency advice, and support with compliance and safety inspections. Upgrade works may also be

instructed at the Employer's discretion and must be delivered from design through to completion.

Contract 1

Supplier

- T BROWN GROUP LIMITED

Contract value

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Above the relevant threshold

Date signed

16 December 2025

Contract dates

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The contract is for a 3year term and can be extended for a period or periods totalling no more than 24months.

Main procurement category

Services

CPV classifications

- 50531100 - Repair and maintenance services of boilers
- 50531200 - Gas appliance maintenance services

Contract locations

- UKJ44 - East Kent

Key performance indicators

Name	Description	Reporting frequency
Service Appointments	The number of appointments that are made and kept within the timescale of the 60 day process	12 months
Repair/Breakdown Appointments	The number of repair/breakdown appointments that are made and kept	12 months

Name	Description	Reporting frequency
Breakdown/repairs attended and completed within timescale- Emergency	Percentage of repairs completed within 1 hour timescale (From when the job was first registered to when a final completion was made/No repeat jobs allowed within 30 days) See Appendix D - job allocations	12 months

Signed contract documents

[JCT MTC 2016 - Domestic Gas \(REDACTED\).pdf](#)

Redacted JCT MTC 2016 contract

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

T BROWN GROUP LIMITED

- Companies House: 01006630
- Public Procurement Organisation Number: PLGP-7111-QJZP

Ground Floor Bluebird House

Leatherhead

KT22 7BA

United Kingdom

Email: bidteam@tbrown.com

Website: <http://www.tbrown.com>

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

The District Council of Folkestone and Hythe

- Public Procurement Organisation Number: PHJN-7589-LMHY

Civic Centre, Castle Hill Avenue

Folkestone

CT20 2QY

United Kingdom

Email: procurement@folkestone-hythe.gov.uk

Region: UKJ44 - East Kent

Organisation type: Public authority - sub-central government