

**Temporary Accommodation – Invitation to Information Sharing**

**RBWM - INTRODUCTION**

The Royal Borough of Windsor and Maidenhead (RBWM) like every local authority is committed to ensuring that we deliver the most effective services for residents which improve outcomes, whilst ensuring best value for money.

We are planning to tender for provision of Temporary Accommodation (TA) within the next couple of months and before doing so **we would like to increase our understanding of the current market of Temporary Accommodation and the delivery models as well as gain more insight on how these provisions could be delivered in the most cost effective way. It would be very helpful and appreciated if you were able to share some information with us as part of this market engagement process.** We have listed below a few key questions/points which are of particular interest to us and the proposed format for the answers, but you are welcome to provide the information in any format which you feel is the most convenient for you.

Please be assured that all the information you provide to us will be treated in the strictest confidence.

Please see below a broad overview of RBWM’s current position and our objectives which may be useful to set the context for this market engagement.

*Currently RBWM utilizes a portfolio of c 310 self-contained units of temporary accommodation. Approximately 40 are owned by RBWM or are on long leases. The rest have been procured via different methods using various nightly rates. RBWM has an aim to increase the numbers of units owned by RBWM or held on long leases and decrease the use of nightly rates as much as possible.*

*An aspiration RBWM has is for the bulk of the accommodation stock to be in or adjacent to our boundaries. It is recognized however, that this is not completely practicable given the nature of the property market and therefore there will be a need to use various types of TA. All properties within the portfolio have to meet the Suitability Order standards and be in an appropriate location, to enable the council to fulfill its statutory duties.*

*RBWM is interested in opportunities in development of longer-term leasing options as well as would like to utilize the most cost-effective rates / standardise the terms and rates where possible – the latter to provide more certainty for both providers and the council.*

*RWBM is also planning to engage with the wider provider market to look at possible options whereby private sector lettings can be offered to households with a degree of financial support by the council to discharge a homelessness duty. We want to explore models where a property can initially be offered and used as temporary accommodation and then converted to a private sector letting.*

**Please note that this Invite, or any information included, should not be treated as a Tender Specification, nor an exhaustive nor final list of our service requirements as well as any Tender requirements.** This is not a tender process but a market engagement exercise, participation in which would be appreciated but is not mandatory. Please be assured that all the information you provide to us will be treated in the strictest confidence.

**MARKET ENGAGEMENT – YOUR INPUT**

We very much appreciate your participation in this process and sharing your thoughts and information with us. We have listed below a few key questions/points which are of particular interest to us. We have tried to create tables to make the response as easy as possible and less time consuming, but you are welcome to provide the information in any format which you feel is the most convenient for you.

**We would be very grateful for your response by 14th of February at the latest . Please send your responses to** [**sophie.swadling@rbwm.gov.uk**](mailto:sophie.swadling@rbwm.gov.uk)**.**

**Our questions**:

1. Please advise the name of your organisation and your contact details, as well as what type of organisation you are ( private landlord, managing agent etc)

**Answer:**

1. We would like to understand a little about your client base for temporary accommodation, so please provide some information which would give us insight on this. Are your clients mainly councils? Which of the councils is the “largest user” of your services? Have you supplied to RBWM before?

**Answer**:

1. What type of arrangements/contractual arrangements do you have with other Councils (no contracts as mainly ad hoc purchases, on the framework , long term leases contracts etc). The table below would provide us with useful insight.

**Answer:**

Using the following types of temporary accommodation

***1.Bed and breakfast hotel/guest house (including shared annexes)***

***2. Self-contained privately owned accommodation, managed by you and rented for a period of time***

***3. Accommodation leased for a longer duration***

***4 Accommodation owned by you***

***5.Hostels***

***6.Any other type of temporary accommodation***

And our following “groupings” mean:

A – mainly ad hoc purchases with variable nightly rates agreed when purchase made

B – mainly ad hoc purchases with fixed pre-agreed rates

C – call off from framework(s) with agreed rates (or rates bands/max rate set under framework)

D – lease contract with agreed fee for the lease duration

E – call off from DPS (dynamic purchasing system)

F – contract set up with Council for a specified duration and pre-agreed fixed rates

G – other

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ref | Type of TA | % split of your TA | A | B | C | D | E | F | G | Any comments |
| 1 | B&B |  |  |  |  |  |  |  |  |  |
| 2 | Self-contained |  |  |  |  |  |  |  |  |  |
| 3 | Leased |  |  |  |  |  |  |  |  |  |
| 4 | Stock owned by you |  |  |  |  |  |  |  |  |  |
| 5 | Hostel |  |  |  |  |  |  |  |  |  |
| 6 | Other |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

1. What is the profile of your accommodation in terms of the geographical area
2. Zone X - within RBWM’s boundaries
3. Zone Y –outside of RBWM’s borough locations, but adjacent /close by

**Answer:**

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Type of accommodation | % of all accommodation stock available - Zone X | % of all accommodation stock available -Zone Y |
| 1 | Bed and breakfast hotels (including shared annexes) |  |  |
| 2 | Self-contained privately owned and managed by you |  |  |
| 3 | Leased |  |  |
| 4 | Your own stock |  |  |
| 5 | Hostels |  |  |
| 6 | Any other type of temporary accommodation you provide |  |  |

1. What are your average/typical costs for various types of accommodation?

How did you agree with the Councils on the charges for temporary accommodation. If possible, we would also like to understand a little about your pricing structure; do you have discounts for a longer duration of stay/longer lease or volume booking, any management fees?

**Answer**:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Average/  Typical  cost per unit for | B&B  hotels | Self-cont  Privately  managed | Leases | Your owned Stock | Hostels | Other types | Any comments |
| Room | £ |  |  |  |  |  |  |
| 1 bed | £ | £ | £ | £ | £ | £ |  |
| 2 bed | £ | £ | £ | £ | £ | £ |  |
| 3 bed | £ | £ | £ | £ | £ | £ |  |
| 4 bed | £ | £ | £ | £ | £ | £ |  |
| 4 + | £ | £ | £ | £ | £ | £ |  |

1. Management of properties – what is your “standard” approach to dealing with repairs and other elements of property management? Do you have any “standard” KPIs ( i.e. how many days for completing repairs etc).It would be very helpful if you are able to share with us any of the property management agreements that you have in place.

**Answer**:

1. Removal of illegal occupants- how do you deal with this issue?

**Answer**:

1. Are there any specific recent issues with supply of /TA accommodation which are of particular concern ?

**Answer**:

1. What are your thoughts on the ‘TA to PRS Model’ where homeless households are offered temporary accommodation and then the tenure is converted to a private sector letting once an agreed process has been followed and conditions have been met.

**Answer**:

1. Do you have any views on the delivery/contractual models used in this service market; what would you consider as the “best” arrangements in terms of the service delivery model, duration, charging mechanism, performance monitoring? Are there any factors which would prevent you from tendering for TA provisions in RBWM?

Any other information/thoughts you would like to share with us:

**Answer**:

**Completed by:**

*Thank you very much for completing this. Please email the completed questionnaire to* [*sophie.swadling@rbwm.gov.uk*](mailto:sophie.swadling@rbwm.gov.uk)