**Soft Market Engagement Exercise for London Borough of Bromley Housing Management Contract**

There is an increasing housing need in the Borough of Bromley for affordable housing with approximately 1,500 households in TA of which around 1,000 are in costly forms of nightly rate accommodation

To assist in combatting these growing figures Bromley Council reopened its Housing Revenue Account as an additional tool to enable delivery of a programme to increase affordable housing supply. To date the council have delivered three new housing sites for Bromley residents with further sites in development or having been identified for development bringing the approx. quantum of properties to approx. 500 units.

To deliver the management of this portfolio Bromley contract with an external provider, the contract is due to expire therefore the council would like to engage the market and understand the appetite to manage this type of portfolio and services available to support our clients.

We anticipate the services required for this contract to consist of but not limited to the following:

Asset Management.

Health and safety

Compliance

Repairs and Maintenance

Tenancy Management

Customer Accounts & Rent Management

Welfare and legal support services

Customer Engagement

Monitoring and reporting

The aim of this Soft Market Testing Exercise (the “SMTE”) is to engage with suppliers in an informal discussion and to;

1. Support the council in seeking all opportunities to increase the supply of good quality affordable housing.

1. Deliver Value for Money to the Council and reduce cost. The Council needs solutions that reduce costs but that also deliver quality of service.

1. To assist the Council to develop appropriate procurement documentation

1. See whether the market has experience of being involved in delivering similar services and what the appetite is to expand these services.

The Council is seeking views via a soft market testing exercise in order to explore and develop potential solutions and options with Providers to inform consideration of future commissioning and procurement options for these services.

To clarify, soft market testing means open and transparent discussions to inform a potential commissioning and procurement strategy. We appreciate all input from interested parties, although the Council is not obligated to proceed with a procurement process as an outcome of this exercise. The Council will not be responsible for any expense or loss which may be incurred by Providers in the preparation of these proposals. Responding to this document does not constitute an expression of interest for any future opportunity the Council may advertise.

**Dealing with Queries:** All queries regarding this document or requirements should be submitted via the London Tenders portal messaging section. The Council will share the question and response with other interested parties via the portal. The final deadline for queries is **24th January 2023**

**The completed questionnaire must be returned, together with supporting documents no later than 12.00 noon on Tuesday 31st January 2023** via the London Tenders portal.

**Questionnaire to be completed**

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| **Questions** |
| 1. Name of Organisation |
| **Response:** |
| 2. Name and position of individual completing this questionnaire |
| **Response:** |
| 3. Contact details |
| **Response:**  |
| 4. Is your organisation a Registered Provider of Social Housing/do you manage properties on behalf of a Registered Provider? Please confirm current portfolio size within your organisations management that falls into either of the above criteria.  |
| **Response:** |
| 5, Are you compliant and able to meet the standards enforced by the regulator? Please describe how you uphold the regulatory standards  |
| **Response:** |
| 6. On review of the brief please describe the services currently available within your organisation?  |
| **Response:**  |
| 7. Does your organisation have experience in repairs and compliance? Do you employ your own maintenance contractors, have recommended subcontractors? Please provide a snapshot of your current KPI’s in relation to the repairs & compliance of your portfolio.  |
| **Response:**  |
| 8. We are considering what length of contract would be most advantageous to both parties. Please select your preferred length of contract and offer any feedback in order to maximise value to both parties? A) 0 – 10 Years B) 10 – 15 Years c) 15 + Years  |
| **Response:** |
| 9. What do you consider the top three key elements you would require to be included in the specification? |
| **Response:** |
| 10. How long, in your view, do you envisage it would take to mobilise (after award) the scope of management? Please briefly outline your reasons |
| **Response:** |
| 11. What do you see as the key challenges and opportunities for ongoing management of the portfolio as described?  |
| **Response:** |
| 13. What information would help you to submit a bid for a similar opportunity?  |
| **Response:** |
| 15**.** Do you have any concerns that you would want us to address in a tender process and what information would help you to submit a bid for a similar opportunity? |
| **Response:** |