

Specification

Introduction and Background

Peterborough City Council is proposing to buy 50 privately owned houses with a view to making these available as a buffer stock for temporary accommodation purposes to enable the Council to respond to the growing demand for affordable housing in the city. It has been proposed that these homes should be held for up to 10 years prior to return to the market either for sale or letting within the Private Rented Sector. The Council wishes to procure the services of an experienced property management company to take care of the houses in question. The procurement of these services will be undertaken through an OJEU tendering exercise with a view to the appointed contractor being in place no later than June 2019. In the meantime the Council is seeking to appoint a Property Management Company to provide the following services for a period not exceeding 12 months.

Services required of Property Management Company

- In liaison with the Council's Housing Needs team arrange priority sign ups for incoming tenants. Provide inventories and welcome packs to incoming tenants
- Dealing with enquiries, complaints and correspondence concerning the tenants and tenancies and liaising with the Client and the Council's Housing Needs Service where necessary.
- Managing the properties in a proper and business-like manner in accordance with the principles of good estate management and the best interests of the client.
- Overseeing the provision of services to internal common areas and compliance with all legal requirements in relation to fire safety, gas safety and electrical tests and inspections etc.
- Ensuring the provided white goods are maintained, repaired & replaced, where required, promptly.
- Management of health and safety requirements including Gas, Electricity, and Energy Performance Certifications
- Undertaking periodic inspections - monthly in relation to internal common areas and external areas to ensure housekeeping standards are maintained and tenancy requirements adhered to. (Copies of inspection reports are to be made available if requested)
- Providing a pro-active approach to long term maintenance
- Instructing and appointing landscape firms for maintenance of gardens and communal areas (if required)
- Project Management Support for repairs and refurbishments
- Provide out of hours emergency cover
- Provide out of hours emergency cover and instructing any emergency work.

- Coordinating and arranging minor property repairs/maintenance issues (up to £500 in value - all expenditure to be by prior approval with the Client)
- Obtaining estimates for any major repair work working in conjunction with the Council's Procurement function as necessary
- Notifying and utilities at beginning and end of tenancy
- Ensuring buildings and contents insurance (and inclusion in the Council's Corporate Asset Register)
- Provide end of tenancy checkout inspections and arrange any refurbishment works which may be required promptly so void loss is minimised
- Notify the Council's Housing Needs service of any end of tenancy promptly and property availability so new tenants can be identified and referred.

Conditions and Obligations of Service Provider

Under no case shall the Property Management Company be allowed to incur expenditure without the Council's prior approval (save for in the event of an emergency call out) and the provision of a purchase order number.

The Council's Housing Service will undertake to provide the Property Management Company with all relevant information including copies of all licence agreements, maintenance, supply contracts and other information to enable them to properly carry out their duties.

The Service Provider will be required to:

- Provide and maintain adequate insurance in relation to public liability, employer's liability and professional indemnity. Proof of cover is to be provided to the client upon request.
- Use an approved contractors list and all contractors providing services to the properties by assessing their suitability and providing and maintaining updated public liability insurance information and all health and safety risk assessments.
- Comply with all applicable legislation and regulation including but not limited to the Data Protection Act 2018 and the General Data Protection Regulations 2018 in respect of which the Council will be the Data Controller.

Tendering Arrangements

This tender is being issued on an emergency basis for the period of up to 12 months pending full OJEU competition. In the first instance the Council wishes to invite Medesham Homes, its Joint Venture housing development company with Cross Keys Homes, to quote for the work. The proposal should aim to provide a price for the management of the overall service with a breakdown of costs for management and administration overheads and estimated unit costs for specific services. Where it is proposed that sub-contractors will be used for services that are

likely to be needed on a repeated basis e.g. gas and electrical safety inspections the names of the proposed

contractors should be identified except where such contractors are already on approved lists in use by Cross Keys Homes.

Date for submission of proposal

Medesham Homes is asked to indicate, by no later than September 7th whether it wishes to quote for the provision of the above services and if it does to provide the Council with a proposal responding to the terms of the above brief.

Indicative Budget

The Council's expectation is that the core service should be provided at a level of no greater than 15% of the median rent roll per property anticipated as £500 per household per month.

Additional services should be quoted for at indicative rates with an expectation that these will be broadly similar to internal rate charges used within Cross Keys Homes with a margin for administration costs.

Contact Details

The primary Council contact for this request for quotation is David Anderson Interim Projects Director (01733) 452468, or Suzanne Jones (interim Deputy s151 Officer) (01733) 384566.