**Section 1- Introduction**

Court Managers located in specific Courts, have responsibility to arrange local repairs. These repairs vary in nature are generally domestic, low value and require a prompt contractor response. Trades occasionally required include the following :

* Plumbers,
* Electricians
* and General Builders

Housing 21 is a leading, not for profit provider of Retirement Housing and Extra Care for older people of modest means. We operate in nearly 200 local authority areas, managing around 20,000 Retirement and Extra Care Living properties and providing over 42,000 hours of social care each week.

<https://www.housing21.org.uk/about-us/our-services/>

**We have two distinct service offers to customers:**

* **Extra Care Living:** Extra Care Living provides care for older people in a housing setting, enabling them to retain the independence of their own home with the reassurance of having care workers on-site
24/7. Extra Care is a positive alternative to residential care, often allowing couples to stay together when their care needs vary.
* **Retirement Living:** Retirement Living offers older people the opportunity to remain independent in their own home but in a community setting with people of a similar age and with the added benefit of support from a dedicated Court Manager. Highly valued by our residents, Court Managers are a vital component of our offer. They provide advice, arrange help if required, as well as managing the building, and associated services.

**Section 2- Requirement**

This notice is aiming to attract contractors, as referenced above who Suffolk, Essex and Hertfordshire areas and are would like to join an informal call off list list for Court Managers to use when required.

Contractors must be Safety Schemes in Procurement (SSIP) accredited or hold a similar accreditation and able to access areas specified in Section 3.

Work or services will be requested on an ad hock basis and then paid for with 28 days of receipt invoice. Responding to this advert does not provide any future work guarantees

Housing 21 particularly welcomes suppliers that have “similar, shared aspirational goal” and demonstrates the highest, most courteous standards of behaviours with customers.

Our three guiding principles are:

|  |  |
| --- | --- |
| * **21**
 | We are committed to providing a modern, forward-thinking 21st century service. |
| * **Better**
 | We strive for continuous improvement and innovation in all that we do. |
| * **Experience**
 | We aim to provide a consistently excellent service and a great experience for all the people we serve |

**Section 3- Contractor Questionnaire**

|  |  |
| --- | --- |
|  | 1. **Company administration**
 |
| **1** | **Company name**  |  |
| **2** | **Company Address**  |  |
| **3** | **Your name**  |  |
| **4** | **Your role**  |  |
| **5** | **Your phone number**  |  |
| **6** | **Company web site**  |  |
| **7** | **Company VAT Number**  |  |
|  | 1. Your Trade
 |  |
|  | **Plumber** | **(Yes/No-please delete)**  |
|  | **Contractor Safety Information Accreditation information**  | **Please list contractor accreditation bodies you are with & membership numbers**  |
|  | **Electrician** | **(Yes/No-please delete)**  |
|  | **Contractor Safety Information Accreditation information**  | **Please list contractor accreditation bodies you are with & membership numbers**  |
|  | **General Builder**  | **(Yes/No-please delete)**  |
|  | **Contractor Safety Information Accreditation information** | **Please list contractor accreditation bodies you are with & membership numbers** |
|  | 1. **Area you provide services to cover ?**
 |
|  |  |  | **State working hours**  | **Do you provide an out of hours service Yes/No?** |
| **A** | **Suffolk** | **(Yes/No-please delete)** |  |  |
| **B** | **Essex** | **(Yes/No-please delete)** |  |  |
| **c** | **Hertfordshire** | **(Yes/No-please delete)** |  |  |

**Section 4- Question return**

* **This questionnaire must be returned to the following email address by Friday 24h June by emailing it to** **ProcurementTeam@housing21.org.uk**
* **Please enter your company name in the email subject line when the questionnaire is returned**