



Consultancy Services

Tender Management - Responsive repairs, maintenance, planned works and voids

Case study



Westmoreland Supported Housing Limited (WSHL) are a housing association that provides supported housing and works with care providers to deliver accommodation and support for vulnerable adults.



WSHL manages 646 units across 124 buildings throughout England and Wales. Their mission is to create strong and sustainable supported housing accommodation where people flourish, and they are committed to making a positive difference to peoples' lives.

The Project

The member reached out to PfH to access our consultancy service, to support with the procurement of their forthcoming responsive repairs, maintenance, planned works and voids contracts. WSHL were seeking to procure an outsourced service that offer both a responsive service and support WSHL with their planned works programmes and cyclical compliance requirements.

WSHL's existing contract was due to expire in April 2023, and it was therefore essential that the procurement time-line allowed for the mobilisation of the new contract in readiness for this end date. As with most housing associations, ensuring that they have a suitably qualified contractor that can deliver not only a reliable service, but a high level of customer satisfaction was critical to this procurement exercise.

The Solution

WSHL engaged with PfH to draft a full tender pack that was compliant with an open tender process and public contract regulations 2015. The tender pack included 8 detailed specifications to cover all elements of the contract and required a bespoke pricing model to ensure that the contract could drive value for money.

Following sign-off of the tender documents, WSHL asked PfH to manage the tender via our tender portal and to provide support in the evaluation and contract award process.

PfH aided WSHL to deliver an open tender procurement process, with a tailored tender pack to meet their bespoke requirements. The investment of time in designing the required specification, enabled WSHL to go to the market with a clear outline of their requirements and ensure they have the appropriate contractual tools to manage the contract once established.

The Results

Following the conclusion of the tender process, WSHL awarded the contract to Renov8 Property Services UK Ltd. The project was delivered on time and has enabled WSHL to have a smooth transition to the new contract. The tender has also delivered an anticipated annual saving of 9% when compared to their previous contract and has ensured full PCR compliance for the remaining term of the contract.



Feedback

"At Westmoreland we had had a series of 1 year contracts and were in a position to sign up to a longer term contract that needed to give us costs savings as well as improvements to the service delivery. PfH led us through the process to ensure that we were not only legally compliant, but created tender documents that reflected our needs, would garner interest from the market and create a competitive scoring system to help us select the contractor that would give us the benefits that we needed. The process worked well for us and has delivered us the benefits we had identified and we would recommend PfH to any organisation looking to maximise the potential from a procurement exercise."

Tom Hodgson, Operations Director at WSHL

Contact

For more information on how PfH can support your organisation today, get in touch:



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Or alternatively you can request a call back from a member of our team [here.](#)

