# Prior Information Notice (PIN)

Heat Networks - Operation and Maintenance

Introduction

We are L&Q, one of the UK’s leading housing charities and developers. Our roots date back nearly 60 years, and we've been shaping some of the most exciting, diverse and dynamic regions in the country ever since.

Our vision is that everyone deserves a quality home that provides them with the opportunity to live a better life, and our purpose is to provide homes and neighbourhoods everyone can be proud of. We'll do this by delivering safe, high-quality homes, services, and support for all of our residents.

As a regulated charitable housing association, all the money we make is reinvested into new and existing homes, creating successful communities, and providing services for our residents. This makes us one of the UK’s most successful independent social businesses. L&Q is regulated by Homes England and the Regulator of Social Housing (registration number L4517), and is an exempt charity registered under the Co-operative & Community Benefit Societies Act 2014 (registration number 30441R).

Everything we do begins with a social purpose. Our roots go back to the ‘new wave’ of housing associations created in the 1960s, born out of a growing social consciousness around housing and homelessness.

In October 1963, the combined dream of 32 young professionals to end homelessness, and a total investment of £64, created the multi-billion social business we are today. We set out to provide quality, affordable homes for the most vulnerable in society and it is that same fundamental mission that drives us today.

We focus on the needs of our existing social housing residents by investing in their homes, local communities and services. We also create quality homes to suit a whole range of aspirations, incomes, and stages of life, for private rent, shared ownership and outright sale. The L&Q Group houses around 250,000 people in more than 105,000 homes, across Manchester, London and the Southeast.

Purpose of Notice

L&Q wish to engage with the market regarding a potential procurement for Operation and Maintenance Services for Heat Networks. Specifically, we are seeking expressions of interest from organisations who are able to deliver planned and unplanned maintenance and repair services to:

* energy assets, including but not limited to boilers, CHP, heat pumps and ancillary assets including BMS systems;
* heat substations where relevant;
* the distribution network including buried, pre-insulated mains where relevant;
* HIU’s.

Interested organisations should have a detailed understanding of varying water quality regimes including but not limited to BSRIA and VDI2035 and experience of maintaining good water quality across a variety of schemes. Organisations should be able to demonstrate high standards of operation and maintenance, reactive response, experience of improving efficiencies and a high level of financial performance.

L&Q plan to appoint three organisations to deliver the above service across three geographical Lots in London, the Southeast and the Northwest.

Organisations that may be able to deliver these services on behalf of L&Q are invited to express their interest by emailing [jaketurner@lqgroup.org.uk](mailto:jaketurner@lqgroup.org.uk).

Expressions of interest will close at 12:00 (noon) on Tuesday 12th September 2023.

Please note that the scope of this requirement could change during the market engagement and procurement process.