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Contract Number: CCHA-(2026-2027)-005 Specification for Pest Control Services

1. Background

About the Organisation

Cardiff Community Housing Association (CCHA) is a non-profit housing provider established in 1996 following the merger of Adamsdown Housing Association and Moor Housing Association. With charitable status and oversight by the Welsh Government, CCHA manages approximately **3,000 homes across Cardiff**, offering secure and affordable housing options for individuals, families, and those with specific needs, including physical disabilities and learning difficulties. While most properties are for rent, CCHA also supports low-cost home ownership schemes.

CCHA's mission extends beyond housing provision; it aims to create thriving communities through initiatives that promote employment, skills development, financial advice, and wellbeing. The organisation operates under core values of **trustworthiness, respect, care, honesty, bravery, and genuineness**, ensuring these principles guide all services and interactions.

Role and Responsibilities Relevant to Pest Control

The Estates and Property Services teams, led by the Corporate Director of Assets and Property, are responsible for maintaining safe, clean, and habitable environments across all housing stock. This includes managing external contractors for specialist services such as pest control, ensuring compliance with health and safety standards, and safeguarding tenant wellbeing.

2. Work Required

The purpose of this tender is to appoint a qualified and experienced pest control contractor to deliver **preventative pest management services** across CCHA's housing stock and communal areas. The appointed contractor will ensure:

- Effective eradication and control of pests (including rodents, mice, and other vermin).
- Compliance with all relevant health, safety, and environmental legislation.
- Minimal disruption to tenants and safeguarding of vulnerable residents.

Please note that this tender process includes Section 20 Leaseholder Consultation so the procurement process will be longer. Also note that as part of the Section 20 requirements, your company name, company address, and total cost will be shared with affected residents following the evaluation stage.



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3. Scope of Services

The appointed contractor will be required to:

- Provide routine inspections and preventative treatments in high-risk areas.
- Maintain accurate records of treatments, chemicals used, and outcomes.
- Offer advice and guidance to CCHA staff and tenants on pest prevention.
- Ensure all operatives are trained, certified, and equipped to work safely in residential environments.

Note that there will be a contract variation to include two more properties from year 2 until the end of the contract. There might be additional properties added to this contract at an additional cost if required and agreed between all parties.

4. Key Responsibilities

- Contractor: Deliver services in line with agreed KPIs, maintain professional standards, and provide timely reporting.
- CCHA Estates Team: Monitor performance, liaise with tenants, and ensure compliance with internal policies and statutory requirements.

5. Outputs Required

- Service report with pictures and recommendations after every visit.

Performance Monitoring and KPIs

The contractor will be monitored against agreed Key Performance Indicators (KPIs), including:

- Effectiveness of treatments and eradication of rats and mice.
- Compliance with reporting and documentation standards.

6. Timescales

As per the KPI's

7. Sub-contractors

The appointed contractor is prohibited from delegating or outsourcing any of its contractual obligations to third parties without prior written consent from the other party.

8. Service Levels and key Performance indicators (KPIs) management



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KPI	Target	Measurement Method
Routine Inspection Completion	100% of scheduled visits completed on time	Monthly service reports
Treatment Effectiveness	Effective eradication within the treatment cycle	Follow-up inspections
Compliance with Legislation	Adherence to all statutory requirements	Audit of documentation and certifications
Reporting Accuracy	Reports submitted within 48 hours of visit	Review of contractor reports
Record Keeping	Complete and record accurate logs for all treatments	Quarterly compliance checks



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9. Escalation Procedures for Missed KPIs

To ensure service quality and accountability, the following escalation process will apply if the contractor fails to meet agreed KPIs:

Stage	Trigger	Action	Responsible Party
Stage 1 – Informal Warning	First KPI breach in a reporting period	Written notification to contractor requesting corrective action within one month	CCHA Contract Manager
Stage 2 – Formal Warning	Two KPI breaches in a quarter or failure to resolve Stage 1 issue	Formal letter issued; contractor required to submit an Improvement Plan within 10 working days	CCHA Contract Manager
Stage 3 – Performance Review Meeting	Continued KPI breaches after Stage 2	Meeting scheduled with contractor’s senior management to agree remedial actions and timelines	CCHA Contract Manager
Stage 4 – Contract Termination	Failure to achieve sustained improvement or serious breach of compliance	Contract terminated in accordance with termination clauses	CCHA Head of Repairs and Estates Services

Additional Notes:

- All escalation actions will be documented and shared with the contractor.
- Serious breaches (e.g., health & safety violations) may result in immediate escalation to Stage 5.
- Persistent non-compliance may lead to escalation under the **Escalation Procedures** and ultimately contract termination.



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<ul style="list-style-type: none"> Professional indemnity insurance 	<input type="checkbox"/>	
Provide: <ul style="list-style-type: none"> Site-specific risk assessments and method statements COSHH assessments for all chemicals used Evidence of staff training in safe pesticide handling and emergency procedures 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Provide documented evidence and certifications
Ensure compliance with sustainability and humane pest control practices	<input type="checkbox"/>	Provide documented evidence and certifications
Recommended Best Practice <ul style="list-style-type: none"> Operate in accordance with BS EN 16636 – Pest Management Services Standard Follow BPCA Codes of Best Practice Demonstrate an Integrated Pest Management (IPM) approach Minimize chemical use and promote eco-friendly solutions Maintain service records, treatment logs, and trend analysis reports 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Provide documented evidence and certifications
Provides references from similar contracts	<input type="checkbox"/>	Provide documented evidence and certifications
Agrees to audit and performance monitoring by the client	<input type="checkbox"/>	Provide documented evidence and certifications



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11. Locations

Note that site visits are encouraged but they are not organised by CCHA			No of Visits per Annum			
	Site	Post Code	Routine Inspection	Call outs	External bait stations checks	Internal bait stations checks
1	325-351, Bin Store and Boundary Fence, Moorland Road	CF24 2LJ	8	2	15	
2	353-407 Moorland Road	CF24 2LJ	8	2	23	
3	301-323 Moorland Road	CF24 2LJ	8	2	4	
4	St Francis Court, Moorland Road	CF24 2LJ	8	2	8	
5	Ty'r Ysgol, Adamsdown Square	CF24 0LJ	8	2	15	
6	Vivian Court, Newport Road	CF24 1RS	13	3	10	
7	Galleon House	CF10 4JE	13	2	17	
8	Hamadryad Court	CF10 5UY	8	2	4	
9	Greenbay, Runway and Baden Road	CF24 2TS	13	6	1	125
Adamscroft Place						
1	Units 47-81 Odd	CF10 2EY	1	8	2	17
2	Units 2-12 Even	CF10 2EY	1	8	2	5
3	Units 3-9, 11-19 & 21-29 Odd	CF10 2EY	1	8	2	16
4	Units 62-72 Even	CF10 2EY	1	8	2	10
Adamsdown Lane						
1	Units 7-12	CF24 0EG	1	8	2	10
2	Units 17-22	CF24 0EG	1	8	2	10
3	Units 27-32	CF24 0EG	1	8	2	10
4	Units 38-43	CF24 0EG	1	8	2	10
5	Ffordd Ottoway	CF24 2FB	8	2	21	
6	31-41 & 43-53 Tharsis Close / Davis Est	CF24 2FT	8	2	14	
7	Steffani Court	CF10 5LP	8	2	17	
8	15-25 De Bawdrip Road	CF24 2TN	13	2	13	
9	8-18 Lamberton Street - Bayside Est	CF24 5ND	1	8	2	7
10	Howard Court / Nelson Court	CF10 4HD	13	3	38	1
11	Livermore Court	CF23 9FH	8	2	16	



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- **Potential contract variation to include two more properties from year 2 until the end of the contract:**

	Site	Post Code	Routine Inspection	Call outs	External bait stations checks	Internal bait stations checks
1	Lewis Court – Maelfa, Llanedeyrn	CF23 9FN		Contractor to advise		
2	Holmview Court - Southview Drive	CF3 3LX		Contractor to advise		

12. Contract Value

- The contract value is estimated to be between £45,000 and £50,000 inclusive of VAT.

13. Contract Duration

- The initial contract term will be 2 years, with the option to extend for a further year subject to performance and mutual agreement.

14. Pricing and Payment Terms

Pricing Structure:

- Provide a detailed breakdown of costs, including:
 - Set Up Cost
 - Routine visits and baiting annual cost
 - Additional treatments (if required)
- Invoices to be submitted monthly in arrears.
- Payment will be made within 30 days of receipt of a valid and undisputed invoice.
- All prices must be inclusive of VAT and any applicable taxes.
- Note that there might be a contract variation in the second year as stated in section 3. Please include that in your commercial response for year 2 and 3. The additional addresses have been included in the template.



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Additional Conditions:

- Any variations or additional work must be agreed in writing before commencement.
- Failure to meet service standards may result in deductions or termination of contract.

15. Evaluation Criteria

- Compliance with mandatory requirements
- Demonstrated expertise and references
- Quality assurance and adherence to best practice standards
- Cost-effectiveness and sustainability approach

16. Community Benefits/Social Value

Introduction

Below is a summary of CCHA's Community Benefits Policy - A full copy of this policy will be made readily available to all Contractors on the CCHA website.

The purpose of this policy statement is to ensure that CCHA are utilising their investment spend on both development and asset management activity to deliver community benefits to our tenants, residents and communities of interest. The inclusion of social clauses is now a key requirement of Welsh Government particularly within contracts that are above the £1m threshold. From a best practice perspective, the Housing Sector is driving forward more extensive requirements and within CCHA, we are ensuring that the principle of creating opportunity is applied to all contracts regardless of value.

CCHA are in the process of developing a sound Community Benefit Plan, and intend to embed these plans in each development and maintenance contract.

CCHA has an internal employability programme. The employability team offer a one-to-one mentoring service to tenants and community members. They specialise in helping you learn new skills, achieve qualifications, and gain experience through volunteering to increase your employability prospects.

Key to ensuring maximum benefit to the local economy and wider community is to build links between contractors, businesses and residents, thereby reducing the amount of money 'leaking out' of the area. The revision of the European Procurement Directives (2014) states that 'public procurement must, more than ever, ensure the optimal use of funds to foster growth and job creation, and encourage access to public procurement for SMEs'.

It is extremely important that we appoint contractors who are committed to upholding our vision and values and ensuring that these are embedded in their working practices and those of their



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subcontracted supply chain. It should be noted the CCHA is therefore under no obligation to accept the lowest tender, price, as in line with this policy, all contracts will be considered on a price and added value basis in achieving economic, social and environmental sustainability for the local area.

General Principles

CCHA is committed to the agenda of Welsh Government, Community Benefits, Delivering Maximum Value for the Welsh Pound 2014 and will ensure the use of social clauses in all contracts regardless of value. The use of targeted recruitment and training, as well as the community benefits menu of options across all procurement activity, will be utilised on all procured contracts as a core requirement. Furthermore, there will be an expectation that a minimum of 52-person weeks of targeted recruitment and training is delivered per £1m of contract value, this will be in addition to other community benefits identified and stipulated during contract negotiations.

CCHA is supportive of the use of Traditional and Shared Apprenticeship Schemes, to assist the Contractor in fulfilling these requirements where appropriate. In addition, contractors and suppliers will be required to provide 10 person-weeks unwaged work experience opportunities per £1m contract value. These people will be sourced by CCHA's Internal Employability programme. All vacancies as a result of CCHA's procured contracts (regardless of length or type) must be passed onto the Internal Employability Programme team who can advertise these opportunities to 6 the local communities and partner agencies. We will aim to offer these opportunities to CCHAs' tenants and/or people living in the local area.

Where contracts do not lend themselves to delivering paid person weeks a community investment sum may be sought, this would be in addition to items suggested further on in this document under Communities Benefits Menu of Options. This gives a wider range of options for contractors, especially smaller companies, to provide added value at a manageable cash in kind cost to their business without the longer-term commitment of training and apprenticeships et al. The term "procured contacts" relates to those goods and services that are bought by CCHA through a tender process. This includes any contract extensions whereby the original contract was procured in this manner.

The term "community investment sum" means a sum representing a percentage of the Contract amount. The Community Investment Sum is a sum of money to be paid by the Contractor or Supplier to CCHA for the purpose of community development activities. These monies will be held within the Social Investment Team's budget and will be invested subject to input from the Asset Management and Development Team, where appropriate at our absolute discretion. The Community Investment Sum (CIS) percentage will be utilised on a sliding scale dependent on the contract value. This scale is detailed in the table below:

Contract Value (up to max) CIS Monetary Value (max)	CIS Percentage %	Monetary Value (max)
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£50,000	2.00%	£1,000
£100,000	1.50%	£1,500
£250,00	1.00%	£2,500
£500,00	0.75%	£3,750
£1,000,000	0.50%	£5,000
£1,000,000+	0.25%	£5,000+

These percentages can be altered to suit.

However, contracts under £50,000 may also partake in targeted recruitment and training if the contractor so wishes by utilising a Shared Apprenticeship Scheme or utilising our other partners for non-apprentice positions. This will also help develop smaller contractors' knowledge and understanding of community benefits and targeted recruitment and training allowing them to compete with larger contractors, not just with the Group but also with other social housing providers.

Overall monitoring of community benefits achievement will be carried out by the CCHA Social Investment Officer. We will however, require contractors to measure and monitor the community benefits delivered as part of any contracts awarded and this information will be requested on a quarterly basis and/or during client meetings through new entrant proformas and a community benefits information required return. These will be compiled for the Value Wales Community Benefits toolkit for submission to Welsh Government, which is a requirement. The social investment coordinator will be on hand to discuss and community benefits with contractors directly before, during and after the tender process, to ensure that the community benefits are realistic and benefit our communities. The i2i Community Benefits Menu of Options will also be made available for any contractors for those who have previously not delivered community benefits to understand the types of activities that have been asked of them.

Consequences of Non-Compliance

Non-compliance will be dealt with in the same manner as any breach of CCHA contracts and will be taken into consideration in future decisions when contracts are being awarded.

Links with other policies, procedures and strategies

- i2i Can Do Toolkits – Targeted Recruitment and Training,
- SME friendly procurement Welsh Government – Community Benefits policy “Maximising the Impact of Welsh Procurement Policy – Wales Procurement Policy Statement” – 6th December 2012
- Public Services (Social Value) Act 2012 Well-being of Future Generations (Wales) Act 2015
- CCHAs Welsh Language Policy
- CCHAs Equality Policy



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i2i Community Benefits – Menu of Options

These are examples of options but CCHA is open to discussing with Contractors other idea for Community Benefits as long as they can be measurable and monitored.

Contractor Related Added Value	Possible Measurement
Targeted Recruitment and Training (TR&T) Employment and skills opportunities for the local community and/tenants.	<ul style="list-style-type: none"> Number of weeks available in this commission. Number of people on each placement.
Targeted Work Placements An opportunity for someone to spend a week at a time in an organisation to gain general knowledge of the organisation's functions.	<ul style="list-style-type: none"> Number of weeks available in this commission. Number of people on each placement.
Community Project Voluntary support from the contractor's staff to join the purchaser in an activity to help the local community, e.g. paint a community room	Number of staff. Total hours available
Community Project Funding. A cash sum aimed at a community project to support disadvantaged residents or communities.	Cash sum.
Targeted Mock Interview Training. An opportunity for <ul style="list-style-type: none"> Someone not in education, employment or training (NEET) Students To experience an interview process with the contracting organisation and gain feedback on the performance. Feedback to be in an agreed standard form	Number of interviews carried out.
Careers Fair. The contractor's ability to attend an event aimed at making people aware of opportunities in your organisations business sector	Number of career events attended.
Job Vacancies. The contractor's ability to advise the purchaser of any vacancies within their company so that the information can be passed onto the local community	Number of vacancies passed on.
School Project. The contractor's ability to attend an event aimed at creating awareness of opportunities in the organisations business sector.	Number of school visits done



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Mentoring Working with a group of individuals offering guidance on a range of issues (training and outline of guidance should be given)	Number of mentors. Number of hours per mentor in this commission.
The contractor's ability to attend a half-day session with other members of the supply chain to use their business acumen to problem solve and discuss community improvement proposals, e.g. how do we secure more revenues support for a community centre?	How many half-day sessions attended.
Secondary Supply Chain Support The contractor's ability to encourage their own supply chain to engage in the above activities	Contractor to detail any secondary support that they can rely on from their own supply chain or business network
Public Relations and Marketing Support Contractor to use own publicity material and other marketing opportunities to encourage greater involvement in any supply chain initiative.	Contractor to provide examples of what they could do to promote purchaser community work e.g. an email footer endorsement of community initiatives with links
Community Sporting Events. A contractor's ability to be part of events the purchaser promotes around sport i.e. can they offer teams to participate in purchaser events? Can the purchaser provide sponsorship and awareness?	Yes/No on providing a team Sponsorship proposal / total £
Community Arts Events. The contractor's ability to be part of events the purchaser promotes around arts i.e. can they offer help with sponsorship and awareness	Sponsorship proposal.
Community Support Initiative. The contractor's ability to participate in purchaser's Community Support Initiatives to listen and mentor ideas from the community about new ventures. A willingness to financially support any ideas.	Number of hours contributed. Financial support.
In House Training Events The ability to offer community members training on things such as computers, cost control, health and safety, etc	Schemes that the contractor could offer.
Targeted Apprenticeship/Trainee Scheme. The ability to offer disadvantaged community members an	Number of apprentices/trainees. Work area (e.g. admin, trade etc.). Hours per week.



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apprenticeship/trainee placement. The place would be for the number of hours per week at minimum wage you can offer. College costs to be procured elsewhere. Usually, a period of 18 months is needed to take apprentice to NVQ Level 2 or similar in a chosen discipline e.g. business admin, surveying or trade sectors.	Number of weeks.
Support Construction Training The contractor's ability to offer community construction trainers materials to support delivery, such as bricks, plaster, paint, timber etc.	Yes/No on providing a team/materials
OTHER ADDED VALUE	

Management of Community Benefits Delivery

The successful Bidder must work with the Client's Contract Manager and our Community Benefits Representative (Sam Evans - sam.evans@ccha.org.uk) to maximise the community benefits delivered through the Contract. Bidders will appoint a 'champion' in order to progress and innovate in this area of sustainability and community benefit. The Community Benefit Proposal and progress against objectives will be a standard agenda item on Contract review meetings.

A simple monitoring process would also be in place based on the well-being goals of the Future Generations Act which are: _

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- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales