

Procuring a three star gas servicing, repairs and installations partnering contract

Overview

Castle Vale Community Housing Association (CVCHA) is a community based housing association operating for, and from within, Castle Vale. CVCHA is run by a Board comprising of 14 members - the majority of whom are residents. CVCHA currently employs 80 staff, several of whom are local residents, and manages just under 2,500 properties.

Appointment

echelon were engaged following a consultants tendering process to work with CVCHA and all stakeholders to procure a new gas partner using a partnering ethos demonstrating clear added value and value for money for CVCHA.

Role

echelon were asked to carry out a detailed review of the existing stock condition data and found the following:

- Carried out an initial review of CVCHA's gas specification including new items that CVCHA customers wanted to include as well as additional items identified by CVCHA's gas auditor.
- Facilitated Hearts and Minds stakeholder meeting to identify areas of improvement.
- Tendered through OJEU using a restricted tendering process.
- Acted as advisor throughout the process.
- Mobilisation workshop to kick off the partnership.

What was Different.

CVCHA wanted a bespoke procurement process that involved key staff and stakeholders. echelon ensured that at each stage of the process CVCHA customers were involved in the preparation of all documents and also customers scored the processes. At each stage over 50% of all scorers were customers.

Customers will also remain involved in the mobilisation and ongoing development of the partnership throughout its 10 year period.

As part of the process CVCHA asked for partners who would be able to provide a full three star service to owner occupiers in the Castle Vale area. This was included in the tender process and this will be developed in the first year of the contract.



Castle Vale Housing Estate

“ CVCHA prides itself on being an innovative, customer focused organisation.

echelon have demonstrated a clear understanding of, and commitment to, CVCHA's core values.

Through their thorough and professional guidance, they have helped us to identify the needs and aspirations of our Customers, and enabled us to procure a new Gas Servicing & Maintenance Partner that is aligned to our cultural ethos and is delivering a value for money three star service. ”

Alan Atterbury
Maintenance Manager for CVCHA