



## Contractor Management and Procurement Policy

**M.03**

Date of review: October 2018

Date of next review: October 2021

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Aby otrzymać niniejszy dokument w innej wersji językowej, na kasecie lub w wersji z powiększonym drukiem, prosimy o kontakt:

اس دستاویز کی مزید کاپیاں آڈیو کیسیٹ پر اور بڑے حروف کی چھپائی میں اور کیسٹوں کی زبانوں میں طلب کیے جانے پر دستیاب ہیں، برائے مہربانی اس پتے پر رابطہ کریں:

এই ডকুমেন্ট-এর (দলিল) অতিরিক্ত কপি, অডিও এবং বড়ো ছাপার অক্ষর আকারে এবং সম্প্রদায়ের লোক ভাষায় অনুরোধের মাধ্যমে পাওয়া যাবে, অনুগ্রহ করে যোগাযোগ করুন:

Gheibhear lethbhreacan a bharrachd ann an cruth ris an èistear, ann an clò mòr agus ann an cànan coimhearsnachd. Cuir fios gu:

इस दस्तावेज़/कागज़ात की और प्रतियाँ, माँगे जाने पर, ऑडियो टैप पर और बड़े अक्षरों में तथा कम्युनिटी भाषाओं में मिल सकती हैं, कृपया संपर्क करें:

ਇਸ ਦਸਤਾਵੇਜ਼/ਕਾਗਜ਼ਾਤ ਦੀਆਂ ਹੋਰ ਕਾਪੀਆਂ, ਮੰਗੇ ਜਾਣ 'ਤੇ, ਆਡੀਓ ਟੇਪ ਉੱਪਰ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿਚ ਮਿਲ ਸਕਦੀਆਂ ਹਨ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

此文件有更多備份，如果需要，語音版本和大字體版本及少數種族語言版本也可提供，請聯絡：

يمكن أن تطلب النسخ الأخرى من هذا المستند كالتسجيل الصوتي والخط المكبر ونسخ بلغات أخرى، يرجى الإتصال على:

**Housing Services Section - Tel. 0141 944 3891**

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## **1. Mission, Values, Behaviours & Objectives**

### **Our Mission:**

'Pineview Housing Association aims to provide quality affordable homes and deliver excellent service through listening and engaging with our customers'

### **Our Values and Behaviours:**

In everything we do, we will be:

- Honest and transparent
- Fair and adaptable
- Polite and approachable
- Positive and considerate
- Knowledgeable and listening

### **Our Objectives:**

- To provide good quality affordable homes for rent and home ownership and maintain quality through long term investment.
- To assist tenants and where appropriate owners and sharing owners to sustain their tenancies/ownership through the provision of adaptations, advice and support, housing options service and any other initiatives which the Association can reasonably enter into.
- To provide efficient, responsive and cost effective housing services for customers.
- To ensure that the work of the Association is supported by effective governance, financial and administration systems that staff and Committee are accountable for the work of the Association.
- To ensure that the Association is an employer of choice.
- To consolidate our business within our existing neighbourhoods and take advantage of development opportunities should they be financially viable and appropriate to undertake.
- To support wider role activities that help support the investment and regeneration that has already taken place and which introduce measures to help sustain our business and develop our community.

## **2. Policy Aims**

Pineview Housing Association recognises its responsibility to appoint competent contractors when commissioning contracts and projects for maintenance work on any of its properties.

It is our policy to achieve Best Value for all maintenance contracts procured by the Association, including the appointment of consultants and contractors, through the operation of efficient and effective procurement procedures, recognising that lowest cost may not always represent Best Value in the longer term.

It is also our policy to ensure probity through transparency and accountability at all stages in the procurement process in addition to ensuring compliance with statutory legislation and guidance.

This policy is supported by comprehensive procedures that will be used by staff in implementing this policy.

The training requirements of Management Committee and staff will also be regularly assessed to ensure they have the necessary skills to effectively implement and monitor this Contractor Management and Procurement Policy.

### **3. Procurement**

The Scottish Government has set out procedures that should be followed by public bodies when procuring works, services or supplies. This is in the form of a web based portal and can be found at:

<http://www.scotland.gov.uk/Topics/Government/Procurement/buyer-information/spdlowlevel>

This website is kept updated by the Scottish Government and it facilitates good practice and consistency across the Scottish public sector. The Association will therefore, in general, follow these procedures to ensure compliance with current legislation and guidance. Where works or services require to be tendered in accordance with the Financial Regulations the Association will follow the Scottish Government procedures, subject to minor revisions to take account of other internal governance or policy documents.

Use of these procedures will ensure that all Contractors and Consultants appointed by the Association:

- Are sufficiently competent
- Have sufficient resources
- Are committed to improving customer satisfaction
- Are committed to protecting the health and safety of their own employees, members of the public and Association staff and residents
- Are committed to promoting innovation, equalities and the sustainability of new and existing properties
- Are encouraged to improve the economic prosperity of the community.

The procedures will also ensure:

- Equal treatment of all Contractors and Consultants, and confidentiality of all information received from them
- Transparency and proportionality for all aspects of the selection and / or competition process
- Mutual recognition of all products and services available to the Association

### **4. Contractor Management**

The Association will operate a framework of contractors to carry out repair and maintenance work to our properties. The framework will include an adequate number of contractors capable of carrying out day to day repairs and specialised works / projects.

A questionnaire must be completed and returned to the Association to enable an assessment of a contractor's competence and capacity to undertake works on our properties.

Only those contractors who meet the Association's required standards / criteria will be used. A contractor who fails to meet our standards / criteria will be advised in writing.

Appropriate standards in connection with levels of competence required of contractors include the following:

- Evidence of adequate insurance cover
- Tax certification
- Satisfactory credit checks
- Client references
- Health and Safety Policy with accident / incident records for preceding 5 years
- Equality and Diversity Policy
- Technical competence standards e.g. recognised industry trade associations

Delegated authority is given by Management Committee to the Director / Housing Services Manager to include / exclude contractors from the framework of contractors in accordance with policy aims and objectives.

A contractor may be removed from the framework for any of the following reasons:

- Failure to adhere to an agreed contract programme, unless an extension approved by the Association
- Failure to attend timeously to defects/ repair instructions/ reactive repairs
- Poor standard of workmanship
- Poor standard of supervision
- Health and safety issues
- Illegal activity
- Equality and diversity issues
- Failure to comply with the terms of engagement
- Failure to comply with any other contractual obligation

## **5. Equality and Diversity**

Our core values include providing a fair and equal service for all people and this is detailed in our Equality and Diversity Policy. Our approach to contractor management and procurement will reflect that commitment.

## **6. Monitoring and Reporting**

The Association will maintain internal information systems which are based around ensuring effective monitoring, control and reporting of contractor management and procurement activities. We will ensure that arrangements for contractors' performance are reviewed and monitored to confirm:

- Control measures are suitable and sufficient
- Policy and Procedures are being implemented and
- Improvements are made where necessary following regular reviews

The Association's Management Committee will receive annual reports concerning companies on the Association's framework of contractors.

## **7. Complaints**

Anyone who is not satisfied with the service they have received as a result of this policy has a right to complain. Please see our Complaints Policy for details on how to do this.

## **8. Review and Consultation**

This policy will be reviewed every 3 years unless amendment is prompted by a change in legislation or monitoring / reporting reveals that a change in policy is required sooner.

Procedures and working methods may be altered more frequently where this is needed.

Policy review will involve consultation with our tenants, our Customer Forum and any other relevant stakeholders. We will take account of any views or representations in revising our policy and service provision.

## Appendix 1: Procurement Thresholds 2016

Supplies / Services	Works	What Applies
Under £50K	Under £2M	General Principles + Standing Orders / Financial Regulations of Pineview Housing Association
Between £50k and £164K	Between £2M and £4.1M	General Principles + Scottish Act
Over £164K	Over £4.1M	General Principles + Scottish Regulations (EU)

\*See Act / Regulations for exact figures

Value	Additional Considerations
Contract value over £4M	Community benefit requirements
Aggregate procurements in year over £5M	Procurement Strategy required

### General Principles / Duties:

- Treat bidders equally
- And without discrimination
- Act in a transparent and
- Proportionate manner

'The Scottish Act' = Procurement Reform (Scotland) Act 2014

'The Scottish Regulations' = Public Contracts (Scotland) Regulations 2016