



Letter to Moat shared owners and leaseholders

Mariner House
Galleon Boulevard
Crossways
Dartford
Kent
DA2 6QE
www.moat.co.uk

2 January 2025

Outcome of the tender for our interim repairs and maintenance service

We wrote to you in November to confirm we were ending our repairs contract with Morgan Sindall Property Services (MSPS) and had begun the process to appoint an interim repairs partner for an 18-month period.

I am now writing to let you know we've completed the tender for our interim repairs and maintenance contract. This Section 20 Notice provides details of the bids we received and confirms that Mears Limited have been successful in their bid to deliver our repairs and maintenance services for an 18-month period, starting Monday 10 February 2025.

What happens in this stage of the Section 20 process?

The enclosed Section 20 Notice of Proposal sets out the names of the contractors who submitted bids for the contract and the scores we gave them based on cost and quality of services. It also includes a list of relevant observations we received from customers, along with our responses.

In order to meet the requirements of the law, the Notice is written in formal legal language. The frequently asked questions we have enclosed will help explain this Notice, our procurement process, and the transition to a new interim partner.

Have your say

You're legally entitled to have your say on the proposed interim service. These are known as 'observations' and you have 30 calendar days from the date of the Notice to make them. You don't have to make an observation if you don't want to.

By law, these observations must be made to us in writing, either by email or letter. If you have any observations, please email section20@moat.co.uk marking your email 'Repairs

and maintenance services' or send them to Moat, Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE.

What will happen next?

Once this Section 20 stage is complete, there are no further actions for you. Subject to observations made by customers, our intention is that the new contract will start on 10 February 2025. We will start working closely with Mears to make sure everything is ready for the new contract.

We'll continue to keep you updated during the transition from MSPS to Mears.

Contacting us

If you would like to contact us about this consultation process, please email us at section20@moat.co.uk, marking your email 'Repairs & Maintenance Services', or call us on 0300 323 0422.

Yours sincerely,



Steve Nunn
Executive Director: Growth

Enclosed with this letter:

- Notice of Proposal to enter into a Qualifying Long-Term Agreement Schedule 1 of the Service Charges (Consultation Requirements) (England) Regulations 2003
- Notes
- Summary of observations
- Frequently asked questions

NOTICE OF PROPOSAL TO ENTER INTO A QUALIFYING LONG-TERM AGREEMENT UNDER SCHEDULE 1 OF THE SERVICE CHARGES (CONSULTATION REQUIREMENTS) (ENGLAND) REGULATIONS 2003

Repairs and Maintenance Services

This notice is given following the Notice of Intention to enter into a Qualifying Long-Term Agreement issued on **19 November 2024**. The consultation period in respect of the Notice of Intention ended on **22 December 2024**.

We have now prepared a proposal in respect of the services to be provided under the agreement. A full copy of this Notice of Proposal can be inspected at Mariner House, Galleon Boulevard, Crossways, Dartford, DA2 6QE, between the hours of 09:00 to 17:00 (see Notes 1 and 2 below).

Set out below is a summary of the tenderers' evaluation scores based on quality and price.

Name of Supplier	Quality (Eval %)	Cost (Eval %)	Total Evaluation %	Rank
Mears Limited	50%	40%	90%	1
Wates Property Services Limited	30%	36.75%	66.75%	2

Based on the tender results, Moat have decided to appoint **Mears Limited** subject to customers observations.

The parties to the proposed agreement are Moat Homes Limited and Mears Limited whose registered address is 1390 Montpellier Court, Gloucester Business Park, Brockworth, Gloucester, England, GL3 4AH. This agreement will be for a period of 18 months.

There is no connection between Moat Homes Limited and Mears Limited who are an independent contractor.

Due to the nature of pricing for agreements of this nature, it is not reasonably practicable to provide you with an estimate of your own contribution at the present time.

The total cost for the contract over the 18-month period is estimated to be £20,000,000. **This estimated value is to deliver the services across all homes, blocks, and estates that Moat are responsible for supplying repairs services to.**

The cost proposals have been priced against the National Housing Federation Schedule of Rates (version 8) and the unit costs for the works and services to be carried out under the agreement are available for inspection with a full copy of this Proposal which can be inspected at the address and times set out above.

1. We invite you to make written observations in relation to the proposed agreement by emailing us at section20@moat.co.uk, marking your email Repairs & Maintenance

Services, or sending them to The Partnering Team, Moat, Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE.

2. Right to make Observations:

Observations must be received within the consultation period of 30 days from the date of this notice. The date of this notice is **2 January 2025**. For the avoidance of doubt observations must therefore be received by no later than 5pm on **4 February 2025**. Any observations received after this date will not be considered (see Note 3 below).

3. Observations Received:

A summary of the written observations received during the Notice of Intention consultation period, together with our response to them, is enclosed with this notice (see notes 2 and 3 below).

Signed:



Steve Nunn
Executive Director: Growth

Date: **2 January 2025**

Notes

1. The landlord is required to prepare at least two proposals in respect of the matters described in the notice of intention. These need not relate to the two lowest estimates. At least one of the proposals must be that goods or services are provided or works are carried out by a person wholly unconnected with the landlord. Where an estimate has been obtained from a person nominated by residents, the landlord must prepare a proposal based on that estimate. Each proposal must contain a statement of the intended duration of the agreement.

Each proposal should state the estimated contribution relevant to the resident's unit of occupation. If it is not reasonably practical to provide that information, the landlord may provide the overall cost estimated under the agreement or a unit cost, or a daily or hourly rate.

2. Where a notice specifies a place and hours for inspection:
 - a) the place and hours so specified must be reasonable; and
 - b) copies of the proposals must be available for inspection, free of charge, at that place and during those hours.

If facilities to enable copies to be taken are not made available at the times at which the description may be inspected, the landlord shall provide to any tenant, on request and free of charge, a copy of the proposals.

3. The landlord has a duty to have regard to written observations made within the consultation period by any resident or recognised tenants' association. 'Recognised tenants' association' is defined by Section 29 of the 1985 Act.
4. Where a landlord has received written observations within a consultation period in relation to a notice of proposals to enter into a long-term agreement, he is required to summarise the observation and respond to them within a notice of reasons for making the agreement or specify the place and hours at which that summary and response may be inspected.

Summary of observations received from the Notice of Intention

During the consultation period, a number of queries were raised which were not related to this consultation or tender. We also received queries about repairs you had reported or wanted to report. These queries were passed on to the relevant Moat teams and contractors to respond to.

Observations relating to the tender process are included in the table below:

Observation	Response
Requests for copies of the specification of requirements	Copies of the specification have been sent to customers who reported them.
Does this requirement cover things like removing leaves or gardening.	This is interim agreement does not cover grounds maintenance as these services are undertaken by our estate services contractors
Can Moat employ their own workforce as this would ensure a quality service and better time-management. Contracts should allow the correct amount of working time on an area to ensure a more quality service given to customers	Long term we are looking at a number of different ways to deliver our repairs and maintenance service. For the interim agreement the time and cost to develop a direct work force would not be practical. We have revised the specification of requirements for the interim service so that the successful suppliers will work to a high standard for our customers.
Nomination of a local supplier to deliver the service.	We have contacted the supplier that was nominated by a customer; however, they were unable to provide an estimate for this service.

Does this service include parking management.	No, this is a service for repairs and maintenance.
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Section 20

Frequently asked questions

Why was a Section 20 notice sent to me?

You have been sent this Section 20 notice because we have a responsibility to consult with you about any changes we plan to make to services, repairs, maintenance, or improvements covered by your service charge.

How has the new contractor been selected?

A tender exercise was carried out to determine who the best contractor would be to deliver this interim repairs and maintenance service. The tender evaluation was based on an assessment of both cost and quality of service delivery, and consisted of the following stages:

1. Bidders were invited to submit proposals to deliver the services required in the specifications.
2. We analysed each bid against the same criteria to identify which contractors were the most suitable to deliver the service.
3. The selected contractors were asked to submit initial proposals on the following areas of the contract:
 - Mobilisation
 - Service Quality
 - Customer Care
 - Data and IT Part

These proposals were evaluated by members of an internal project team. The bidders' responses were assessed and scored in line with our scoring methodology.

4. Following evaluations of the proposals, Mears Limited were successful in their bid for the contract.

When will the new contract start?

Moat will start working closely with Mears Limited in early January 2025 to make sure everything is ready for the new contract to start in February 2025.

Will the process for reporting a repair change?

No, you can still report a repair to Moat by contacting our Customer Service Team via email (customer@moat.co.uk), phone (0300 323 0011), MyMoat or web chat.

What will be included in the contract?

The contract is for repairs and maintenance services to our properties. This also includes communal repairs to internal and external areas of our housing stock. The supplier will also be delivering works to empty homes and out of hours services, some of these services will not be recharged via your service charges but are included in the contract sum of £20,000,000 contained within the Notice.

What differences will I see?

When the new contract starts you may notice that some of the operatives are the same. However, Morgan Sindall operatives will now be wearing different uniforms and identification badges and driving vans which display their logo.

I currently pay for these services via my service charge. Will this change?

Once the new contract begins, you will continue to pay for these services via your service charge if you currently do so.

Can I make comments on the new contract?

Yes, you can give feedback on the outcome of the tender. This is known as an 'observation'. You have 30 days from the date of the Notice to make your observations in writing. We will reply to you within 21 days.

The law says you can only make observations in writing. If you have any observations please send them to section20@moat.co.uk or via letter to The Partnering Team, Moat, Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE.

All observations are recorded, and we will consider each observation individually.