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**Specification**

**v2c25028 – legal services**

**Return Deadline:**

12:00 (noon) 27 August 2025

**Legal Services Assistance - Specification Document**

**1. Introduction**

Valleys to Coast Housing Association (V2C) is seeking to appoint an experienced and suitably qualified firm of solicitors to provide external legal services. The appointed provider(s) will be expected to offer a responsive, cost-effective, and high-quality service, with a clear focus on value for money through fixed-fee arrangements wherever practicable.

The services will be procured via a competitive tender process and may be awarded across multiple lots, as outlined in the tender documentation.

**2. Scope of Services**

The legal services required under this contract relate primarily to **civil litigation and housing management matters**. These services may include, but are not limited to:

* **County Court Proceedings**
* **High Court Proceedings**
* **Judicial Review Proceedings**
* **Magistrates’ Court Civil Actions**
* **Licensing Proceedings and Appeals**
* **Possession Proceedings**
* **Anti-Social Behaviour Injunctions and Orders**
* **Enforcement Proceedings**
* **Bankruptcy and Insolvency Proceedings**
* **Housing Disrepair Claims**
* **Gas and Electrical Safety Injunctions**
* **Planning Inquiries and Appeals**
* **Personal Injury Claims**
* **Housing Law**
* **Licensing Law**
* **Traveller-Related Actions**
* **Alternative Dispute Resolution (ADR)**

The above matters will be handled on behalf of Valleys to Coast in line with applicable housing, civil, and regulatory law.

**3. Delivery Expectations**

The appointed provider(s) will be expected to:

* **Undertake work on a fixed-fee basis wherever possible**, with clearly defined fee structures submitted as part of the tender.
* Provide **prompt and reliable legal advice** and representation in accordance with relevant court deadlines and internal requirements.
* Maintain **high standards of legal drafting, case management, and procedural compliance**.
* Demonstrate the **capacity and resilience to manage fluctuating volumes** of work, including periods of high demand.
* Allocate appropriately qualified and experienced solicitors to each matter.
* Ensure clear and proactive **communication with Valleys to Coast officers** throughout the lifecycle of each case.
* Deliver services in compliance with the **Solicitors Regulation Authority (SRA) Code of Conduct** and all relevant professional and legal standards.

**4. Key Performance Requirements**

The successful provider(s) will be assessed and held to account against the following performance expectations:

* **Responsiveness and timeliness** – ability to meet critical deadlines and court dates.
* **Consistency of service delivery** – maintaining quality despite peaks in demand.
* **Accuracy and legal rigour** – delivering reliable and well-founded legal advice.
* **Value for money** – offering competitive and transparent pricing, especially through fixed-fee models.
* **Client satisfaction** – providing accessible and collaborative support to V2C’s in-house teams.