

Matter which the Chair has decided is urgent by need to enable contract documentation to be completed and the new Framework to be implemented in time for commencement on 1st April 2026.	
Meeting of:	<b>Cabinet</b>
Date of Meeting:	<b>Thursday, 26 March 2026</b>
Relevant Scrutiny Committee:	Place Scrutiny Committee
Report Title:	Housing Heating Installations Servicing and Maintenance Framework 2026-29
Purpose of Report:	To request Cabinet approval for delegated authority to accept the most advantageous tender and execute the contract for the Housing Heating Installations Servicing and Maintenance Framework 2026-29
Report Owner:	Cabinet Member for Public Sector Housing and Tenant Engagement
Responsible Officer:	Director of Environment and Housing
Elected Member and Officer Consultation:	Committee Reports Housing Accountant Head of Housing and Building Services
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• This report provides Cabinet with an overview of the procurement process undertaken to establish the Housing Heating Installations Servicing and Maintenance Framework 2026–29. The Framework will enable the Council to continue meeting its statutory responsibilities for the safe servicing, maintenance and replacement of domestic heating systems across its housing stock.</li> <li>• The report outlines the scope of the new Framework, the approach taken to tendering in line with the Council’s Procurement Policy and Strategy, and the outcome of the two-stage evaluation process. A total of seven tenders were received, with four bidders progressing to the final stage of assessment. The detailed evaluation results, including the recommended contract award, are commercially sensitive and are therefore presented within the accompanying Part II report.</li> <li>• Approval is sought to consider this report and the related Part II report, in order to ensure that contractual arrangements can be finalised ahead of 1st April 2026. Cabinet is invited to note the contents of this Part I report and to take decisions on the award of the Framework as set out in Part II.</li> </ul>	

## **Recommendations**

1. That the use of the urgent decision procedure as set out in Section 15.14 of the Council's Constitution, be approved to hear this report and the accompanying Part II report relating to the award of the Heating Servicing and Maintenance Contract to the Council's housing stock.
2. That Cabinet note the contents of the report, with a view to taking decisions on the award of the contract as detailed within the Part II report later on this agenda.

## **Reasons for Recommendations**

1. To enable timely consideration and approval of the contract award, ensuring that the new Framework and associated contractual arrangements are in place by 1st April.
2. To update Cabinet on the current position regarding the procurement of the Housing Heating Installations Servicing and Maintenance Framework 2026-29.

### **1. Background**

- 1.1 The Council has a statutory responsibility to ensure that all heating installations within its housing stock are serviced, maintained and compliant with relevant legislation, including the Gas Safety (Installation and Use) Regulations 1998 and the Health and Safety at Work etc. Act 1974. These duties require the Council to secure arrangements for annual servicing, provision of valid landlord safety certificates, responsive maintenance, and access management across a diverse portfolio of heating systems, including gas, LPG, oil, solid fuel and renewable heating technologies.
- 1.2 To deliver these obligations effectively, the Council currently operates a Heating Installations Servicing and Maintenance Framework covering the period 2021–2026. This framework ensures a structured approach to statutory compliance, responsive repair arrangements, and planned servicing programmes across all relevant heating types. Performance, compliance data, and tenant feedback have been monitored throughout the lifetime of the current contract, and lessons learned have informed the development of the new framework specification. The existing contract expires in early April 2026, necessitating procurement of a replacement arrangement to ensure continuity of service and ongoing compliance.
- 1.3 The re-procurement of the Housing Heating Installations Servicing and Maintenance Framework 2026–2029 has been undertaken in accordance with the Council's Procurement Policy and Strategy. The Strategy reflects new legal requirements under the Procurement Act 2023 and the Public Procurement (Wales) Regulations, and emphasises socially responsible procurement, carbon reduction priorities, improved data use, and alignment with corporate objectives. The Council's policy framework requires transparent competition, fair evaluation

and the use of the Most Advantageous Tender methodology (quality, price and social value) when procuring services of this nature.

- 1.4** Consistent with these principles, the tender opportunity was openly advertised via Sell2Wales to ensure equal access for suppliers and to encourage participation from a broad range of organisations, including Small and Medium-sized Enterprises) SMEs. This approach accords with the Council’s procurement guidance and the national expectation that public sector contracts be advertised through recognised procurement portals. The tender documentation set requirements for statutory servicing, emergency responsiveness, customer communication, compliance with British Standards, and attendance arrangements as part of contract delivery.
- 1.5** The procurement exercise was supported by ARDAL, the regional procurement partnership involving Cardiff, Monmouthshire, Torfaen and the Vale of Glamorgan. ARDAL provides specialist category management and ensures consistency with regional procurement standards, with a focus on collaborative working, social value and responsible purchasing.
- 1.6** The Invitation to Tender attracted twenty-four expressions of interest, with seven bids received and evaluated through a two-stage process comprising a Procurement Specific Questionnaire followed by a Most Advantageous Tender assessment (price, quality and social value weightings). The detailed outcomes of the tender evaluation process are commercially sensitive and are therefore presented within the accompanying Part II report in accordance with procurement confidentiality requirements.
- 1.7** The re-procured Framework will support the Council in continuing to meet its statutory duties, improve the energy efficiency of its housing stock and contribute to the wider commitments of Vale 2030, including carbon reduction and delivering social value to local communities.

## **2. Key Issues for Consideration**

- 2.1** The Housing Development and Investment Team has developed a comprehensive package of requirements to be delivered through a single principal contractor under the Housing Heating Installations Servicing and Maintenance Framework 2026–2029.
- 2.2** Under the new Framework, the appointed contractor will be responsible for delivering the Council’s statutory servicing and maintenance obligations for domestic heating systems across its housing stock. This will include a full annual servicing programme, compliance-related maintenance activities, and a 24-hour, seven-days-a-week emergency breakdown service. Where heating systems require renewal, the contractor will also be required to provide replacement installations in accordance with the Council’s specifications and relevant legislation.

- 2.3 The procurement exercise has been undertaken by the Housing Development and Investment Team in partnership with ARDAL, with the tender advertised via Sell2Wales. The Invitation to Tender (ITT) was issued on 12th October 2025 and closed on 12th November 2025. A total of twenty-four organisations expressed interest, and seven submitted valid tenders.
- 2.4 All seven submissions met the initial documentation requirements and progressed to Stage 1, the Procurement Specific Questionnaire (PSQ). Four bidders successfully passed this stage and were evaluated at Stage 2. The Stage 2 assessment applied the Council’s “Most Advantageous Tender” methodology, comprising a weighted evaluation of 50% price, 40% quality and 10% social value.
- 2.5 The detailed evaluation results and the recommended contract award are commercially sensitive and are therefore presented within the accompanying Part II report.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1 **Looking to the long term** - The Housing Heating Installations Servicing and Maintenance Framework 2026–29 will support the Council in meeting the requirements of the Welsh Housing Quality Standard 2023 by ensuring heating systems remain safe, efficient and compliant. Replacement works undertaken through the Framework will also improve the energy efficiency of the housing stock, contributing to reduced carbon emissions and helping tenants manage energy costs over the longer term.
- 3.2 **Taking an integrated approach** – The development and procurement of the Framework have been shaped through engagement with internal service areas and tenant representatives to ensure the proposals align with wider housing, carbon-reduction and service-improvement objectives.
- 3.3 **Involving the population in decisions** – Members of the Tenants’ Quality Design Forum (QDF) have been kept informed throughout the development of the Framework and have helped shape key service elements. Their involvement ensures the contract reflects tenant needs and expectations.
- 3.4 **Working in a collaborative way** - The procurement exercise has been undertaken in partnership with ARDAL, the regional procurement collaboration, ensuring consistent standards, shared expertise and alignment with wider procurement priorities across the region.
- 3.5 **Understanding the root causes of issues and preventing them** - Appointing a competent contractor via a robust procurement process reduces the risk of poor workmanship, future defects and non-compliance. The Framework ensures that high-quality installations, regular servicing and responsive maintenance are delivered, helping to prevent problems before they escalate and improving long-term asset performance.

### **3.6 This proposal will meet:**

#### **Objective 1: Creating Great Places to Live, Work and Visit**

The Framework supports the provision of safe, reliable and energy-efficient heating systems, contributing to the availability of good-quality and affordable homes.

#### **Objective 2: Respecting and Celebrating the Environment**

By improving the energy performance of homes and supporting the transition to lower-carbon heating solutions, the Framework contributes to the Council's ambition to reduce emissions and achieve net zero.

## **4. Climate Change and Nature Implications**

- 4.1** The Framework is expected to have a positive impact on the Council's climate change objectives. Replacement of older or inefficient heating systems with more energy-efficient or renewable alternatives, such as air-source heat pumps, modern electric storage heating, infrared panels and Solar P, will help reduce carbon emissions from the Council's housing stock. These improvements support the Council's wider decarbonisation commitments and contribute to long-term reductions in energy consumption.
- 4.2** The proposals are not anticipated to have any significant impact, either positive or negative, on local biodiversity or nature conservation.

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** Full financial details will be addressed in the Part II Report included on the agenda.

### **Employment**

- 5.2** There are no other resource issues to report.

### **Legal (Including Equalities)**

- 5.3** In tendering this framework contract the Council has complied with relevant procurement legislation and our own contract procedure rules.
- 5.4** Transfer of Undertakings Protection of Employment Regulations (TUPE) will be complied with as part of the procurement process and at start of the new contract if there is a change of contractor.
- 5.5** The contract will ensure the Council complies with its legal obligations under Section 3(1) Health and Safety at Work Act etc. 1974 for solid fuel installations and the Gas Safety (Installation and Use) Regulations 1998 for gas, LPG and Oil installations.

**5.6** In terms of equalities, there will be some training opportunities offered as part of the Housing Heating Installations Servicing and Maintenance Framework 2026-29. However, there will be a social value impact from a cash donation.

## **6. Background Papers**

None.