



**East Lindsey District Council – Contractor’s Terms of Engagement  
for Services – Warm Homes**

East Lindsey District Council  
The Hub  
Mareham Road  
Horncastle  
Lincolnshire  
LN9 6PH Sureserve Energy Services UK Ltd

3 Inchcorse Place Whitehill Industrial Estate  
Bathgate  
West Lothian  
EH48 2EE

GB-COH: SC390210

Attention:

By email to:

Date: 21<sup>st</sup> August 2025

Dear Sirs,

**Award of contract for the supply of Warm Homes**

Following your tender/ proposal for the supply of Warm Homes: Local Grant to East Lindsey District Council, we are pleased to award this contract to you.

This letter (Award Letter) and its Annexes/Appendices set out the terms of the contract between East Lindsey District Council as the Customer and Sureserve Energy Services Ltd as the Supplier for the provision of the Services. Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Annex 1 to this Award Letter (the “**Conditions**”). In the event of any conflict between this Award Letter and the Conditions, this Award Letter shall prevail. Please do not attach any Supplier terms and conditions to this Award Letter as they will not be accepted by the Customer and may delay the conclusion of the Agreement.

For the purposes of the Agreement, the Customer and the Supplier agree as follows:

- 1) The Services shall be performed at Properties contained within the districts of South Holland, East Lindsey District and Boston Borough Councils
- 2) The charges for the Services shall be as set out in Appendix B the Schedule of rates received on 29/05/2025.
- 3) The specification of the Services to be supplied is as set out in Annex 3.
- 4) The Term shall commence on 25<sup>th</sup> August 2025 and the Expiry Date shall be 24<sup>th</sup> August 2028 with options to extend for upto a further 2 years.
- 5) The address for notices of the Parties are:

Customer	Supplier
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Name: East Lindsey District Council	Name: Sureserve Energy Services UK Ltd
Address: The Hub Mareham Road Horncastle Lincolnshire LN9 6PH	Address: 3 Inchcorse Place Whitehill Industrial Estate Bathgate West Lothian EH48 2EE
Attention: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] co.uk

6) The following persons are Key Personnel for the purposes of the Agreement:

Name	Job Title
[REDACTED]	Group Manager – Climate Change and Environment
[REDACTED]	Managing Director
[REDACTED]	Project Manager Heart Team

### Payment

All invoices must be sent, quoting a valid purchase order number (PO Number), to: [accounts.payable@pspsl.co.uk](mailto:accounts.payable@pspsl.co.uk). You must be in receipt of a valid PO Number before submitting an invoice. We will send you a unique PO Number in a timely manner to ensure you can submit your invoice at an appropriate/agreed time.

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Customer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact the contract manager.

### Liaison

For general liaison your contact will be [REDACTED] or, in their absence, [REDACTED]

We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful delivery of the Services. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to [Procurement@pspsl.co.uk](mailto:Procurement@pspsl.co.uk) at the above address within 7 days from the date of this letter. No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this contract.

Yours faithfully,



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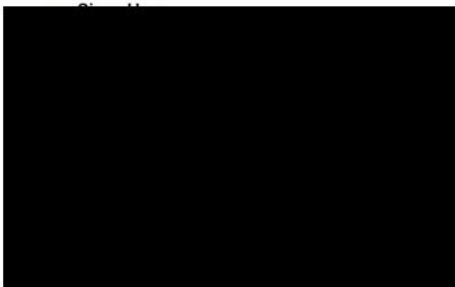
The Procurement Team [procurement@pspsl.co.uk](mailto:procurement@pspsl.co.uk)  
We accept the terms set out in this letter and its  
Appendix, including the Conditions.

### EXECUTION AS A DEED

THE COMMON SEAL of East Lindsey District Council was hereunto affixed in the presence of:

Name:

**EXECUTED AS A DEED** by Sureserve Energy Services UK Ltd acting by [REDACTED], a director



### Annex 1 - Terms and Conditions of Contract for Services

Terms and conditions will be as stated within the attached NEC4 ECC document (Appendix D)



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### **Annex 2 - Pricing**

Pricing is as per the submitted and accepted Schedule of Rates (Appendix B “SoR”)



## **East Lindsey District Council – Contractor’s Terms of Engagement for Services – Warm Homes**

### **Annex 3 - Specification**

The Warm Homes – Local Grant scheme has two core objectives:

1. To deliver progress towards the statutory fuel poverty target for England, by improving as many fuel-poor homes as reasonably practicable to energy efficiency rating of Band C by 2030, delivering significant annual energy bill savings for the occupants, not just in the short term, but for good.
2. To deliver progress towards Net Zero 2050, and the Carbon Budgets, by installing energy performance upgrades and low carbon heating in homes that drive carbon abatement

Any energy performance or heating measures compatible with the latest Reduced data Standard Assessment Procedure (RdSAP), at the time of delivery, are eligible except for fossil fuel heating. Please note upcoming RdSAP 10 is due to be released in June 2025 and would therefore be applicable to this scheme.

Measures must also be covered under the latest PAS 2035:2023 guidance and installable under the latest PAS 2030:2023 or MCS standards.

All measures must be lodged onto the Trustmark data warehouse once upgrades are complete. A Trustmark PAS 2035 Project in the Trustmark Data Warehouse must be created for all homes accepted as part of each batch, within four weeks of the batch approval date. The final lodgements must be completed in the Trustmark Data Warehouse, and each Trustmark PAS 2035 Project created as part of each batch must be closed within six weeks of the work being completed for the household.

Retrofit Coordinators will be required to be an integral part of the scheme with visibility to the Council’s project team. On each property they will need to confirm they have discussed full implications on current and future household bills with the household, with a copy of bill impacts to be provided to the Council for record keeping. Site visits are mandatory under PAS2025:2023 (at least for External Wall Insulation, Internal Wall Insulation, Flat Roof Insulation, Under Floor insulation and Park home insulation). See Quality Assurance

#### **Sustainability Practices:**

We expect the winning bidder to identify local, UK-based supply chains where possible and to demonstrate good sustainable practices as evidenced through provision of their own Environmental or Sustainability Policies.

Social Value – As detailed on Appendix C



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Review meetings will be held weekly for operational issues and at least quarterly for overall KPI / Contract performance monitoring



Other documents as per last award

**Quality Assurance (QA):**

Following the 2023 amendments to PAS 2030 there is now a requirement to demonstrate that independent checks have been undertaken for all insulation measures claiming compliance with PAS 2030.

Contractors will need to outline how Pre-Installation Building Inspection (PIBI) are to be undertaken on the scheme.

A Project QA plan will need to be provided to the Council setting out the Retrofit Coordinator site visit requirements. This will include informing the Council of site visits for joint attendance and/or providing site visits results.

**Compliance and Safety:**

Contractors will need to demonstrate understanding of their duties and responsibilities under the Construction (Design and Management) Regulations 2015 (CDM 2015). A construction phase plan will need to be submitted and/or F10 notification to the Health and Safety Executive submitted for the project.

**Technical specifications**

All systems and materials used on this scheme must be BBA approved (or equivalent) and compliant with the most current version of RdSAP.

All installations must be supported with a minimum 12 month installer warranty and an Ofgem approved insurance backed warranty for each measure.

It is expected that the successful contractor will have a regional-based team to be available to work on this programme. The successful contractor will be required to check works on site and undertake quality assurance inspections of works, liaising directly with customers, sub-contractors, and Council representatives.

The below table sets out the measures to be delivered at this stage. Please note this is not exhaustive

## East Lindsey District Council – Contractor's Terms of Engagement for Services – Warm Homes

Energy Performance Measures	Low Carbon Heat
Cavity Wall Insulation	Air Source Heat Pump
Flat Roof Insulation	Ground Source Heat Pump
Internal Wall Insulation	Hybrid Heat Pumps (for homes currently heated by mains gas)
Loft Insulation	Shared Ground Loops
Park Home Insulation	Wet Central Heating (a system using water to distribute heat)
Room-in-roof Insulation	Biomass
Solid/External Wall Insulation	High Retention Storage Heaters
Underfloor Insulation	
Heating Controls	
Hot Water Cylinder Insulation	
Hot Water Cylinder Thermostat	
Hot Water Cylinder/Tank	
Low energy lighting	
Solar PV	
Solar Thermal	
Battery Storage (only eligible when complimenting Solar PV)	
Digital/Smart Controls	
Draughtproofing	
Double/Triple Glazing	
Energy Efficiency Doors	

In addition, a broad approach to ventilation will need to be set out by the contractor and agreed by the Council and resident prior to install. A ventilation strategy should be supplied and discussed based on fans, door undercuts and trickle ventilation.



## East Lindsey District Council – Contractor's Terms of Engagement for Services – Warm Homes

### Risks to project / contract

- Customer perception
- Authority / Supplier reputation
- Poor performance of contractors / subcontractors
- Lack of relevant experience
- Building Codes and Regulations
- Permits and Approvals
- Funding Shortfalls
- Design Flaws
- Supply Chain Disruptions
- Site Conditions
- Worker Safety
- Occupant Safety
- Contract Disputes
- Liability Issues

The following mitigation strategies will be considered to manage the above risks

**Detailed Planning** - Conduct thorough planning and risk assessments before project commencement

**Clear contracts** – The authority will where possible ensure that the contract(s) clearly define scope, responsibilities, timelines and performance standards.

**Regular Monitoring** – The authority along with the winning bidder(s) will implement regular monitoring to track progress and will look to address issues promptly

**Contingency Plans** – A contingency plan should be developed to address potential risks and unexpected events

**Stakeholder Engagement** - Will maintain open communication with stakeholders to manage expectations and address concerns

**Relevant experience** – Experience of contractor/sub-contractor will be a mandatory requirement

You are confirming that you can meet the Service Level Agreement (SLA's) listed below. This will ensure the timely delivery of services within agreed upon standards.

- At least 2no. apprentices to be engaged and supported during the lifetime of the scheme





## **East Lindsey District Council – Contractor’s Terms of Engagement for Services – Warm Homes**

- Names and contact details of all engaged subcontractors to be provided on a monthly basis
- At least 2no. local contractors to be onboarded per year in 2026-27 and 2027-28
- No forced labour
- Controls on supply chain - KPI to cover (labour, no forced labour)
- Compliance with Construction (Design and Management) Regulations 2015
- The Contractor will act as Principal Designer and Principal Contractor for purposes of the Construction (Design and Management) Regulations 2015.
- The Contractor will act as Principal Designer under the Building Safety Act.

