



WEBBER & QUENTIN TMO

ESTATE CLEANING & GROUNDS MAINTENANCE TENDER SPECIFICATION DOCUMENT

SEPTEMBER 2022

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- **Tender submission deadline – 26th September 2022**
- Call Siraj on 020 7620-3001 for any queries.
- Submit tender to TMO Manager (Mr Sirajul Islam) siraj@wqtmoo.org
- Interview date – 5th October 2022 (2pm to 6pm)
- **Contact start date 1st November 2022**

1. **VISION, MISSION & VALUES**

- 1.1 Our **Vision** - Happy households, living in healthy homes, as part of a cooperative community.
- 1.2 Our **Mission** - To provide services for W&Q residents that are informed, planned, managed, and monitored at a local level and which will improve the quality of life for residents on the estate.
- 1.3 Our **Values** - Making a difference; Value for money; doing more with less; Openness and accountability; Inclusive; taking pride in diversity

2. **INTRODUCTION**

- 2.1 Webber and Quentin (W&Q) is a Tenant Management Organisation (TMO) set up by residents and came into fruition in April 2018. It is registered as a Community Benefit Society under the Cooperative and Community Benefit Societies Act 2014 and is regulated by the Financial Conduct Authority.
- 2.2 The Webber Row estate comprises five blocks, each of which is five storeys high. These were built in 1905 and are grade II listed. They have three shared courtyards and a community garden.
- 2.3 The Quentin estate was built in 1948, is of brick construction and has three blocks with flat roofs and outdoor walkways. With small community gardens at the rear running the length of the street and a smart new parking area situated next to one of the Quentin blocks, which has been developed and upgraded for the residents by Southwark council.
- 2.4 The Estate Cleaning and Gardening Specification Document sets out W&Q TMO's requirements of the cleaning and gardening Contractor in respect of common parts and common services to tenants and leaseholders.
- 2.5 TMO has prepared the specification to be a practical document, detailing what we expect from the Contractor.
- 2.6 W&Q TMO is issuing this specification to ensure a high quality, sustainable relationship with a service provider that can help support its aim and objectives as detailed in this document. Suppliers who are not only able to meet the current core requirement but who can offer innovative, well-managed, value added solutions across the requirements will be favourably considered.

3. **AIMS AND OBJECTIVES** - W&Q TMO aims to achieve:

- 3.1 A high level of cleanliness in common areas
- 3.2 Safe common areas and entrances to blocks
- 3.3 A local, prompt and effective response to cleaning emergencies and urgent tasks
- 3.4 Flexible and responsive cleaning services to common parts.
- 3.5 A pleasant, scenic, neat and tidy garden and grass areas our residents take pride in.

- 3.6 Have regards for the environment and when undertaking cleaning and gardening works.

4 ROLE OF THE TMO

- 4.1 The TMO (the Client) is responsible for ensuring that the cleaning standards relating to the common parts are maintained at all times.
- 4.2 The TMO will agree the budget available for the cleaning contract and make payments on the satisfactory completion of work
- 4.3 The TMO will authorise and supervise any variations under the Contract.
- 4.4 Where emergencies arise, such as fire and flooding, the TMO will supervise the cleaning works needed to bring the situation under control and to restore the standards set out in this specification.
- 4.5 The TMO will provide storage for tools and materials used for the cleaning of the estate.
- 4.6 The TMO will make good or remedy any defect or danger which becomes apparent and take all additional precautions that may be required to ensure a safe working environment for the Contractor.
- 4.7 The TMO will organise at least 1 joint inspection with the Contractor every month to ensure the Contractor is undertaking cleaning according to this Specification (including the frequency that tasks are undertaken). (See Point 10 & Appendix A).
- 4.8 The TMO reserves the right to withhold payment if the standards of service by the Contractor is not satisfactory. This will be assessed at monthly inspection visits and based on a number of tasks greater than three being judged 'Poor' on any monthly inspection with no rectification of the standard of service being undertaken within the week following the inspection visit.
- 4.9 TMO's normal payment terms for approved invoices are 30 days.
- 4.10 Additional performance information will be gathered from TMO's Tenants and Residents which will be taken into consideration as part of TMO assessment of contract performance.
- 4.11 The TMO reserves the right to cancel any Contract if the Contractor is judged as performing poorly at each monthly inspection over a three-month period or, if having rectified the standard of service, if the standard falls (to poor) within the following three-month period.
- 4.12 This Specification covers the services to be provided by the Contractor and is subject to a minimum notice of one month if reduction or variations of service is required by either party. Any significant reductions or changes of the service require consultation involving both parties. Budget and service provision will be reviewed on an annual basis.

5 ROLE OF THE CONTRACTOR

- 5.1 The Contractor will work on behalf of the TMO to ensure cleaning standards are maintained.
- 5.2 The working hours will be 08:00 to 16:00 Monday, Tuesday, Wednesday, Thursday and Friday.
- 5.3 The Contractor will invoice on a monthly basis by post or email. All invoices must show the correct sort code and account number for payments. The budget will not be overspent by the Contractor without the prior signed approval of the TMO.
- 5.4 The Contractor will make best efforts to support the TMO to respond in a timely way to emergencies and to undertake the agreed cleaning works.
- 5.5 The Contractor will provide all tools and materials required for cleaning and ground maintenance of the estate.
- 5.6 The Contractor will not undertake any work involving mechanical equipment on W&Q TMO before 9am and after 5pm and all efforts will be used to avoid inconveniencing local residents.
- 5.7 The Contractor will ensure the keys to the W&Q Cleaning Storage area are kept in a safe place and ensure the security of the Cleaning Storage area and communal areas are maintained at all times.
- 5.8 The Contractor will ensure that the Storage area is used only for storage of materials and tools required for the purposes of cleaning the W&Q estate, and for no other purpose.
- 5.9 The Contractor will inform the TMO of any issues that may affect the safety of the Contractor when undertaking their work.
- 5.10 The Contractor will ensure that cleaning tasks are undertaken to a high standard at all times.
- 5.11 The Contractor will ensure that there are sufficient capable and experienced operatives able to carry out the works listed in the Specification below.
- 5.12 The Contractor will wear identification badges and high visibility clothing when working on W&Q TMO estate.
- 5.13 The Contractor will be courteous, helpful and be bound by Southwark Council Code of Conduct.
- 5.14 The Contractor will participate in at least one joint estate inspection with the Client every month and attend at least one residents meeting per year.
- 5.15 Contractor will aim to achieve 80% + Grade A & B and all times (see appendix A).
- 5.16 The contractor will record/log daily tasks and provide weekly reports to TMO.

- 5.17 The Contractor will identify the dates on which monthly, quarterly and ad hoc tasks are undertaken to support the TMO to manage contract performance.
- 5.18 The Contractor will carry out any other inspections or assessment necessary to ensure a high standard of cleaning at all times.
- 5.19 The current contractor has 1x full-time employee who has TUPE rights. The new employer will have to take over the current employment contract, including all the previous terms and conditions of employment, holiday entitlement, period of continuous employment, pension rights and for more information visit <https://www.gov.uk/transfers-takeovers/transfers-of-employment-contracts>
- 5.20 The copy of current employment contract will be made available on request.

6 HEALTH, SAFETY & SECURITY

- 6.1 The Contractor will provide the TMO with a copy of its current Insurance documentation and COSHH certification for all staff authorised to be on site, prior to the start of the contract and on renewal if it falls within the term of the agreement. These documents must be reviewed annually by the Contractor and submitted to the TMO for auditing purpose.
- 6.2 The Contractor will ensure the safe storage of tools and materials used for the cleaning of the estate. These materials must comply with national and sector guidance on health and safety.
- 6.3 The Contractor will use safe methods of work and use safe chemicals at all times. The safe storage of chemicals shall be within the COSHH regulations and labelled accordingly.
- 6.4 The Contractor will ensure that safety signs are displayed as necessary.
- 6.5 The Contractor will ensure that appropriate protective clothing is worn at all times.
- 6.6 The Contractor will notify the TMO Office in advance when weed-killing and other chemicals are to be used.
- 6.7 The contractor will list the chemicals to be used and provide health & safety and competence certificates for the work done.
- 6.8 The Contractor will remove health hazards such as syringes, urine, vomit and faeces from all estate areas.
- 6.9 The Contractor will replace any faulty light bulbs or report any mechanical issues to the TMO Office.
- 6.10 The Contractor will report any necessary repairs or obstacles that could represent a fire risk or be hazardous to the health and safety of residents to the TMO Office.
- 6.11 The Contractor will ensure that and that the stores are checked and cleaned at the end of each working day ensuring that all electrical appliances have been switched off and the door properly locked.

- 6.12 The Contractor will comply with the prohibition on smoking in any of the internal parts of the building, including the storage areas and any other designated no-smoking areas in the estates.

7. DURATION OF CONTRACT

- 7.1 The contact duration will be for an initial 24 months and may be extended for up to a further 24 months (2 years + 1 year + 1 year).

8 DEFINITIONS

- 8.1 For the purpose of the Contract/ this Specification the words/terms given below shall have the following meanings:
- 8.2 *Estate* – Includes the dwellings or group of dwellings, all associated out buildings and roads that are owned by LB Southwark and managed by W&Q TMO.
- 8.3 *Stairway* – is one or more flights of stairs leading one floor to another, and includes landings, newel posts, handrails, balustrades and additional parts
- 8.3.1 *Balconies* – Includes walkways that allow private access and that are exposed to the elements on at least one side. This includes handrails and includes landings, newel posts, handrails, balustrades and additional parts.
- 8.4 *Entrances* – Includes those enclosed areas that give communal access to staircases.
- 8.5 *Paladin rooms* – includes internal rooms or cupboards in blocks where refuse is put into chutes and collected within containers, hoppers and paladins.
- 8.6 *Glass and Glazing* – include all glass or artificial glass/glazing that is contained within the parameters of the estate and should include all frames, surrounds, window sills. e.g. door panels, screens, fanlights, louvres, and all other internal surfaces of glazing that has an external face.
- 8.7 *Pathways & Paved Areas* – include all hard-surfaced footpaths including those adjacent to roads and paved areas for pedestrian use only.
- 8.8 *Floors* – include concrete, granite, asphalt, stone, brick, ceramic or quarry tiles, vinyl or linoleum sheet.
- 8.9 *Play Areas* – Include those areas set aside for recreational activities. These areas may or may not contain play or activity equipment.
- 8.10 *Gardens* – external areas within the W&Q TMO's boundary
- 8.11 *Rubbish and Refuse*– includes all weeds, litter, all excrement, hypodermic syringes, graffiti, accident debris and other dumped materials including bags of rubbish, shopping trolleys, furniture, etc.
- 8.12 *Seating areas* – including all benches, chairs and tables within the W&Q TMO boundary (6 benches in the courtyards, 4 chairs and 2 benches in the main garden).

9. **CONTENT OF TENDER SUBMISSION** - Tenderers are asked to provide the following within their submission:
 - 9.1 Your understanding of our requirements.
 - 9.2 Your proposed offer, including a breakdown of your monthly charges. Please show all elements of your charges. VAT should be shown separately.
 - 9.3 Any additional services that would benefit TMO services.
 - 9.4 Previous experience with organisations similar to W&Q TMO and 2 references.
 - 9.5 Personnel – please provide details of the key personnel, including a named Account Manager who will co-ordinate your services.
 - 9.6 Copies of your audited accounts for the last two years, if available (Full accounts should be provided, not abbreviated accounts);
 - 9.7 Evidence of current insurance policies and value of indemnity (as a minimum this should include public and professional indemnity and employer’s liability) and H&S policy.
 - 9.8 Tender submission deadline 26th September 2022.
 - 9.10 Contract start date 1st November 2022.

10. TO BE CARRIED OUT BY THE CONTRACTOR AND FREQUENCY THEY SHOULD BE UNDERTAKEN

	Task	Daily Tasks	2x per week	1 x per week	1 x per month	1 x per quarter	As required
1.	Litter pick grass areas, shrubs, flower beds, pathways and all paved areas.	X					
2.	Check all stairways, chutes and balconies for litter, graffiti and H&S issues. Ensure that free access to the paladin, refuse and communal bins is maintained	X					
3.	Remove health hazards such as syringes, urine, vomit and faeces from internal areas.	X					Within the same working day if reported before 3.00 pm and, if after, then the next contract working day
4.	Clear all refuse bags and refuse to the paladins and move bulk rubbish to the collection point. Maintain refuse and recycling bins and keep area tidy and litter free.	X					
5.	Green waste bins to be taken outside weekly and put back in the garden after emptying.			X			
6.	Garden litter bins to be emptied and bag replaced			X			
7.	Sweep, mop, scrub stairways, lobby/ entrance halls and ensure all rubbish and cob webs are removed.			X			
8.	Dust and wipe all stairways, lobby/ entrance halls and remove cobwebs from walls, ceiling, light fittings and railings.			X			

	Task	Daily Tasks	2x per week	1 x per week	1 x per month	1 x per quarter	As required
9.	Wipe down, door handles, and entry phone fitments to ensure that they are free of grease and grime and to disinfect				X		Spot clean dirt and grease.
10.	Clean, sweep, mop and remove cob webs from all balconies and communal walkways in all blocks				X		Spot clean as and when required
11.	Clean all communal doors, grilles, frames, security gates, bin rooms, electrical intakes, window sills, bin roof tops (e.g. bin rooms & the flat roof at 1st floor level 1-8 Quentin House and Webber Row court yards)				X		Spot clean as and when required.
12.	Wash internal staircase walls						Once every 6 months and as required on spots/ stains.
13.	TMO Office - sweep and mop or Hoover, including cleaning the WC/ wash room, changing bins etc.			X			
14.	Clean the entrance to the TMO Office including railings			X			
15.	Remove all graffiti immediately, or order works if immediate removal is not possible and report all instances to the TMO office						All offensive graffiti must be removed immediately, or within one contracted day of the matter coming to your attention.
16.	Clean and disinfect hopper heads and surrounds			X			
17.	Inspect refuse hopper heads to ensure that they are kept clear of obstruction and open and close properly.	X					

	Task	Daily Tasks	2x per week	1 x per week	1 x per month	1 x per quarter	As required
18.	Identify the requirement for repairs, to replace communal light bulbs or remove obstacles which may be a H&S issues or fire hazard and pass the information to the TMO Office.	X					Immediately or within one Contracted day of the matter coming to your attention
19.	Unblock chutes						Immediately when identified.
20.	Clean/ wash paladin/ chute room and disinfect with an appropriate cleaning fluid.			X			
21.	Report to the TMO when refuse collection / recycling standards are not maintained.	X					Within 24 hours of the matter coming to your attention.
22.	Report all instances of tipped rubbish to the TMO Office	X					Within 24 hours of the matter coming to your attention.
23.	Sweep paved areas (communal grounds/ courtyards) outside the buildings within the estate to remove all rubbish, leaves and to prevent weed and moss growth			X			
24.	Lay grit/salt to pathways and paved areas to assist with the melting of ice and snow						Before and during snow and ice.
25.	Inspect play areas and seating areas in common parts and ensure that they are safe and free from rubbish, debris and obstacles			X			
26.	Clean out and jet wash play areas, seating areas, paladin and recycling bins.					X	

	Task	Daily Tasks	2x per week	1 x per week	1 x per month	1 x per quarter	As required
27.	Undertake weed-removal in hard surfaces, pathways, building boundaries, car park, including the boundaries of the Estate within the public highway.				X		
28.	Inspect gardens, planters and hedges (from garden and from pavement) and ensure they are free from litter, rubbish, debris and obstacles.			X			
29.	Fallen leaves and twigs to be collected from all Estate grounds throughout the year						Monthly during leaf and twig falling season
30.	Grass cutting						Attendance 18 visits (2 per month from March to October and 1x visit in Feb & 1 x visit in Nov).

SEPTEMBER 2022 APPENDIX A: MONTHLY JOINT ESTATE INSPECTION REPORT

Webber & Quentin TMO - Estate Inspection Form - 1

Month.....

Each of the categories should be graded from: **A (Excellent), B (Good), C (Fair), D (Poor)**

Estate:	Date:	Time:	TMO Manager:	Res Rep:	Contractor:
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Blocks	#2, #3, #7	#12	#4, #17	#10	#5, #6, #20	4#	#1	#25	#23, #27	#28	#29, #30	Total Areas Overall	Cleaning (Total As, Bs, Cs Or Ds)
Mawdley Hse													
Mawdley Crt								N/A					
Dauncey Hse													
Dauncey Crt													
Algar Hse													
Communa l Grd								N/A					
Delarch Hse													
Delarch Crt													
Overy Hse													
Overy Grd								N/A					
Total													

Webber & Quentin TMO - Estate Inspection Form - 2

Month.....

Each of the categories should be graded from: **A (Excellent), B (Good), C (Fair), D (Poor) 2nd Sheet:** Repairs and Visual Fire Inspection Form - please complete form and note action (if any) taken.

Estate:	Date:	Time:	TMO Manager:	Res Rep:	Contractor:
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Blocks	#2, #3, #7	#12	#17	# 13, #14	#10	#20	#4	Litter pick flat roof 1-8	#1	#23, #27	#28	#29, #30	Total Areas Overall	Cleaning (Total As, Bs, Cs or Ds)
Quentin Hse 1-8				N/A		N/A	N/A		N/A	N/A		N/A		
Quentin Carpark/ TMO Office	N/A	N/A	N/A		N/A	N/A		N/A						
Quentin Hse 9-36				N/A				N/A						
Quentin Hse Main Garden				N/A			N/A	N/A						
Quentin Hse 37-53				N/A				N/A						
TOTAL														

Signed By: TMO Manager.....Resident Rep.....Contractor Rep.....

Grade A - An exceptionally high standard that is unlikely to be maintained at all times but is the aim during the cleaning and servicing operations.

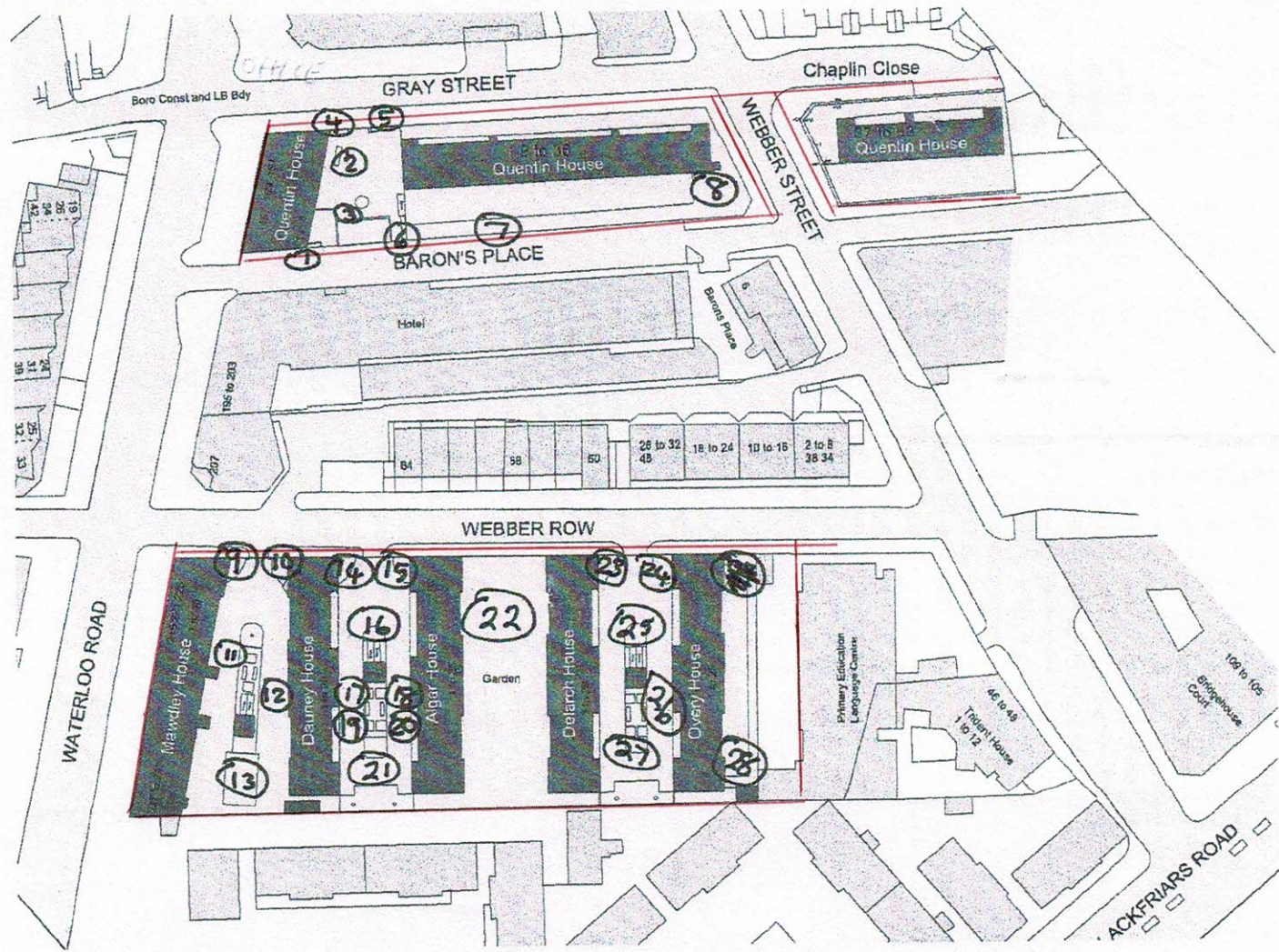
Grade B - The scheme/ site is not totally free of litter and dirt but the extent of it is unlikely to be noticed by many and will not cause an adverse perception of the cleanliness of the scheme being surveyed.

Grade C - The issue (litter, dirt etc) is widespread in the area being monitored and many would notice its presence. Some residents may feel the need to complain.

Grade D - Particularly poor standard for this issue, with a heavy presence throughout the area. Majority of people would notice the issue in question and its presence is likely to cause an adverse perception for many.

Garden Grant SPACES 28 Spaces. 2017/18 (TRSIG)

Two Boundary Lines in RED



FOR INFORMATION	
A3 Associates Ltd 16 Darcy Lane London SW16 3DP Tel: 020 7781 6663	
Webber Feasibility	
Estate Map	
DRAWING 1:400@A1	DATE May 2016
1091 SK - 01	