

## **Frequently Asked Questions**

### **Q1: What is the proposal, and how does it differ from the current partnering agreement?**

Having listened to residents, councillors and other stakeholders, the Council is proposing five contracts for the delivery of mechanical & electrical repairs and maintenance services. These contracts will cover:

- Mechanical Services (including communal heating; heat metering; bulk gas; water mains; risers and tanks; remote monitoring)
- General Electrical Services (including lateral mains and risers; estate lighting; lightning protection; mechanical ventilation)
- Lifts
- Ancillary Services (including door entry systems; roller shutters; IRS; CCTV)
- Individual Heating (tenanted units only). Please note the cost of works undertaken under this contract will not be rechargeable and therefore a notice is not required in respect of this contract.

The proposed contract duration is five years, extendable to ten years in increments. The length of the contracts will enable contractors to plan more effectively, retain and train their staff, invest in the tools to do the job and become familiar with Camden's housing stock.

By introducing a small number of separate contracts the Council will also increase its ability to directly manage the suppliers involved.

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### **Q2: What work has been done to date in establishing this proposal?**

**A:** Camden has held a number of meetings to discuss the comments and concerns of residents regarding the procurement of works and has considered a range of options whilst developing the proposed strategy. This work is set out in the recent report to the Council's Cabinet meeting on 22 October 2014 a link to which is provided below:

<http://democracy.camden.gov.uk/documents/s37431/2%20Procurement%20Strategy%20for%20Provision%20of%20Valuation%20Consultancy.pdf>

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### **Q3: What are the keys dates and stages of this proposal?**

**A:**

<b>Leaseholder Consultation: Notice of Intention</b>	<b>December 2014</b>
Stage 1: EU Journal Advert and Expressions of Interest (PQQ, OJEU)	January to March 2015
Stage 2: Invitation to Tender & Evaluation Process	October 2015
Leaseholder Consultation: Notice of Proposal	November 2015
Contractor Appointment	January 2016
Contract Goes Live	April 2016

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**Q4: How were bidders evaluated?**

**A:** The Council utilised a “restricted procedure” to appoint the suppliers, and is in accordance with the procurement regulations 2006. This was a two stage approach.

The first stage involved a “Pre-Qualification Questionnaire” (PQQ) which was sent out to suppliers who respond to the advertisement; the advertisement is generally called an “OJEU Notice”. Suppliers completed and submitted a questionnaire for consideration for the next stage of the process.

Following the PQQ process evaluation, a shortlist of contractors for the maintenance contracts was established. Shortlisted contractors were invited to tender for the works as part of stage two of the process. It was at this stage that contractors submitted prices. In addition to the price submissions there were specific method statement questions for each work area and interviews for each of the shortlisted contractors.

Following the analysis of tender returns and completion of the evaluation process, the suppliers contained within this proposal were identified as having submitted the most economically advantageous tenders.

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**Q5: If my new lift or communal boiler needs repair will this be covered by existing guarantees or will I end up getting charged again?**

**A:** New installations generally have a defects liability period of 12 months; some components may have longer guarantee periods. Neither would be affected by the new agreements.

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**Section 20 & 20ZA of Landlord & Tenant Act 1985 (as amended) Schedule 2 to the Service Charge (Consultation requirements) England Regulations 2003.**

**Notice of Intent- Mechanical, Electrical, Lift Services & Ancillary Services- Summary of Stage 1 Observations (contract 14/134):**

The table below is a summary of the most common observations received from leaseholders and Recognised Tenants Associations in relation to Camden's Notice of Intention. Camden's response to these observations is shown adjacent:

Observation	Response	No
<b>CONTRACT</b>		
As our lifts are renewed is this contract with the installer of the lifts?	Following the end of the Rectification Period (defects liability), the lifts will be passed to whichever maintenance contractor has been appointed. The transition from the current maintenance contractor to the newly appointed contractor will be done behind the scenes and residents should not experience any difference in service. All guarantees provided with the new lift, will be transferred over to the new maintenance contractor.	3
General electrical repairs and maintenance seem ambiguous and broad hopefully nearer the time of appointing contractors a more detailed description of scope of works will be provided.	The repairs and maintenance referred to in this notice relates to planned preventative maintenance and repairs of general electrical systems to the Councils housing stock, and will be managed much the same way as the current contracts. The procurement structure for major capital works will be covered in future notices.	1
What is the difference between the Ancillary contract & General Mechanical repairs & maintained agreement?	As per the notice, the General Mechanical Repairs and Maintenance contract refers services related to communal heating; heat metering; bulk gas networks; water tanks, risers and mains; remote monitoring and coordination of emergency services. The Ancillary Service contract refers services related to CCTV; Door Entry systems; Aerials and roller shutter (vehicle access).	1
...“I object. Not needed”.	<p>I would just like to reassure you that no recharge stems directly from these notices. But instead, they are part of a borough-wide consultation on the new structure of contracts for future works, where appropriate. The council is the freeholder of your block and as such has a legal responsibility for the upkeep of the block. The council also has to have measures in place to carry out repairs and improvements where appropriate.</p> <p>The nature of the contracts we are consulting on at the moment do not come into effect until January 2016 and cover a period of five years thereafter. However, under the terms of your lease, you are only required to contribute to the cost of works or services you actually receive within your block, or on your estate.</p>	1
<p>I want advanced notice of any works relevant to my property</p> <p>A lot of information recently received in your proposal is irrelevant to my property</p>	<p>Camden must serve the notices in order to comply with the Commonhold and Leasehold Reform Act 2002. The notices have been served to every leaseholder and freeholder within the borough because they could potentially be affected by the Qualifying Long Term Agreement Camden Council is proposing to enter into.</p> <p>Receipt of the notices does not necessarily mean that every service relates to your block. Under the lease, leaseholders will only be expected to contribute to services concerned with their block.</p>	2



	Should a leaseholder's contribution exceed £250 for repair/maintenance works to their block, consultation will take place in accordance with the relevant legislation.	
I have observed that these Notices are not set out in a format which explains clearly what future works are to be planned and what safeguards are in place (if any) to protect leaseholders from receiving huge invoices for major works and for annual service charge increases.	<p>As per the notice, the proposal sees the creation of 5 separate mechanical and electrical maintenance and repair contracts, as opposed to the two contracts currently in place. Camden believes that this is the best way forward in relation to value for money and service delivery. It is important to note that a comprehensive and rigorous tender process will be applied to letting any contract. This will ensure prices offer value for money and are in line with current market conditions.</p> <p>This is the first stage and is simply a Notice of Intention to enter into the mechanical and electrical repairs and maintenance agreement. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see contractors register their interest in tendering for the works. During the PQQ stage, interested contractors are required to submit various bits of company information as well as answer several quality based service delivery questions which have been created to establish the organisations experience and qualifications to deliver the services. PQQ submissions will be evaluated by various Council officers, and a shortlist of no more than 6 contractors will be allowed through to the next stage. The Invitation to Tender (ITT) stage follows the PQQ, and is the stage where shortlisted contractors provide further details on their companies, submit prices to deliver the service and answer another set of quality based service specific questions. ITT submission will then be evaluated by a panel of Council officers and resident representatives. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal and provide observation on these.</p> <p>Also, in relation to the cost of delivering the maintenance and repair services, the Council are currently reviewing the existing contractors and updating the service information available to ensure that any new tendered prices will be as accurate and provide the best value possible.</p> <p>The Council have an obligation to provide certain services to its properties. Whilst receipt of these notices does not necessarily mean that every service relates to your block, under your lease, you are expected to contribute to services concerned with your block. As these services are on-going and essential to the running of your block, you are unable to opt out of them.</p> <p>If you are not satisfied with any day-to-day repairs carried out at your block, you can dispute the relevant cost/charge via your collections officer.</p>	1
•Key performance indicators (such as response time, time to remediate problem, quality of the work carried out, occupier satisfaction).	The notice advises you of our intention to enter into an agreement. Once we have selected a supplier we will consult further and the details of the proposed contract arrangements will be available for your comments. We intend to use the NEC3 form of contract which sets out areas of responsibility and the procedures for gaining redress in the event of a dispute that cannot be	1



<ul style="list-style-type: none"> <li>•Performance monitoring.</li> <li>•Incentives for good performance.</li> <li>•Incentives for achieving significant cost reduction or improved performance through the initiative of the contractor. (Examples might include switching to low energy lighting for common parts, provision of energy recovery for mechanical ventilation systems and enhanced CCTV for areas at risk.)</li> <li>•Sanctions for poor performance.</li> <li>•How does LBC intend to ensure proper oversight and control of the Agreements?</li> <li>•In the event of sustained unsatisfactory performance what is the provision for a contract to be terminated and for the work to be transferred to another contractor?</li> <li>•What are the provisions in the Agreements to ensure proper ownership of a problem and to avoid buck passing between contractors?</li> </ul> <p>Could you please confirm that the contracts will include provision for these factors - which should be inherent in any effective Facilities Management agreement.</p>	<p>resolved as part of the normal day-to-day contract management discussions.</p> <p>In short, Camden's contract with the contractor will allow Camden to terminate the contract should it find this to be necessary.</p> <p>The standard form of contract used will permit the Council to terminate the contract under a variety of circumstances. These are set out in clause 90, for example:</p> <ol style="list-style-type: none"> <li>The Employer may terminate if the: Service Manager has notified that the Contractor has defaulted in one of the following ways and not put the default right within four weeks of the notification. <ol style="list-style-type: none"> <li>Substantially failed to Provide the Service (R11).</li> <li>Not provided a bond or guarantee which this contract requires (R12).</li> <li>Appointed a Subcontractor for substantial work before the Service Manager has accepted the Subcontractor (R13).</li> </ol> </li> <li>91.3 The Employer may terminate if the Service Manager has notified that the Contractor has defaulted in one of the following ways and not stopped defaulting within weeks of the notification. <ol style="list-style-type: none"> <li>Substantially hindered the Employer or Others (R14).</li> <li>Substantially broken a health or (R15).</li> </ol> <p>It is normal practice for the Borough to tailor the standard form of contract to enhance our ability to terminate. For example a standard clause usually inserted allows termination for no reason.</p> </li> <li>"Either Party may terminate if it gives <ol style="list-style-type: none"> <li>at least 26 (twenty-six) weeks' notice to the other or</li> <li>a shorter notice period by agreement between the Parties"</li> </ol> </li> </ol> <p>We do not intend there to be a 'risk &amp; reward' or variable fee mechanism within this contract.</p> <p>There will only be one contractor for each of the agreements (A-D). Therefore the opportunity for contractors to pass the buck to another contractor or dispute ownership of a problem should not arise. If the situation did arise, this would most likely constitute failure to deliver a service or default (as above).</p> <p>While Camden monitors the performance of it partnering contractors, we also welcome resident feedback and this is considered in addition to our own performance monitoring.</p>	
<p>The notices cover a wide range of building services. However general building services such as maintenance of roofs, windows, doors, walkways and so on seem to be excluded. Are similar</p>	<p>The notice issued in December 2014 was limited to mechanical &amp; electrical systems. As you have noted in your most recent email, another agreement is proposed for the maintenance of windows, roofs, and other structural parts of Camden's housing stock (as described in the notice dated 5 January 2015).</p>	<p>1</p>



Agreements intended for such elements of the LB Camden residential estate and if not then what is the reason?		
To what extent has serious consideration been given to LB Camden entering into the Agreements jointly with neighbouring London Boroughs (such as Islington) thereby achieving an economy of scale?	While such arrangements are not matters to be covered by this notice, I would like to point out that Camden does generally consider involving other boroughs and housing landlords when contemplating agreements. Camden is in fact part of a consortium with other local authorities for the provision of buildings insurance. I can confirm that we actively engaged with the London Borough of Islington and Barnet Homes regarding the possibility of including them in this agreement. Additionally, other social housing landlords were contacted, but for a variety of reasons it was not timely for them to become involved (i.e. they already had similar agreements in place and were either not in a position, or inclined, to terminate the existing contract they had)	1
Does not benefit small buildings such as 3-bed flats...as builders don't undertake work or do badly, badly supervised. Drainpipes not cleared or fire security work not undertaken....lighting in outside areas never checked....state of communal areas....what evidence contractors will be viable	<p>The current partnering contracts are due to expire in April 2016, and as a result, the council has been working on developing a new procurement strategy for the division. The proposal laid out in these notices is indeed similar to the current partnering agreements, however the new proposal is now made up of 5 separate contracts (as per the notice) as opposed to the two in the current partnering agreement. The council has reviewed the existing agreements and feels it can achieve better value for money by letting certain services directly to the appropriate contractors, which should in essence remove the 'middle man'.</p> <p>Also as a result of this change, the council will increase its ability to directly manage the suppliers and therefore improve on what we already do. The size of any block should not make any material difference to the standard of the work carried out. Ultimately all work has to be reviewed by the relevant contract manager, who is directly employed by Camden council, before it is signed off.</p> <p>With regard to what you say is the current state of the exterior of the building after having worked carried out a few years ago, I'm afraid I can't comment as it is not part of the scope of this consultation. We are also actually currently consulting on the Better Homes contracts, under which this type of work is carried out. You may already have received your consultation letter. In responding to any observations received on those contracts we cannot get involved about the detail of previous works, not least because these consultations are about future contracts</p>	1
<b>CONTRACTORS</b>		
Please do not use Apollo for any services their reliability and workmanship have not proved satisfactory.	<p>The EU procurement regulations are designed to ensure all qualified suppliers are able to bid. This principle is called equal treatment and requires that all processes of commissioning and procurement are fair and don't exclude potential providers. We would be in breach of this if we discriminated against a supplier based on, for example location, nationality or any other bias. The regulations state: "A contracting authority shall ... (a) treat economic operators equally and in a non-discriminatory way; and (b) act in a transparent way." We are specifically not allowed to blacklist any supplier.</p> <p>We shall submit all tenderers to rigorous quality tests based on references from previous or current customers and the submission of evidence of the quality of work delivered on similar</p>	4



	projects.	
The identity of the contractors are not disclosed. It is unclear whether this is separate contracts with the same contractors or if different contractors will be used for each contract. 5yrs are too long, are there break clauses if the contractor is unsatisfactory or becomes too expensive	<p>This notice is simply a Notice of Intention to enter into the noted agreement. At this stage there is no costing information related to the proposal nor is there any indication of the contractors that may bid for the works. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a rigorous evaluation process will take place and a shortlist of contractors will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal as well as the identity of the successful contractors and provide observations on this.</p> <p>There may be instances where certain contractors bid for several lots and are successful, but this information will not be known until the Invitation to Tender stage.</p> <p>As per the notice, the intention of this proposal is to let 5 separate repair &amp; maintenance contracts to cover the 5 different work streams, namely general mechanical; general electrical; lifts; ancillary service and individual heating (tenanted properties only). Each work stream will be contracted to a single contractor for the duration of the agreement. Contractor performance will be monitored through a series of Key Performance Indicators to ensure performance standards are met.</p>	1
are these contracts being proposed instead of existing one	This proposal is intended to replace the current partnering agreement.	2
The proposal seems similar to the partnering agreements. What precisely are the reasons for scrapping the partnering agreements in favour of these new long term qualifying agreements?	The current partnering contracts are due to expire in April 2016, and as a result, the Council has been working on developing a new procurement strategy for the division. The proposal laid out in this notice is indeed similar to the current partnering agreements, however the new proposal is now made up of 5 separate contracts (as per the notice) as opposed to the two in the current partnering agreement. The Council has reviewed the existing agreements and feels it can achieve better value for money by letting certain services directly to the appropriate contractors (such as lifts and individual boilers), which should in essence remove the 'middle man'.	1
if contractor doesn't have trained staff and tools to do job, why consider them.....the contractor should not award contracts to contractors who make call out charges.....Any contractor who gets council contracts should employ local people.....no point in selecting cheaper contractor as we end up being ripped off.	<p>We won't appoint any contract that clearly does not reach the acceptable standard, which would include having suitably trained staff. There will be two stages of evaluation before suppliers are appointed to the maintenance contracts.</p> <p>The first stage involves a "Pre-Qualification Questionnaire" (PQQ) which is sent out to suppliers who respond to the advertisement; the advertisement is generally called an "OJEU Notice". Suppliers need to complete and submit a questionnaire to be considered for the next stage of the process. At this stage we are interested in their fitness to do the work and we look at information such as financial capacity, insurance cover, health &amp; safety documentation and workforce standards. In addition to this information, there will be several specific questions, e.g. working in conservation areas, which will give bidders an opportunity to set out their experience and</p>	1



	<p>approach for each area of work.</p> <p>Following the PQQ process evaluation, a shortlist of contractors for the maintenance contracts will be established. Shortlisted contractors will be invited to tender for the works as part of stage two of the process.</p> <p>It is at this stage that contractors will submit prices. This stage will also involve more detailed evaluation, as in addition to the price submissions there will be specific questions for each work area, interviews and site visits for each of the shortlisted contractors.</p> <p>Following the analysis of tender returns and completion of the evaluation process, the successful suppliers will be appointed to the relevant contracts.</p> <p>This notice is simply a Notice of Intention to enter into the noted agreement. At this stage there is no costing information related to the proposal nor is there any indication of the contractors that may bid for the works. It is at the next stage of the consultation, that a Notice of Proposal will be carried out. At that stage you will see more about costs and will be able to comment on those then.</p> <p>This is not a power that the council can apply. Workers within the countries of the European Union's single market are free to work in the UK and must be treated equally with British workers.</p> <p>Similar rules apply to contractors. The EU procurement regulations are designed to ensure all qualified suppliers are able to bid. This principle is called equal treatment and requires that all processes of commissioning and procurement are fair and don't exclude potential providers. We would be in breach of this if we discriminated against a supplier based on, for example location, nationality or any other bias.</p> <p>These are core principles, enshrined in the EU treaties, which works in parallel with the other three basic freedoms in the single market: freedom of goods, capital and services.</p>	
<b>COSTS</b>		
Please ensure all leaseholders know the financial comparison between what they pay now and under the new agreement.	<p>This notice is simply a Notice of Intention to enter into the noted agreement.</p> <p>At this stage there is no costing information related to the proposal, and as a result it is not currently possible to provide this. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a shortlist of contracts will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal and provide observation on these</p>	2
5yrs is a long time, has the contractor	This notice is simply a Notice of Intention to enter into the noted agreement.	1



<p>been used previously or is an existing supplier of services, How is the overall cost of £5.4m determined, £27m is a large contract for one supplier of services.</p>	<p>At this stage there is no costing information related to the proposal nor is there any indication of the contractors that may bid for the works. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a rigorous evaluation process will take place and a shortlist of contractors will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal as well as the identity of the successful contractors and provide observations on this.</p> <p>With regards to the noted estimated budget, these figures are forecast based on what the Council feel the need for investment is across the borough. These figures are by no means fixed, and may fluctuate based on the further investigating into assets.</p>	
<p>I do not want to enter any into any agreement at the moment. I pay a fortune council tax and yearly expenses by Camden.</p>	<p>The Council have an obligation to provide certain services to its properties. Whilst receipt of these notices does not necessarily mean that every service relates to your block, under your lease, you are expected to contribute to services concerned with your block.</p> <p>As these services are on-going and essential to the running of your block, you are unable to opt out of them.</p>	2
<p>Let's hope this change in agreement will get a better deal for both the council and residents.</p>	<p>The purpose of this proposal is to achieve the best value for money for both Camden &amp; its residents.</p> <p>As per the notice, the proposal sees the creation of 5 separate mechanical and electrical maintenance and repair contracts, as opposed to the two contracts currently in place. Camden believes that this offers the best way forward in relation to value for money and service delivery.</p> <p>At this stage there is no costing information related to the proposal nor is there any indication of the contractors that may bid for the works. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a rigorous evaluation process will take place and a shortlist of contractors will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal as well as the identity of the successful contractors and provide observations on this.</p> <p>It is important to note that a comprehensive &amp; rigorous tender process will be applied prior to letting any contract. This will ensure prices offer value for money and are in line with current market conditions.</p>	3
<p>Will these incur additional charges?</p>	<p>This notice is simply a Notice of Intention to enter into the noted agreement. At this stage there is</p>	5



	<p>no costing information related to the proposal nor is there any indication of the contractors that may bid for the works. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a rigorous evaluation process will take place and a shortlist of contractors will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal as well as the identity of the successful contractors and provide observations on this.</p>	
<p>We already are paying for lift services repairs and maintenance on existing lift which is still in good working order. We want to opt out of the next generation of high tech replacements due for installation in due course. As old age pensioners on a small state pension, we cannot afford any additional extra service charges high impact bills and charges.</p>	<p>The Council have an obligation to provide certain services to its properties. Whilst receipt of these notices does not necessarily mean that every service relates to your block, under your lease, you are expected to contribute to services concerned with your block.</p> <p>As these services are on-going and essential to the running of your block, you are unable to opt out of them.</p> <p>These notices relate to the Mechanical &amp; Electrical Maintenance and Repair services only. Separate notices will be issued in due course to deal with major and capital works.</p> <p>If the lift in your block has recently been, or is due to be replaced, it will obviously not be on any capital works programme for the foreseeable future. Replacement lifts are given a 25 to 30 year lifespan, which means it will be approximately that long before the lifts are reviewed again for possible replacement.</p>	3
<p>I don't see how that saves money for us as a leaseholder</p>	<p>The purpose of this proposal is to achieve the best value for money for both Camden and its residents.</p> <p>As per the notice, the proposal sees the creation of 5 separate mechanical and electrical maintenance and repair contracts, as opposed to the two contracts currently in place. Camden believes that this offers the best way forward in relation to value for money and service delivery.</p> <p>It is important to note that a comprehensive &amp; rigorous tender process will be applied prior to letting any contract. This will ensure prices offer value for money &amp; are in line with current market conditions.</p> <p>At this stage there is no costing information related to the proposal, and as a result it is not currently possible to provide this. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a shortlist of contracts will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be</p>	2



	carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal and provide observation on these	
Your notice does not contain sufficient information about how costs are apportioned to leaseholders. Is the calculation $\text{£}2,700,000/33,000 = \text{£}81.81$ per leaseholder?	<p><i>With regard to your comments on Costs:</i> This notice is a Notice of Intention to enter into the noted agreement. At this stage there is no costing information related to the proposal, and as a result it is not currently possible to provide this. The figures are only estimated figures for that type of work that may take place at some point during the contract period.</p> <p>Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage which will see interested contractors apply to tender for the contracts. Following the completion of the PQQ stage, a shortlist of contracts will be established and invited to tender for the respective contracts. Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal and provide observations on these.</p>	1
The words "efficient" and "cost effective" in a Camden Council context are a contradiction in terms	with regard to the intended structure of the new contracts, this is partly designed to give the council greater control, to try and provide a better overall service to residents & leaseholders.	1
<b>SERVICES SPECIFIC TO BLOCK</b>		
Many of the services i.e. Lifts, do not apply to my block	<p>Camden must serve the notices in order to comply with the Commonhold and Leasehold Reform Act 2002. The notices have been served to every leaseholder and freeholder within the borough because they could potentially be affected by the Qualifying Long Term Agreement Camden Council is proposing to enter into.</p> <p>Receipt of the notices does not mean that every service relates to your block. Under the lease, leaseholders will only be expected to contribute to services concerned with their block.</p>	22
<b>MANAGEMENT</b>		
I need some reassurance that you will manage the work contracted out so that repairs are done to an acceptable standard. You already charge a management fee and I do not see the evidence of effective management.	For the noted agreement, we shall submit all tenderers to rigorous quality tests based on references from previous or current customers and the submission of evidence of the quality of work delivered on similar projects.	1
Which means has Camden adopted, or will adopt, to make sure that the same failure does not repeat this time? Will the council be evaluating the tender's application based on the simulation of their performance on situations that we currently have? Will the council be monitoring the successful tender in an effective way to make sure that they	The existing partnering agreements are in essence a form of 'management contracting' whereby the partners appoint sub-contractors to provide the services. The council manage the partners who in turn manage the sub-contractors. By creating a larger number of smaller contracts, the council hope to manage individual specialist contracts for each service (such as lifts and individual boilers). As a result, the council will indeed increase its ability to directly manage the suppliers. the council feel that the separation of these services into individual contracts is the best approach in providing value for money and service delivery. This proposal was developed in conjunction with the Service Managers responsible for the delivery of these services on a day-to-day basis.	1



<p>comply with what they offer during the tendering process?</p> <p>With all the unpleasant experiences with poor quality of all the works, low efficiency in case of emergency repairs and suspiciously highly inflated quotes for major works, I want to urge the council to take serious consideration, not only in making the tender process as efficient &amp; fair as possible, but also in applying measures to oblige any potential successful tender to honour the service standard as well as the price estimation that was provided during the tendering process. In addition, the management fees &amp; overhead costs always seem to be an unexplainable black hole that eventually cost a lot of extra money apart from the real work. How will the council review the cost management level of the tender over the contract period to make sure that due diligence is in place to achieve best interests of its clients? I believe addressing the above issues will be beneficial for both the council &amp; the leaseholders, thus rebuild leaseholder's confidence in both contractor &amp; council.</p>	<p>There are several processes the Council needs to go through before contractors are appointed to the contacts. This is the first stage &amp; is simply a Notice of Intention to enter into the noted agreement. Following this notice period, the Council will carry out the Pre-Qualification Questionnaire (PQQ) stage inviting contractors to register their interest in tendering for the works. During PQQ stage, interested contractors submit company information &amp; answer several quality-based service delivery questions which have been created to establish the organisation's experience &amp; qualifications to deliver the services.</p> <p>PQQ submissions will be evaluated by various Council officers, a shortlist of no more than 6 contractors will be allowed through to the next stage. Invitation to Tender (ITT) stage follows the PQQ, &amp; is the stage where shortlisted contractors provide further details on their company, submit prices to deliver the service &amp; answer further quality-based service specific questions. ITT submission will then be evaluated by a panel of Council officers and resident representatives.</p> <p>Upon successful evaluation of these tenders, a further leaseholder consultation stage in the form of the Notice of Proposal will be carried out. It is at this stage that you will have the opportunity to review the tendered figures for the proposal and provide observations on these.</p> <p>The successful contractors will then be appointed to each of the service lots or work streams laid out in this notice. Whilst on site, contractors will be monitored via a series of Key Performance Indicators and performance measures. If you would like to be put forward for the resident evaluation panel, please let me know.</p> <p>In relation to the cost of delivering the maintenance and repair services, the Council are currently reviewing the existing contractors and updating the service information available to ensure that any new tendered prices will be as accurate and provide the best value possible and in line with market conditions.</p>	
<p><b>OUTSIDE SCOPE OF CONSULTATION</b></p>		
<p>The communal TV aerials are in the communal stairwell and look horrible. These need to be covered or removed. It is unsightly. I don't know if theory is still operative. They are falling off the wall and could hurt someone</p>	<p>The observation received is not within the scope of this consultation, as your query relates to the current condition of the televisions aerials located in the communal area. The notices sent to you, are part of a borough-wide consultation on the new structure of contracts for future mechanical and electrical repairs and maintenance works.</p> <p>I would also advise that you report this matter, by contacting the Council's Housing Repairs Contact Centre on 020 7974 4444. Alternatively, you can report the repair online at <a href="http://www.camden.gov.uk/housingrepairs">www.camden.gov.uk/housingrepairs</a>.</p>	<p>1</p>
<p>My flat is on the ground floor. I having nothing to do with the lift, and never use this service</p>	<p>Under the lease, leaseholders will only be expected to contribute to services concerned with their block.</p> <p>However, should your block be serviced by a Lift, you as a leaseholder are expected to contribute</p>	<p>1</p>



	<p>an apportioned share of the cost of maintenance and repair works, regardless of the location of your flat. It is not possible for us to calculate contributions on individual usage of the communal parts, such as the day to day use of the lifts by residents.</p>	
<p>Please improve the appearance of the hall, the doors are very neglected</p>	<p>The observation received is not within the scope of this consultation, as your query relates to the current condition of the televisions aerials located in the communal area. The notices sent to you, are part of a borough-wide consultation on the new structure of contracts for future mechanical and electrical repairs and maintenance works.</p> <p>I would also advise that you report this matter, by contacting the Council's Housing Repairs Contact Centre on 020 7974 4444. Alternatively, you can report the repair online at <a href="http://www.camden.gov.uk/housingrepairs">www.camden.gov.uk/housingrepairs</a>.</p>	1
<p>Years ago the council employee inspected our water tank and observed that it does not have a lid- so mice/rats get in. He said it would be repaired/ exchanged but nothing happened. This is unhygienic and dangerous.</p>	<p>The observation received is not within the scope of this consultation, as your query relates to works required to the water tank. The notices sent to you, are part of a borough-wide consultation advising all leaseholders/freeholders in our proposal to enter into a long term agreement, and the structure of contracts for future mechanical and electrical repairs and maintenance works.</p> <p>I would advise that you report this matter, by contacting the Council's Housing Repairs Contact Centre on 020 7974 4444. Alternatively, you can report the repair online at <a href="http://www.camden.gov.uk/housingrepairs">www.camden.gov.uk/housingrepairs</a>.</p>	1
<p>Sliding windows - rotting, 2) Perspex glass on rear balcony missing very dangerous for small children in the flat. 3)vermin entering flat via heating system &amp; hiding under balcony slabs</p>	<p>The observations submitted are not within the scope of this consultation, as your query relates to repairs that you have identified as being currently required to the property.</p> <p>The notices sent to you, is a notice of intention to enter into a long term agreement, proposing four contracts, for the maintenance and repair of mechanical &amp; electrical installations at our buildings across the borough.</p> <p>Please report the repairs outlined in your observations, by contacting the housing repairs service contact centre on 020 8974 4444. Alternatively, you can report the repairs online at <a href="http://www.camden.gov.uk/housingrepairs">www.camden.gov.uk/housingrepairs</a>.</p>	1
<p>1) Broken switches in communal area. 2)hanging wires in communal area, 3) drain smell really bad in summer, 4) constant leak in communal cupboard</p>	<p>The observation submitted are not within the scope of this consultation, as your query relates to repairs that you have identified as being currently required to the property.</p> <p>The notices sent to you, is a notice of intention to enter into a long term agreement, proposing four contracts, for the maintenance and repair of mechanical &amp; electrical installations at our buildings across the borough.</p> <p>Please report the repairs outlined in your observations, by contacting the housing repairs service contact centre on 020 8974 4444. Alternatively, you can report the repairs online at <a href="http://www.camden.gov.uk/housingrepairs">www.camden.gov.uk/housingrepairs</a>.</p>	1