



« Leaseholder Name, Second Leaseholder Name, Third Leaseholder Name\_»  
/The Current Leaseholder(s)  
«Contact Address Line 1»  
«Contact Address Line 2»  
«Contact Address Line 3»  
«Contact Address Line 4»  
«Contact Address Line 5»  
«Contact Address Line 6»

Property Reference: «Property Ref»  
Property Address: «Prop Address 1, Prop Address 2»  
Scheme Reference: HOS/HOUSCONTRACT/AUG2019  
Date: 22 April 2021

Dear « Leaseholder Name, Second Leaseholder Name, Third Leaseholder Name\_»  
/ The Current Leaseholder(s),

**Re: Notice of Proposal Housing Services Contracts**

We wrote to you on 2 August 2019 to advise that multiple 'Qualifying Long Term Agreement' contracts which are used to provide services to London Borough of Lambeth's tenants and homeowners were due to expire. This notice also consulted with you on our intention to enter into a competitive procurement process to replace them. The consultation period in respect of the notice of intention ended on 7 September 2019.

The procurement process for several of these replacement contracts has now progressed to the stage where we have identified preferred bidders. In line with legislation, this letter is to carry out the second and final part of the consultation process (known as the Notice of Proposal) which we must conduct before we can formally award the contract to those preferred bidders.

Please find enclosed with this letter:

Notice of Proposals for:

- Contract 1 Part 1: Responsive Repairs and Voids
- Contract 1 Part 2: Communal Gas and Mechanical Services
- Contract 1 Part 3: Domestic Gas Services
- Contract 1 Part 4: Electrical Services
- Contract 2: Lift Services

Each of these notices details the proposed contracts and invites you to make observations on each proposal within 34 days of the date of this letter.

Please also find included a set of Frequently Asked Questions and a summary of observations (with responses) received during our previous consultation period.

If you have any queries regarding any part of this letter, please contact us directly on 020 7926 6521 or [HMhomeownership@lambeth.gov.uk](mailto:HMhomeownership@lambeth.gov.uk) for any further assistance.

For information on the Section 20 process and why we have sent this notice to you please visit our video here:

[https://www.youtube.com/watch?v=Q\\_Md5aWBU84&feature=youtu.be](https://www.youtube.com/watch?v=Q_Md5aWBU84&feature=youtu.be)

## **Selling your Home**

You should keep these documents in a safe place, and if you sell your home they should be passed on to your solicitor. In cases where the ownership of the property changes hands during the consultation period, it is important that this statutory notice is disclosed to the purchaser. It is reasonable for Lambeth Council to expect the new leaseholder to have received copies of this documentation from the seller. It is not necessary for Homeownership Services on behalf of the London Borough of Lambeth to re-start the consultation process.

## **Tenant Management Organisations (TMO)**

If your property is located in a block or on an estate managed by a TMO, we recognise that these services may not be supplied to you by Lambeth Council. Please see the included Frequently Asked Questions for more information on services that are provided directly by your TMO.

## **Observations**

You may have already been in contact, but now that you have more information, you may wish to get in contact again. If you do, we invite you to send in your written observation in relation to the proposed contract. Your observation (should you choose to send one in) must be received by one of the methods detailed below by the 26 May 2021. This is 34 days from the date of this letter and when the relevant period ends.

Ways you can send in an observation if you choose to.

- Online via our E-Form: <https://beta.lambeth.gov.uk/housing/housing-repairs/major-works-your-home/submit-observation>
- Write to the London Borough of Lambeth, Homeownership & Rents, PO Box 734, Winchester, SO23 5DG.

If you choose to contact us in writing please include reference HOS/HOUSCONTRACT/AUG2019 making it clear that you are sending in a Section 20 Observation. By doing this, you are ensuring it gets to the correct team quickly.

Alternatively, you may find it easier to call and speak with someone directly. Our friendly Major Works team within Homeownership & Rents are here to answer any questions you have. You can call the team directly on 0207 926 6521 Monday to Friday 9am to 5pm. If you prefer, there is also a live chat facility 'Tawk' on our website <https://beta.lambeth.gov.uk/housing/finding-home/social-housing/contact-lambeth-housing/homeownership-services>

Thank you for taking the time to read this letter carefully.

Kind regards



Mr Salim Khan  
Project Manager  
Repairs and Maintenance  
London Borough of Lambeth

## Summary of Observations

A number of observations were received in response to the letter dated the 2 August 2019 and a summary of these, along with the responses are below.

**Please provide me with any documents in relation to this proposed procurement.**

This options appraisal and related documents can be found here:

<https://moderngov.lambeth.gov.uk/documents/s107578/03c%202020%20Housing%20Service%20Delivery.pdf>

**What was the rationale for the new contract arrangements for housing services?**

The rationale is set out in the Cabinet Member Delegated decision – report title “Design of Housing Services after 2020” dated 8 July 2019, which is available online at:

<https://moderngov.lambeth.gov.uk/documents/s107578/03c%202020%20Housing%20Service%20Delivery.pdf>

Please find attached the report prepared by Echelon Consultants Limited, which details the options available to the council in respect of its ongoing obligations to provide services to its residents. The report has made a number of recommendations, based on previous data and current industry standards. Please note that the finance information has been removed as this is currently deemed as sensitive due to the pending tender process.

**What factors did the options appraisal take into account? Why are you not using a Direct Labour Force or a SME and how have you come to that conclusion? How will this contract represent good value for money?**

The options appraisal considered a matrix of considerations (including resident feedback and aspirations) and, on balance, recommended that long-term contracts (contracts exceeding 1 year) represented the best-fit delivery model for some workstreams. Long term contracts offer a delivery mechanism for purchasing services that don't typically lend themselves to direct delivery by Lambeth employees (i.e. highly specialist services; and/or those which cannot guarantee regular and consistent work volumes), and in doing so would adversely affect service costs and/or lead to a prolonged period of service disruption. The appraisal also considered all available delivery routes (including the pros and cons of each) against this matrix of considerations in making its recommendations.

An integral part of the options appraisal was to consider lessons learnt in the industry/sector, those presented by Council service leads during officer workshops, and those fed back in resident workshops – together with the consultants experience of doing housing options appraisals for numerous councils and other social housing providers. There is not however a discrete formal options appraisal – other than informal papers used to prompt workshop discussion.

The detailed design and specification of the proposed long-term contracts are yet to be completed and there are a number of officer and resident task groups (including a

commercial task group) that are working on various aspects of the design to ensure that the contracts are fit for purpose, socially responsible, embed a robust performance management framework, give flexibility to the council, instil ongoing competition amongst providers and represent value for money.

Whilst the design and specification stage is still in progress, the council is proposing the following features within its contracts:

- More straightforward forms of contract
- Financially incentivised KPIs that focus on the most important aspects of service delivery
- Create flexibility through clearly set out no-fault termination provisions
- Avoid geographical exclusivity and guarantees of work where possible
- The Council to have a say in the appointment of subcontractors

### **What evidence do you have that ‘long term contracts also create pricing economies’?**

There are a number of considerations taken into account when deciding to enter into a QLTA. This includes the cost of procurement, which can be anywhere up to £400k per procurement; the time it takes to procure a contract of this nature, which ordinarily takes approximately 18 months; ensuring that we attract competition to ensure the authority can demonstrate value for money (VFM). To ensure the contract continues to reflect VFM, the contractual periods have also been designed to encourage providers to deliver the best service they can in the hope of securing extensions in the future. Our approach reflects this but also provides us with improved leverage to re-negotiate and secure value for money through the life of the contract. In addition, there will be yearly contract reviews to ensure that the contract continues to provide best value.

### **What was the role of the resident’s panel?**

The purpose of the panel is not to decide on procurement options, but to ensure resident views and aspirations are captured and considered in the wider matrix of factors.

A panel of residents has been established who will continue to provide support to the procurement process from a resident’s perspective. The Council has established a series of resident workshops to look at specific procurement issues throughout the design and specification stage.

### **In what capacity and how many Lambeth residents have been involved with the proposed procurement? How have their views been considered?**

The council has complied with the formal consultation process as set at Regulation 5(2) and Schedule 2 to the Service Charges (Consultation Requirements) (England) Regulations 2003 (the “**2003 Regulations**”). Whilst we cannot supply personal details of to whom notices were sent to specifically, correspondence was sent to all leaseholders, Tenant Management Organisations and two recognised tenants associations in line with Section 29 of the Landlord and Tenant Act 1985.

### **Request for information relating to the proposed contracts**

Section 20 of the Landlord and Tenant Act 1985 as amended by Section 151 of the Commonhold and Leasehold Reform Act 2002 are distinct pieces of legislation with different rights and obligations from the Freedom of Information Act 2000. Please note that you can make a formal request to the FOI team for this information but commercially sensitive information is likely to be withheld in accordance with Section 43 of the Freedom of Information Act.

### **Who did you send a Section 20 to?**

Whilst we cannot supply personal details of to whom notices were sent to specifically, correspondence was sent to all leaseholders, Tenant Management Organisations and two recognised tenants associations in line with Section 29 of the Landlord and Tenant Act 1985.

For information explaining what a Section 20 Notice is, view this short film:

[https://youtu.be/Q\\_Md5aWBU84](https://youtu.be/Q_Md5aWBU84)

### **Who do I contact about the current service providers?**

Caretaking Services: To contact your local housing caretaker or concierge operator during normal office hours contact us on 020 7926 6000.

Communal cleaning: If you feel there is a problem with the cleaning or you would like to register a complaint about the standard of cleaning, call us on 020 7926 6000.

Your Ref: «Property Ref»  
Property Address: «Prop Address 1, Prop Address 2»  
DATE: 22 April 2021

## **Contract 1 Part 1: Repairs and Voids (South Area)**

From the tenders received, the London Borough of Lambeth proposes to accept the tender from Wates Property Services Limited from the 12 July 2021 to the 11 July 2027 for Repairs and Voids (South Area), with an option to extend for a further eight years (split into two sets of 4 years). Before we can do that, we must have regard to any observations received.

Due to the size and vital nature of this service, the Council also proposes to issue Morgan Sindell Property Services Limited (who placed second to Wates Property Services Limited in the tender exercise) a reserve contract. This reserve contract will only be called upon and bear costs should the contract with Wates Property Services Limited fail and/or be unable to deliver required services.

## **Cost**

As services provided under this contract are only provided when required, we are unable to provide with you with an estimated cost to your individual property, block or estate. When required all services will be provided in line with Wates Property Services Limited's tendered schedule of rates. Due to this, in line with various Government guidelines, documents pertaining to the schedule of rates are available to view electronically, on request using the observation process detailed on pages 2 and 3 of this letter. If you do not have access to view documents electronically, please telephone 0207 926 6521.

This notice is served under Section 20 of the Landlord & Tenant Act 1985 (as amended by section 151 of the Commonhold & Leasehold Reform Act 2002) and Regulation 5(2) and Schedule 2 to the Service Charges (Consultation Requirements) (England) Regulations 2003 (the "**2003 Regulations**").

## **Full Details of Proposed Supplier**

Wates Property Services Limited's registered office is Wates House, Station Approach, Leatherhead, Surrey, KT22 7SW. The company number is 01141788.

## **Connection between London Borough of Lambeth and the Proposed Supplier**

For the purposes of paragraph 4(3) of Schedule 2 to the 2003 Regulations, there is no connection between the Landlord and Wates Property Services Limited.

## **Please note:**

This notice is given following the notice of intention to enter into a long-term agreement as detailed on page 1 of this letter.

The written observations in relation to the notice of intention received during the consultation are summarised on pages 4-6 of this letter.

**London Borough of Lambeth**  
Homeownership and Rents  
PO BOX 734  
Winchester SO23 5DG

Telephone: 0207 926 6521  
Email: [HMHomeOwnership@lambeth.gov.uk](mailto:HMHomeOwnership@lambeth.gov.uk)  
Website: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

**This is not an invoice or request for payment**

Details on how to make an observation relating to this proposal along with the deadline in which to do so, can be found on pages 2 and 3 of this letter.

Supporting documents to show pricing and how this proposal was reached are available to view on request by using the observation process detailed on pages 2 and 3 of this letter.



Your Ref: «Property Ref»  
Property Address: «Prop Address 1, Prop Address 2»  
DATE: 22 April 2021

## **Contract 1 Part 2: Communal Gas and Mechanical Services (South Area)**

From the tenders received, the London Borough of Lambeth proposes to accept the tender from OCO Limited from the 12 July 2021 to the 11 July 2027 for Communal Gas and Mechanical Services (South Area), with an option to extend for a further eight years (split into two sets of 4 years). Before we can do that, we must have regard to any observations received.

### **Cost**

As services provided under this contract are only provided when required, we are unable to provide with you with an estimated cost to your individual property, block or estate. When required all services will be provided in line with OCO Limited's tendered schedule of rates. Due to this, in line with various Government guidelines, documents pertaining to the schedule of rates are available to view electronically, on request using the observation process detailed on pages 2 and 3 of this letter. If you do not have access to view documents electronically, please telephone 0207 926 6521.

This notice is served under Section 20 of the Landlord & Tenant Act 1985 (as amended by section 151 of the Commonhold & Leasehold Reform Act 2002) and Regulation 5(2) and Schedule 2 to the Service Charges (Consultation Requirements) (England) Regulations 2003 (the "2003 Regulations").

### **Full Details of Proposed Supplier**

OCO Limited's registered office is, Meersbrook House, 15 Essex Road, Dartford, KENT, DA1 2AU. The company number is 01418006.

### **Connection between London Borough of Lambeth and the Proposed Supplier**

For the purposes of paragraph 4(3) of Regulation 5(2), there is no connection between the Landlord and OCO Limited.

### **Please note:**

This notice is given following the notice of intention as detailed on page 1 of this letter.

Written observations in relation to the notice of intention received during the consultation are summarised on pages 4-6 of this letter.

Details on how to make an observation relating to this proposal along with the deadline in which to do so, can be found on pages 2 and 3 of this letter.

Supporting documents to show pricing and how this proposal was reached are available to view on request by using the observation process detailed on pages 2 and 3 of this letter.

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Email: [HMHomeOwnership@lambeth.gov.uk](mailto:HMHomeOwnership@lambeth.gov.uk)  
Website: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

Your Ref: «Property Ref»  
Property Address: «Prop Address 1, Prop Address 2»  
DATE: 22 April 2021

### **Contract 1 Part 3: Domestic Gas Services (South Area)**

From the tenders received, the London Borough of Lambeth proposes to accept the tender from T Brown Group Limited from the 12 July 2021 to the 11 July 2027 for Domestic Gas Services (South Area), with an option to extend for a further eight years (split into two sets of 4 years). Before we can do that, we must have regard to any observations received.

### **Cost**

As services provided under this contract are only provided when required, we are unable to provide with you with an estimated cost to your individual property, block or estate. When required all services will be provided in line with T Brown Group Limited's tendered schedule of rates. Due to this, in line with various Government guidelines, documents pertaining to the schedule of rates are available to view electronically, on request using the observation process detailed on pages 2 and 3 of this letter. If you do not have access to view documents electronically, please telephone 0207 926 6521.

This notice is served under Section 20 of the Landlord & Tenant Act 1985 (as amended by section 151 of the Commonhold & Leasehold Reform Act 2002) and Regulation 5(2) and Schedule 2 to the Service Charges (Consultation Requirements) (England) Regulations 2003 (the "**2003 Regulations**").

### **Full Details of Proposed Supplier**

T Brown Group Limited's registered office is 24 High Street, Ewell, Surrey, KT17 1SJ. The company number is 01006630.

### **Connection between London Borough of Lambeth and the Proposed Supplier**

For the purposes of paragraph 4(3) of Regulation 5(2), there is no connection between the Landlord and T Brown Group Limited.

### **Please note:**

This notice is given following the notice of intention as detailed on page 1 of this letter.

Written observations in relation to the notice of intention received during the consultation are summarised on pages 4-6 of this letter.

Details on how to make an observation relating to this proposal along with the deadline in which to do so, can be found on pages 2 and 3 of this letter.

Supporting documents to show pricing and how this proposal was reached are available to view on request by using the observation process detailed on pages 2 and 3 of this letter.

Your Ref: «Property Ref»  
Property Address: «Prop Address 1, Prop Address 2»  
DATE: 22 April 2021

### **Contract 1 Part 4: Electrical Services (South Area)**

From the tenders received, the London Borough of Lambeth proposes to accept the tender from Openview Security Solutions Limited from the 12 July 2021 to the 11 July 2027 for Electrical Services (South Area), with an option to extend for a further eight years (split into two sets of 4 years). Before we can do that, we must have regard to any observations received.

### **Cost**

As services provided under this contract are only provided when required, we are unable to provide with you with an estimated cost to your individual property, block or estate. When required all services will be provided in line with Openview Security Solutions Limited's tendered schedule of rates. Due to this, in line with various Government guidelines, documents pertaining to the schedule of rates are available to view electronically, on request using the observation process detailed on pages 2 and 3 of this letter. If you do not have access to view documents electronically, please telephone 0207 926 6521.

This notice is served under Section 20 of the Landlord & Tenant Act 1985 (as amended by section 151 of the Commonhold & Leasehold Reform Act 2002) and Regulation 5(2) and Schedule 2 to the Service Charges (Consultation Requirements) (England) Regulations 2003 (the "2003 Regulations").

### **Full Details of Proposed Supplier**

Openview Security Solutions Limited's registered office is Openview House, Chesham Close, Romford, Essex, RM7 7PJ. The company number is 03376202.

### **Connection between London Borough of Lambeth and the Proposed Supplier**

For the purposes of paragraph 4(3) of Regulation 5(2), there is no connection between the Landlord and Openview Security Solutions Limited.

### **Please note:**

This notice is given following the notice of intention as detailed on page 1 of this letter.

Written observations in relation to the notice of intention received during the consultation are summarised on pages 4-6 of this letter.

Details on how to make an observation relating to this proposal along with the deadline in which to do so, can be found on pages 2 and 3 of this letter.

Supporting documents to show pricing and how this proposal was reached are available to view on request by using the observation process detailed on pages 2 and 3 of this letter.

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Website: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

Your Ref: «Property Ref»  
Property Address: «Prop Address 1, Prop Address 2»  
DATE: 22 April 2021

## **Contract 2: Lift Services (South Area)**

From the tenders received, the London Borough of Lambeth proposes to accept the tender from Amalgamated Lifts Limited from the 12 July 2021 to the 11 July 2027 for Lift Services (South Area), with an option to extend for a further eight years (split into two sets of 4 years). Before we can do that, we must have regard to any observations received.

## **Cost**

As services provided under this contract are only provided when required, we are unable to provide with you with an estimated cost to your individual property, block or estate. When required, all services will be provided in line with Amalgamated Lifts Limited's tendered schedule of rates. Due this, in line with various Government guidelines, documents pertaining to the schedule of rates are available to view electronically, on request using the observation process detailed on pages 2 and 3 of this letter. If you do not have access to view documents electronically, please telephone 0207 926 6521.

This notice is served under Section 20 of the Landlord & Tenant Act 1985 (as amended by section 151 of the Commonhold & Leasehold Reform Act 2002) and Regulation 5(2) and Schedule 2 to the Service Charges (Consultation Requirements) (England) Regulations 2003 (the "**2003 Regulations**").

## **Full Details of Proposed Supplier**

Amalgamated Lifts Limited's registered office is 4 Mulberry Court, Bourne Road, Crayford, Kent, DA1 4BF. The company number is 02316623.

## **Connection between London Borough of Lambeth and the Proposed Supplier**

For the purposes of paragraph 4(3) of Regulation 5(2), there is no connection between the Landlord and Amalgamated Lifts Limited.

## **Please note:**

This notice is given following the notice of intention as detailed on page 1 of this letter.

Written observations in relation to the notice of intention received during the consultation are summarised on pages 4-6 of this letter.

Details on how to make an observation relating to this proposal along with the deadline in which to do so, can be found on pages 2 and 3 of this letter.

Supporting documents to show pricing and how this proposal was reached are available to view on request by using the observation process detailed on pages 2 and 3 of this letter.

## **Frequently Asked Questions**

### **Why have I received this Notice?**

London Borough of Lambeth is seeking to replace contracts it uses to provide services to its tenants, leaseholders and homeowners. You have received these notices because you are a London Borough of Lambeth leaseholder or homeowner and hence by law and by the terms of your lease, we must consult with you via a Section 20 Notice. Many of the services covered by this Notice are rechargeable to leaseholders and homeowners and if we do not consult with you, we are not able to recharge our full costs.

### **I do not receive some or all of the services detailed in the notices so why am I being consulted, and will I be charged?**

This is a borough wide consultation, hence we consult with all tenants, leaseholders and homeowners. You will only be charged for services that you receive in your block and/or on your estate.

### **My property is part of a block or estate managed by a Tenant Management Organisation (TMO) who provide these services directly. Why am I being consulted and will the services currently being provided by my TMO be replaced by those provided under these contracts?**

This notice is a borough wide Section 20 consultation to all Lambeth Council homeowners regardless of if they would receive services under the proposed new contracts. This is so all homeowners are aware of the proposal and could pose questions should they so wish.

We recognise that you will not receive some or all of the services provided by our newly procured providers because they are provided directly by your Tenant Management Organisation (TMO), however, by sending you the notice, we are simply inviting you to make comment should you so wish. We have no intention of imposing these services upon you/your TMO hence once any proposed new contract goes live, you will continue to receive your services via your TMO as you do now.

### **I would like to view documents relating to this consultation, how can I view these considering the current pandemic?**

Our offices remain closed for all but urgent issues, however you can request documents via the contact details contained in this letter and we are able to provide these to you electronically.

### **Legislation requires that I have 30 days to make observations, why are you allowing 34?**

We add an additional 4 days onto the statutory allowance to allow for postage times.

## **Why are we proposing to enter into a long-term agreement?**

Having reviewed its current housing service delivery arrangements, the Council considers that long-term agreements represent the best delivery mechanism for some of its service areas. A long-term agreement is one that lasts longer than 12 months.

The Council intends to design and use long-term contracts for purchasing services that do not typically lend themselves to direct delivery by Lambeth employees. These include highly specialist services, those which cannot guarantee regular and consistent work volumes, and those where moving to direct delivery would adversely affect service costs or lead to a prolonged period of service disruption.

Long-term contracts will provide an opportunity to continually improve services; deliver services in a consistent manner; increase cost certainty; and avoid repeated procurement exercises and the associated costs and delays these bring. Long-term contracts also create pricing economies by virtue of their scale and longevity and instil a heightened willingness for contractors to invest in the borough. The Council has however built in flexibility into the long-term contracts, such as by making no-fault termination provisions, to ensure that it can deliver services in an alternative way should it so wish in the future.

## **How were the preferred bidders identified?**

Following the successful completion of this Notice of Intention consultation, the council designed the long-term agreements. These were then advertised in the Official Journal of the European Union ("OJEU"), for interested parties to submit their initial interest in tendering for the contracts. A Pre-Qualification and Shortlisting stage then took place to ensure those that showed an interest had the ability to provide the services required. Those who passed this stage were then invited to submit full tenders which were evaluated based on both cost and quality criteria. The tenders that scored highest across all the criteria then became the preferred bidders as detailed in the enclosed notices.

The Council Cabinet members approved the process and preferred bidders based on a report submitted to them on the 15 March 2021. A copy of that report can be found here <http://modern.gov.lambeth.gov.uk/ieDecisionDetails.aspx?ID=7800>

## **The consultation on 2 August 2019 also stated you are procuring other services such as Concierge and Capital works, why are these not included in this consultation?**

The Council has not concluded the procurement process for the other services listed in the previous consultation and hence is not yet in position to serve the second part of the notice for those services. We will consult with you on those services in due course.

## **The consultation on 2 August 2019 stated Contract 1 (Repairs and Maintenance Services would be one contract, why has this now been split into 4 parts and awarded to 4 separate contractors?**

In the consultation of 02 August 2019, it was explained that the Council would review how it

currently delivers services look into all delivery options. The tendering process showed that it was more beneficially not to award all services to once contractor but to split the services into their specialist areas.

### **Why have you appointed reserve contractors for Contract 1 Part 1?**

This particular contract provides vitally important services which would be extremely hard to provide cover for should the appointed contractor fail and/or be unable to provide service. To mitigate this risk the Council proposes to issue a reserve contract to the contractor who placed second in the same tendering process. These reserve contracts can and will only be used in the event the appointed contractor is unable to provide vital services.

The reserve contracts will bear no costs to the Council nor residents unless they called upon in the above-mentioned circumstance.

Although the other contracts within this consultation also provide vital services, the risk of those contractors being unable to provide services or being able to cover the services in the event of a failure is significantly lower. Due to this the Council deems it unnecessary to provide a reserve service for them.

### **Previously my property was covered by contractors serving the Central Area, why is it now being covered under a contract for the South Area?**

To allow for more consistent services and more streamlined contract management, for the purpose of these contracts a decision has been made to split the Borough into only North and South Areas. Due to this, properties that were previously covered by Central Area contracts have now been split between the North and South.

### **I have been made aware that different contractors were awarded contracts for the same services in the North area, why is this?**

To mitigate risks of any potential service failures covering both the North and South areas of the borough, contractors were only able to win a tender to provide a particular service in the North or South of the borough could not win the tender for both.

### **How will these new contracts affect the services that I currently receive?**

Once the new contracts are mobilised, the previous contracts will cease, and all services will be provided under the new contracts.

### **How will I be charged for these contracts? Where do these fees show up in our service charge bill? Are they separate?**

You will be only be charged for services provided by these contracts if your property, block and/or estate receives the service. As per the previous contracts, you will be charged for these services within your yearly service charges and the costs will be split in line with your lease using the rateable values for your individual property, your block and your estate (where applicable). Each charge will be shown separately under the existing headers contained in your service charge invoices.

Each contract has been set up so that costs to each property, block and estate can be clearly identified, this ensures that you are only charge for services that you have received.

### **How will the Council ensure costs are kept to a minimum?**

The new contracts adopt straight forward pricing arrangements that are auditable and offer transparency to service charge payers. Furthermore, contractors will be required to work to a series of key performance indicators (KPIs), developed with residents to reflect service priorities.

The Council is building a contract scrutiny and cost management team to assess payment applications and apply a governance structure across all contracts. We are also continuing with the rollout of handheld mobile working technology to streamline physical inspections of work.

### **How will you ensure the contracts are robustly managed?**

The Council recognises the need for strong contract management and is expanding a contract scrutiny and cost management team to forensically assess payment applications and apply a governance structure across all contracts. The Council is confident that this team and governance structure, together with embedding a performance management framework and financially linked KPIs, will allow it to robustly manage the intended long-term contracts.

### **Will you be applying lessons learnt?**

Whilst the current contracting arrangements have mostly delivered the required volume of work, there have been a number of lessons which the Council has learnt.

The Council has applied this learning to the new contracts in the following ways:

- More straightforward forms of contract
- Embedded a contract scrutiny and governance oversight across all new delivery arrangements
- Financially incentivised KPIs that focus on the most important aspects of service delivery
- Created flexibility through clearly set out no-fault termination provisions
- Avoided geographical exclusivity and guarantees of work where possible
- The Council will have a say in the appointment of subcontractors
- Involved residents in service design; and the evaluation and monitoring of contracts.

### **How long will the agreement last?**

The length of each agreement is detailed in each of the enclosed notices.



### **What are the next steps?**

London Borough of Lambeth is now consulting with you as our homeowners and is inviting you to make observations. After this consultation period has ended, we must give any observations due regard and reply to these. Should any observations raise an unforeseen issue that proves the contracts not suitable then we will need to revisit the tendering process to make amendments, however if this is not the case, once all observations have received due regard the Council will proceed in awarding the contracts to the preferred bidders and begin to mobilise the service.

### **What do you mean by responsive repairs and maintenance and voids?**

Responsive repairs, including void property repairs, refers to work that is typically done in a reactive manner (usually reported by residents or identified by housing staff) and does not tend to form part of a planned project.

General repairs are those carried out to any occupied property, block or estate, whereas Void repairs are those carried out empty Council homes to ready them for new tenants.

### **What do you mean by Communal Gas and Mechanical Services?**

These are works and servicing required to communal gas installations such as communal boilers and all associated mechanical such as communal heating and water supplies.

### **What do you mean by Domestic Gas Services?**

These are works and servicing provided to gas installations in individual properties.

### **What do you mean by Electrical Services?**

These services relate to works and servicing (beyond basic residential repairs) required to electrical installations required to individual properties, block and estates.

### **What do you mean by lift repairs and maintenance?**

This relates to works and servicing required to lifts in blocks and in individual properties. This includes lifting equipment such as stair lifts and hoists in individual homes.

### **Why doesn't Lambeth provide these services in-house and employ officers to carry out these duties?**

An evaluation of the options for delivering the service determined that bringing the service in-house would be a higher risk option in terms of service delivery and cost.

### **Will the council be getting independent advice and support?**

In order to design and procure the intended long-term agreements, the Council will employ the services of a professional consultancy to help deliver a range of specialist procurement services.

The services included are as follows:

- Service design
- Specification development
- Procurement advice
- Mobilisation
- Training and recruitment

### Can I take part in the next steps of this process?

If you are interested in taking part in this process, please sign-up to the Lambeth 500+, ensuring to state your interest in the housing services procurement process. A council representative will be in contact when any relevant opportunities for involvement arise. You can sign-up using the addresses below:

[www.lambeth.gov.uk/council-tenants-and-homeowners/get-involved/lambeth-500](http://www.lambeth.gov.uk/council-tenants-and-homeowners/get-involved/lambeth-500)

### Who do I contact about the current service providers?

Repairs: If you want to request a repair, please call our Lambeth Housing Management Contact Centre on 020 7926 6000. You can also request repairs online <https://www.lambeth.gov.uk/housing/council-and-social-housing/request-a-repair-to-a-council-house>.

To report an emergency repair outside of normal working hours (including on a bank holiday or weekend) please call our Lambeth Housing Management Contact Centre on 020 7926 6000.

Caretaking Services: To contact your local housing caretaker or concierge operator during normal office hours contact us on 020 7926 6000.

Report a communal light repair: If you notice that a lamppost or stairwell light needs repairing visit: <https://www.lambeth.gov.uk/parking-transport-and-streets/street-androad-maintenance/report-a-faulty-street-light>

Pest control services: If you think you are infested with these pests, or would like advice about dealing with them, call us on 020 7926 6000 or contact your area housing office who will arrange for a pest control contractor to visit you.

Service charges, altering your home, subletting: Please email us on [HMhomeownership@lambeth.gov.uk](mailto:HMhomeownership@lambeth.gov.uk) or call us on 0207 926 1116.

### I have a question about this letter.

If you would like to raise a query or an Observation about this letter please contact us via the following methods:

- Online via our E-Form: <https://www.lambeth.gov.uk/forms/homeowners-majorworks-written-observation-form-section-20>
- Email the Section 20 Consultation Team at: [HMhomeownership@lambeth.gov.uk](mailto:HMhomeownership@lambeth.gov.uk). Please state '**Section 20 Observation**' in the subject box.
- Post: London Borough of Lambeth, Home Ownership Services, PO Box 734, Winchester, SO23 5DG, quoting '**Section 20 Observation**' in the letter.

London Borough of Lambeth  
Homeownership and Rents  
PO BOX 734  
Winchester SO23 5DG

Telephone: 0207 926 6521  
Email: [HMHomeOwnership@lambeth.gov.uk](mailto:HMHomeOwnership@lambeth.gov.uk)  
Website: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)