Sub-Contractor Pre-Qualification Questionnaire

|  |
| --- |
| **INTRODUCTION** |
| With a turnover more than £100m employing over 1000 staff, HMS has become an established and respected building and maintenance company operating across the Northwest of England since its inception in 2011.  HMS 5year strategic plan developed in 2021 ‘Transforming Places and Improving Lives’ describes the business purpose “Providing efficient, cost-effective, and competitive construction, maintenance, and repairs services on behalf of our clients. We work every day to exceed customer expectations whilst achieving sustainable commercial returns to fund meaningful social initiatives.”  Over the last 10 years HMS has gift aided over £30m to social projects within the communities in which it operates.  HMS manages its operational activity in 4 distinct areas.  •           **Reactive** **Maintenance activity** – Including contracts with the Torus group, Cobalt Housing, Steve Biko and Wirral Methodist Housing for responsive repairs, vacant property maintenance, gas servicing a repair, contract cleaning, grounds maintenance and electrical testing.  •           **Planned and Investment activity** – these are contracts to provide services in support of ongoing planned improvements, these include kitchen and bathroom replacements, aids and adaptations, central heating replacements, external works; roofing and planned cyclical repair programmes.  •           **Development activity** – this work stream is a growing area for HMS, conducting construction and regeneration works to build new homes across the Northwest region. In 2022/23 HMS are on site with over 300 units with expected future growth as HMS supports the Torus Group in its strategic housing development programme. HMS pipeline forecast that this will represent a turnover of circa £30m per annum over the next 5 years.  •           **General construction and Refurbishment activity** – this area of the business conducts contracting activity for local authority, blue light, and private companies across the region. Turnover has grown to > £10m in 2022/23.  HMS is a part of the Torus Group. (Torus62 Limited). |

|  |
| --- |
| Purpose of the Application |
| To assess the suitability of the organisation’s health & safety, technical, commercial, and financial capabilities and determine whether the required minimum qualification criteria is met. Housing Maintenance Solutions aims to ensure that invoices are processed effectively. To facilitate this, please ensure that valid and correct invoices, identifying the appropriate Purchase Order Number, company registration, company VAT number, delivery address and delivery date, and relevant CIS information are submitted. Invalid or incorrect invoices will be returned for correction and resubmission.  It is imperative that suppliers must not act upon any request for supplies, services or works, from Housing Maintenance Solutions without a properly authorised Purchase Order. Any supplier who acts on requests that have not been properly authorised will not be paid for those goods, works and/or service.  Housing Maintenance Solutions will ensure that your invoice is paid on the due date, and that any queries are dealt with in a timely and efficient manner. We are committed to ensuring that all our dealings with suppliers, from selection and consultation to recognition and payment, are conducted in accordance with the principles of fair and ethical trading. |

|  |
| --- |
| Paperwork Checklist |
| We have provided this checklist as part of the Pre-Qualification Questionnaire to ensure all the mandatory paperwork is included and sent to HMS along with this document. Please use the Check boxes as a tool to ensure the following documents are attached upon completion.   |  |  | | --- | --- | | Mandatory Information | Yes / No / N. A | | Public Liability Insurance |  | | Employee Liability Insurance |  | | SSIP Certification or Equivalent (CHAS, SSIP, OHSAS 18001, Safe Contractor) |  | | Proof of Bank Details (scan of cheque or bank statement) |  | | Health & Safety Policy |  | | Health & Safety Questionnaire |  | | Limited Company / PSC / supplying workers through an Intermediary? (CEST Assessment needs to be completed and attached if Yes – See Off Payroll Worker Policy for more information) |  | |  | | | Company Certification Applicable to works undertaken | | | NICEIC |  | | GAS Safe |  | | Waste Carriers Licence |  | | FENSA |  | | Quality Management System Accreditation |  | | Other (please give details) |  | |

**Part 1 – Supplier Information**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section 1 - Notes for Completion | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ***Why are we asking you this?***  This section consists of a series of company and basic compliance questions. Responses should be submitted in the relevant response box.  No alterations to the question box should be made.  The information supplied will be checked for completeness and compliance prior to approval as part of the evaluation process.  Failure to furnish the required information, make a satisfactory response to any question or supply further documentation referred to in responses / when required, will result in an application being rejected. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Section 1.1 – Company Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Company Name: | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trading Status:  Public Limited Company  Limited Company  Sole Trader  Partnership  Third Sector  Other (please specify) | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Company Registration: | | | Click or tap here | | | | Vat Registration: | | | | | Click or tap | | | | | | | | | | | | | | | | | | | |
| Ordering Address: | | | Click or tap here to enter text. | | | | Remittance Address: | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | |
| Contact Name: | | | Click or tap here to enter text. | | | | Telephone Number: | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | |
| CIS Registration No: | | | Click or tap here to enter text. | | | | CIS % Classification: | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | |
| Ordering Email Address: | | | Click or tap here to enter text. | | | | Remittance Email Address: | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | |
| Please tick if you are unable to receive email orders: | | | | |  | | Nature of Business: | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | |
| Section 1.2 – Bank Details | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name of Bank: | | Click or tap here to enter text. | | | | | | Bank Sort Code: | |  | | | |  | | **-** | | |  | |  | | | **-** | | |  | | |  | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Address of Bank: | | Click or tap here to enter text. | | | | | | Account Number: | |  | | | |  | |  | | |  | |  | | |  | | |  | | |  | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Building Society No: | |  | | |  | |  | |  |  | |  | |  |  | |  | | |  |  | |  | | |
| Signature: | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name of Employees HMS can accept changes from: | | | | | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | | | |
| Section 1.3 – Payee Details | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| If your company/Individual is registered under the CIS (Construction Industry Scheme) please tick the box and provide the following information: | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | |
| Name of Authorised User: | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Acting for: | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UTR  Number: | Click or tap here to enter text. | | | | | National Insurance No: | | | | | Click or tap here to enter text. | | | | | | | | | | | | | | | | | | | | | | |
| Section 1.4 – Project Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | Maximum Project Value capable of being undertaken | £Click or tap here to enter text. | | Minimum Value of Projects capable of being undertaken | £Click or tap here to enter text. |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Please tick the type of Work applicable to undertake | | | | | | | Responsive Maintenance |  | Internal Refurbishment |  | Grounds Maintenance |  | | Voids/Empty Properties |  | External Refurbishment |  | Cleaning |  | | New Build Housing |  | Mechanical & Electrical |  | Cyclical Repairs |  | | Other Type of Works – Please State | |  | | | |  |  | | --- | | Please provide details of any design capability and qualifications for your designer/design team | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

|  |
| --- |
| Section 1.4 – Project Information (continued) |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Please indicate with a ‘Y’ the type of work applicable to undertake | | | | | | | Any discipline marked with \* will require either Accreditation / Certification / Licence, and proof of possession will need to be provided with the application submission. | | | | | | | **Workstream** | **Y** | **Workstream** | **Y** | **Workstream** | **Y** | | Aerial’s |  | Groundworks   * General * Landscaping * Remedial |  | Scaffolding   * Tower\* * Build\* * Designed\* |  | | Air Conditioning\* |  |  |  | | Asbestos\*   * Removal * Test |  |  |  | |  |  |  | |  | Insulation\* |  | Screed |  | | Automatic Doors |  | IWI |  | Security |  | | Bathroom Fitting |  | Jet washing |  | Solar\* |  | | Brickwork   * Minor Work * Large Scale * New Build |  | Joinery |  | Steel Fabrication |  | |  | Kitchen Fitting |  | Structural Steel |  | |  | Landscaping   * Hard * Soft |  | Structural Works |  | |  |  | Surfacing   * Tarmac * Repairs |  | | CCTV |  |  |  | | Cleaning |  | Legionella |  |  | | Damp Proofing\* |  | Lifts |  | Suspended Steeling |  | | DDA Works |  | Metalwork   * Structural * Fabrication * Repairs |  | Tiling |  | | Decoration |  |  | Tree Works\* |  | | Demolition |  |  | Utilities |  | | Drainage   * Clearance\* * Repair * Installation |  |  | Ventilation\* |  | |  | Painting   * External * Internal |  | Void Clearing |  | |  |  | Windows & Doors\*   * External Doors * Internal Doors * Aluminium * Timber * PVCu * Installation * Unit Repairs * Replacement * Single Glazing * Double Glazing * Triple Glazing |  | |  |  |  | | Electrical\* |  | Pest Control\* |  |  | | EWI |  | Piling |  |  | | Fencing   * General * Specialist |  | Plumbing |  |  | |  | Rendering |  |  | |  | Road Marking |  |  | | Fire Alarms\* |  | Plastering |  |  | | Fire Proofing |  | Roofing   * Construction\* * Flat\* * Repairs * Replacement\* * Roofline * Pitched |  |  | | Flooring |  |  |  | | Gas   * Domestic\* * Commercial\* |  |  |  | |  |  |  | |  |  | Waste Clearance\* |  | | General Builder |  |  |  |  | |  |  |  |  |  |   Please provide details of any other services you offer if not listed above:  Have you had any prior or current involvement with a Registered Social Landlord in providing services? If so, kindly provide relevant details: |

**Part 2 – Exclusion Grounds**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Section 2 - Notes for Completion | | | | |
| ***Why are we asking you this?***  This standard application form is a self-declaration, made by you (the potential subcontractor / supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).  The selection questions below provide a formal indication whether an organisation completing an application form has breached any of the exclusion grounds.  If you seriously misrepresent any factual information in filling in the application form, and so induce HMS to enter a contract, there may be significant consequences. You may be excluded from bidding for other contracts for a set period of time. If a contract has been entered into you may be sued for damages and the contract may be rescinded | | | | |
| Section 2.1 – Grounds for Mandatory & Discretionary Exclusion | | | | |
| Regulation 57 (8) of the Public Contracts Regulations 2015  The detailed grounds for discretionary exclusion of an organisation are set out on the webpage:  <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/956764/Annex_C_Exclusion_Grounds.pdf>  which should be referred to before completing these questions. Within the past three years, anywhere in the world, have any of the situations identified in questionsbelow applied to you or your organisation. | | | | |
| 2.1a | Participation in a criminal organisation | | Yes | No |
| 2.1b | Fraud / Corruption | | Yes | No |
| 2.1c | Breach of obligations in the field of environment, social and/or labour law | | Yes | No |
| 2.1d | Bankruptcy, insolvency | | Yes | No |
| 2.1e | Guilty of grave professional misconduct | | Yes | No |
| 2.1f | Distortion of competition | | Yes | No |
| 2.1g | Aware of any conflict of interest | | Yes | No |
| 2.1h | Been involved in the preparation of the procurement procedure | | Yes | No |
| 2.1i | Performance deficiencies on a previous contract leading to early termination, damages, or other sanctions | | Yes | No |
| 2.1j | The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure. | | Yes | No |
| 2.1k | The organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection, or award. | | Yes | No |
|  | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for  exclusion? (Self-Cleaning) | Click or tap here to enter text. | | |

**Part 3 – Economic & Financial Standing**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Section 3 - Notes for Completion | | | | | | |
| ***Why are we asking you this?***  While HMS does not set a minimum turnover requirement for subcontractors or suppliers, we actively encourage partnerships with Micro/SMEs. It's important to note that HMS will not issue contracts that exceed 50% of a subcontractor's turnover.  However, we do request a clear understanding of your current financial position. The finance department will require supporting evidence for approval. Failure to provide the necessary information for section 3.1a could lead to the rejection of your application. | | | | | | |
| Section 3.1 – Financial Information & Accounts | | | | | | |
| 3.1a | Are you able to provide a copy of your audited accounts for the last two years, if requested?  If no, can you provide **one** of the following: answer with Y/N in the relevant box. | | | Yes | | No |
|  | (i) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. | | | Yes | | No |
|  | (ii) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. | | | Yes | | No |
|  | (iii) Alternative means of demonstrating financial status if any of the above are not available (e.g., forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | | | Yes | | No |
| Section 3.2 – Insurances | | | | | | | |
| Confirm maximum figures on the Insurances you have. State if there are any ‘Aggregate’ based policies. | | | | | | | |
|  | | £ Value | Aggregate | | Limitations on Policy | | |
| Public Liability | |  |  | |  | | |
| Employee Liability | |  |  | |  | | |
| Professional Indemnity | |  |  | |  | | |
| Contractors ‘All’ Risk | |  |  | |  | | |
| Product Liability | |  |  | |  | | |

**Part 4 – Technical & Professional Ability**

|  |  |  |  |
| --- | --- | --- | --- |
| Section 4 - Notes for Completion | | | |
| ***Why are we asking you this?***  This section allows potential subcontractors / suppliers to provide HMS with the reassurance that they possess the relevant experience to provide relevant services in support of HMS delivery. It also provides the opportunity for you to supply reference details in support of your application. | | | |
| Section 4.1 – Relevant experience and contract examples | | | |
| Please provide details of up to three examples and references, which are relevant to our requirement. Examples should be from the past five years.  The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  If you cannot provide examples, see question 4.2. | | | |
|  | CONTRACT 1 | CONTRACT 2 | CONTRACT 3 |
| Name of customer organisation |  |  |  |
| Point of contact in the organisation |  |  |  |
| Position in the organisation |  |  |  |
| Contact Number |  |  |  |
| E-mail address |  |  |  |
| Description of contract |  |  |  |
| Contract Start date |  |  |  |
| Contract completion date |  |  |  |
| Estimated contract value |  |  |  |
|  | | | |
| Section 4.2 – Further Information | | | |
| If you cannot provide at least one example for questions 4.1, in no more than 500 words please provide an explanation for this e.g., your organisation is a new start-up, or you have provided services in the past but not under a contract. | | | |
|  | | | |

**Part 5 – Additional Information**

|  |
| --- |
| Section 5.1 - Notes for Completion |
| **Within the last twelve months, have you successfully completed a third-party assessment with a scheme which is a registered member of Safety Schemes in Procurement (SSIP)**   |  |  |  |  | | --- | --- | --- | --- | | YES |  | NO |  |   **Please ensure that you provide a copy of your current certificate as evidence.** |
| Section 5.1 – Health & Safety |
| The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety Regulations 1999, places responsibilities on HMS Ltd to ensure contractors and consultants whether engaged or not on construction/maintenance work perform their duties with due regard to occupational Health and Safety.  For your company to be placed on our approved contractors list we would request that you complete and return the attached Health and Safety Questionnaire. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Section 5.2 - Notes for Completion | | | | |
| ***Why are we asking you this?***  An understanding of Risk is important to us at HMS, particularly if it identifies areas, we can help you with. | | | | |
| Section 5.2– Risk Management | | | | |
| What is your approach to mitigating risk in all aspects of your delivery together with your management of internal risk.  Your response may consider such factors as:   * How you manage the financial risk of any project * How you manage risk posed by your supply chain and their delivery * How you manage risk relating to supply of materials * How you manage risk relating to the programme of works | Click or tap here to enter text. | | | |
| Section 5.3 - Notes for Completion | | | | |
| ***Why are we asking you this?***  HMS need to understand whether potential subcontractors / suppliers intend to subsequently subcontract works contracted to them by HMS. If you do intend to subcontract certain works, this section provides you with the opportunity to reassure HMS that you have the necessary mechanisms in place to monitor the compliance and quality of those subcontractors. | | | | |
| Section 5.3 – Sub-Letting of Works / Use of Subcontractors | | | | |
| Please indicate if your company co-supplies or subcontracts any works or is intending to for works or services of HMS. | | | Yes | No |
| If you answered ‘Yes’ to the above, please specify how you access the health & Safety record and competence of companies or sole traders with whom you place contracts. Please provide details of your vetting process and ongoing monitoring for subletting and subcontracting works. | | Click or tap here to enter text. | | |
| Section 5.4 - Notes for Completion | | | | |
| The questions in this section need not be completed if your organisation holds a certificate of compliance with BS EN ISO 14001 (or equivalent) issued by a Conformity Assessment Body accredited to provide conformity assessment services to that standard[[1]](#footnote-1), e.g. accredited by UKAS, or you have a valid EMAS certificate, and can provide information to evidence this.   |  |  |  |  | | --- | --- | --- | --- | | YES |  | NO |  |   **Please ensure that you provide a copy of your current certificate as evidence.** | | | | |
| Section 5.4 – Environment & Sustainability | | | | |
| Do you have a documented policy and organisation for the management of construction-related environmental issues? | | | Yes | No |
| Do you have documented arrangements for ensuring that your environmental management procedures are effective in reducing/preventing significant impacts on the environment? | | | Yes | No |
| Do you regularly transport waste as part of your business?  If ‘Yes,’ please provide copy of your ‘Carrier of Waste’ Certificate. | | | Yes | No |
| Please provide details of your approach to sustainability and how you manage the social and environmental impacts of your projects/works undertaken? | | | Click or tap here to enter text. | |
| Has your company over the past 5 years been or in the process of having any civil action brought against it for any environmental issues? | | | Click or tap here to enter text. | |
| Has your company over the past 5 years been or is in the process of being investigated/prosecuted for any Environmental offence? | | | Click or tap here to enter text. | |
| Please provide any details of Environmental Associations in which you are a member of | | | Click or tap here to enter text. | |
| Please outline your environmental management policy, including how the company is striving to achieve positive environmental change and continuous improvement, how it meets environmental legislation, and provide information on any internal targets set to reduce Carbon emissions and manage waste & recycling effectively. | | | Click or tap here to enter text. | |
| Section 5.5 - Notes for Completion | | | | |
| ***Why are we asking you this?***  As an employer, we need to know whether you meet the requirements of the positive equality duties in relation to the Equalities Act 2010, which applies to both public and private procurement. | | | | |
| Section 5.5 – Equal Opportunity & Diversity | | | | |
| Is it your policy as an employer to comply with anti-discrimination legislation, and to treat all people fairly and equally so that no one group of people is treated less favourably than others. | | | Yes | No |
| In the last three years has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal or equivalent body? | | |  |  |
| In the last three years, has your organisation been subject to a compliance action by the Equality and Human Rights Commission or an equivalent body on grounds of alleged unlawful discrimination? | | |  |  |
| In the last three years, has your organisation been found in breach of section 15 of the Immigration, Asylum and Nationality Act 2006? | | |  |  |
| In the last three years, has your organisation been found in breach of section 21 of the Immigration, Asylum and Nationality Act 2006? | | |  |  |
| If the answer to any of questions above is “yes,” what steps did your organisation take as a result of that finding or investigation? | | | Click or tap here to enter text. | |
| Does your organisation operate appropriate arrangements to ensure that equality and diversity is embedded within your organisation? | | |  |  |
| Section 5.6 - Notes for Completion | | | | |
| ***Why are we asking you this?***  Organisations are required to demonstrate that they have the relevant knowledge, ability, understanding, experience, skills, and resource / quality measures needed to meet the HMS requirements and may be asked to provide evidence to support the responses.  Subcontractors and suppliers are expected to maintain an awareness of the latest laws and regulations i.e., Data Protection Act 2018, applicable to the storing and protecting data (i.e. GDPR) and you will be expected to ensure that your organisation is up to date in this area for the full term of any contract that may be awarded. | | | | |
| Section 5.6 – Information Governance | | | | |
| Is your organisation able to demonstrate that they have the relevant knowledge, ability, understanding, experience, skills, and resource / quality measures needed to meet HMS requirements. | | | Yes | No |
| You may be asked to provide evidence to support the response. You are expected to maintain an awareness of the latest laws and regulations i.e., Data Protection Act 2018, applicable to the storing and protecting data (i.e. GDPR) and you will be expected to ensure that your organisation is up to date in this area for the full term of any contract that may be awarded. | | | | |

**Part 6 – Quality Questions**

|  |  |  |
| --- | --- | --- |
| Section 6.1 - Notes for Completion | | |
| ***Why are we asking you this?***  HMS are seeking subcontractors and supplier partners who understand the benefit of social value and how it can transform our communities. | | |
| Section 6.1 – Social Value & Community Benefit | | |
| HMS is seeking supply partners who understand the benefit of social value and how it can transform our communities.  HMS wants to hear about how your organisation impacts communities.  In providing a response, we would like you to consider such factors as:   * How does your organisation view social value? * What type of social value activities does your organisation undertake? Please provide an example explaining the impact this activity had on the community. * How will you support HMS and its social value activities. | Click or tap here to enter text. | |
| Section 6.2 - Notes for Completion | | |
| ***Why are we asking you this?***  We want to understand what internal controls you use, particularly when identifying area of performance, any issues, and project delivery. | | |
| Section 6.2 – Quality Management | | |
| Does your organisation hold a certificate of compliance with BS EN ISO 9001 (or equivalent) issued by a Conformity Assessment Body accredited to provide conformity assessment services to that standard. e.g., accredited by UKAS, or you have a valid EMAS certificate, and can provide information to evidence this. | Yes | No |
| Do you have a policy and organisation for quality management? | Yes | No |
| Do you have arrangements for ensuring that your quality management, including the quality of construction output and overall performance, is effective in reducing/ preventing incidents of sub-standard delivery? | Yes | No |
| Please outline your measures for ensuring quality, details of your approach to contract and project management, service delivery and complaints | Click or tap here to enter text. | |
| Section 6.3 - Notes for Completion | | |
| ***Why are we asking you this?***  We want to know how you will support HMS in achieving customer satisfaction across the range of services you provide, and to minimise complaints to achieve 100% satisfaction experience. | | |
| Section 6.3 – Customer Service | | |
| For the purposes of this section, the Customer should be assumed to be the householder for whom the works are to be conducted.  How does your Organisation ensure that customer satisfaction is met?  Please provide details of how your organisation ensures that effective action is taken to prevent reoccurrence of problems in meeting customer requirements.  Your response may include:   * How you will ensure that vulnerable customers’ needs are considered in the delivery of the service * How you will ensure that the highest level of customer care is delivered by your employees and all contractors * Your proposed customer care and site conduct policy or procedure | Click or tap here to enter text. | |
| Section 6.4 - Notes for Completion | | |
| ***Why are we asking you this?***  HMS operates within remarkably diverse customer environments, some with distinct and unique challenges. We need to understand what Safeguarding means to you, and how you respond to applicable situations. | | |
| Section 6.4 - Safeguarding | | |
| For the purposes of this section, the Customer should be assumed to be the householder for whom the works are to be conducted.  Please outline what ‘safeguarding’ means to you and the safeguarding procedures you have in place; this should include procedures for identity checks and DBS checks.  Your response may include:   * How you will ensure that all employees and contractors are familiar with the principles of safeguarding and recognise issues of concern * How you will deal with any safeguarding concerns * Your proposed systems that you will put in place to ensure that customers, employees, and contractors can raise concerns about the conduct of anyone involved in the delivery of this contract. | Click or tap here to enter text. | |
| Please self-certify that your organisation and partnership members have a valid Child Protection/Safeguarding policy. | Yes | No |
| Section 6.5 - Notes for Completion | | |
| ***Why are we asking you this?***  HMS are keen to understand a potential subcontractors or suppliers providers policies for the training and supervision of staff. How skills are maintained, and any gaps within their specific roles are identified, addressed, monitored, and developed over a prolonged period of time. | | |
| Section 6.5 – Staff Training & Competence | | |
| Please describe how you will ensure that all employees and sub-contractors are competent to conduct works.  How you ensure all staff have the appropriate capability, skills, trades, and knowledge to deliver high quality services on time every time | Click or tap here to enter text. | |

|  |  |  |  |
| --- | --- | --- | --- |
| Section 7 – Agreement | | | |
| **For Organisations employing 4 persons or Less**  I confirm that Click or tap here to enter text. employs less than five directly employed persons and as such does not have a written H&S policy document.  I further confirm that any operations conducted by this organisation on any projects under the control of HMS will be conducted in such a way that it complies fully with the Statute Law and associated guidance, HSE guidelines and relevant codes of practice.  I undertake to notify HMS of any changes to the above company organisational structures, which will change the validity of this declaration. | | | |
| Name: | Click or tap here to enter text. | Signed: | Click or tap here to enter text. |
| Position: | Click or tap here to enter text. | Date: | Click or tap here to enter text. |
|  | | | |
| **Declaration for all organisations:**  I confirm that Click or tap here to enter text. will conduct its operations in a professional manner giving due regard to health and safety and environmental matters. All relevant statutory requirements will be complied with, and every effort will be made to co-operate with HMS with the aim of providing a safe and healthy working environment for everyone and in accordance with the requirements of Health and Safety & Environmental legislation. | | | |
| Name: | Click or tap here to enter text. | Signed: | Click or tap here to enter text. |
| Position: | Click or tap here to enter text. | Date: | Click or tap here to enter text. |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Section 8 – Declaration of Interest | | | | | | | |
| In line with business standards and Housing Maintenance Solutions Ltd (HMS) core values of fairness and equality, it is a requirement that no-one should gain undue benefit or advantage through working for HMS or its approved contractors, consultants, and suppliers. Neither Board members, staff, contractors, consultants nor suppliers are permitted to use their position to bring benefit or advantage to their relatives, associates or businesses in which they have an interest.    We ask current members of staff to update their declarations of interest and to tell the Company Secretary about any change in their circumstances.    We ask contractors, consultants, and suppliers to declare whether any member of their staff is related to or have relationship with any current member of HMS staff. Is any member of their staff directly associated in any way whatsoever with HMS or been employed by HMS within the past 12 months. | | | | | | | |
| 1. | Have you or any member of your staff been directly employed by HMS or Torus Group in the last twelve months (do not include employment via works orders or other approved works)? | | | | | Yes | No |
| 2. | Are you or any member of your staff related\* to any Board/Area Board member of HMS or Torus Group? | | | | | Yes | No |
| 3. | Are you or any member of your staff related\* to any employee of HMS or Torus Group? | | | | | Yes | No |
| 4. | Do you or any member of your staff have any managerial or fiscal interests in any other commercial business which is associated directly or indirectly with HMS or Torus Group? | | | | | Yes | No |
| 5. | Are you or any member of your staff:    Board/Committee Members of HMS or Torus Group? If yes, please give details.  Tenants or leaseholders of HMS or Torus Group? If yes, please give details.  A member or employee of any other housing association, voluntary agency, or public sector group? (Do not include your current employment). | | | | | Yes | No |
|  | If you answered YES to any of the above questions, please provide details on the reverse of this sheet. Failure to inform HMS or Torus Group of any change in these details will result in immediate suspension from our select lists. | | | Click or tap here to enter text. | | | |
|  | | | | | | | |
| **Form of Undertaking**  I confirm that the answers and details above are correct and true to the best of my knowledge. I further agree to write to the Commercial Team if my circumstances change and my declaration of interest needs amending. | | | | | | | |
| Name: | | Click or tap here to enter text. | Signed: | | Click or tap here to enter text. | | |
| Position: | | Click or tap here to enter text. | Date: | | Click or tap here to enter text. | | |
| \*‘Related,’ is classed as being someone who is related by blood or marriage or, who is so close to a member of staff employed by HMS or Torus Group that there is a real risk that a decision to grant them payment could be influenced by that relationship. It will normally include a person’s spouse, parent, grandparent, child, grandchild, (including a child or grandchild born outside of marriage), and brother and sister. A cohabiting relationship should be treated as marriage for the purpose of this declaration. | | | | | | | |

|  |
| --- |
| Completion of this Document |
| Once fully completed please send the document along with the required supporting evidence and documentation to the Business Compliance team for processing.  Email Address: subcontractors@hmsworks.co.uk |

1. [↑](#footnote-ref-1)