

Contractor Management and Procurement Policy

M.03

Reviewed

September 2024

Date next due for review:

September 2027

Equality and diversity policy statement

This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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 implementing this policy will reflect that commitment.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237;
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1. Policy Aims

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

1.2 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.

1.3 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.

1.4 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.

2. Procurement

2.1 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.procurementjourney.scot>

<http://www.gov.scot/policies/public-sector-procurement/support-for-publicsector>

2.2 These websites are kept updated and facilitate 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.

2.3 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.

2.4 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

3. Contractor Management

3.1 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.

3.2 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.

3.3 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.

3.4 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

3.5 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.

3.6 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

4. Monitoring and Reporting

4.1 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

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

5. Complaints

5.1 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.

6. Review and Consultation

6.1 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.

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

6.3 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.