

PROCUREMENT OF PEST CONTROL SERVICES

Reference Number PRO 023

Invitation to Tender (ITT)

Scope of Services – Schedule 3

This Schedule 3 sets out the Scope of Services and performance requirements for the provision of reactive pest control services to properties owned and/or managed by Newydd Housing Association Ltd and Cadwyn Housing Association Ltd (together forming Cadarn Group).

This document forms part of the Invitation to Tender (ITT) and, following contract award, shall form part of the Contract between Cadarn Group and the successful Contractor.

In the event of any conflict between this Schedule and other Contract documents, the order of precedence set out within the Conditions of Contract shall apply.

All services shall be delivered in accordance with the requirements set out herein, together with the Pricing Schedule (Schedule 4a), the Contractor’s tender submission (where accepted), and all applicable statutory and regulatory obligations.

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1.0 INTRODUCTION

1.1 Contract Overview

The Contractor shall provide a comprehensive reactive pest control service to domestic dwellings and communal areas owned or managed by Newydd Housing Association Ltd and Cadwyn Housing Association Ltd (together forming Cadarn Group).

The Contractor shall be responsible for:

- Attending instructed callouts within the agreed response times.
- Identifying the pest species accurately.
- Undertaking appropriate and proportionate treatment; and
- Providing clear written evidence of the likely cause of infestation, including categorisation as building defect, tenant behaviour, or external/environmental factors.

The Contractor must not limit its role to treatment only. Proper diagnostic assessment and clear reporting form a fundamental part of this Contract.

The Contractor shall allow within its tendered rates for all labour, supervision, equipment, materials, transport, plant, access equipment, consumables, personal protective equipment, and administrative support necessary to fully discharge the obligations of this Contract. No additional charges shall be permitted unless expressly provided for within the Pricing Schedule (Schedule 4a).

This is a reactive contract. Routine or scheduled pest control programmes, cyclical baiting, or proactive inspections do not form part of the core scope unless separately instructed and priced.

2.0 PROPERTY TYPES AND LOCATIONS

2.1 Property Types

The Contract shall apply to residential properties and associated communal areas owned and/or managed by Cadarn Group (Cadwyn Housing Association and Newydd Housing Association). Property types may include (but are not limited to):

- General needs dwellings (houses and bungalows)
- Low-rise and medium-rise blocks of flats
- Communal areas in blocks (e.g. bin stores, stairwells, plant/utility areas)
- Supported or sheltered housing
- Communal gardens or external grounds associated with housing stock
- Void properties (on request only)

2.2 Geographical Coverage

The Contractor shall provide services across the Cadarn Group housing portfolio, which currently comprises approximately:

- **Vale of Glamorgan** – approx. 1,832 homes
- **South Wales Valleys region (including RCT and Caerphilly)** – approx. 970 homes
- **Powys (Mid Wales – primarily Newtown area)** – approx. 282 homes
- **Cardiff** – approx. 1,948 properties
- **Neath Port Talbot** – approx. 50 properties

The total current portfolio across the above areas is approximately 5,000 properties. These figures are indicative only and are provided for tendering guidance. Property numbers may

increase or decrease during the Contract Period due to development, acquisitions, disposals, regeneration programmes, or stock transfers.

The Contractor shall be deemed to have allowed within its tendered rates for servicing the full geographic spread of the portfolio, including Mid Wales (Newtown area). No additional uplift for travel distance or remoteness shall be accepted unless expressly agreed in writing.

The Contractor shall be deemed to have included within its rates all travel time, mileage, fuel, tolls, parking charges, congestion charges, and associated costs necessary to service the full geographic portfolio.

No additional mileage-based claims shall be accepted unless expressly instructed in writing by Cadarn Group.

3.0 PEST TYPES COVERED

3.1 Scope of Reactive Pest Control

The Contractor shall provide a reactive pest control service for infestations occurring within domestic dwellings, communal areas and associated external grounds managed by Cadarn Group.

The service shall include identification, treatment and monitoring (where required) for the pest types listed below.

i. Rodents

The Contractor must respond to infestations of rodents including, but not limited to:

- Rats (*Rattus norvegicus*)
- Mice (*Mus musculus*)

Coverage shall include:

- Internal infestations within individual dwellings
- Communal internal areas (e.g. bin stores, plant rooms, stairwells)
- External areas within the property boundary where infestation directly affects managed stock

The Contractor shall undertake appropriate investigation, treatment and follow-up in accordance with current industry best practice and relevant legislation.

ii. Insects

The Contractor must respond to infestations of insects including, but not limited to:

- Cockroaches
- Bedbugs
- Fleas
- Ants
- Flies
- Stored product insects

The service shall include:

- Positive identification of pest species
- Appropriate treatment method (chemical and/or non-chemical)
- Clear advice to tenants

iii. **Wasps**

The Contractor must respond to reports of wasp nests where located:

- Within or attached to managed dwellings
- Within communal areas
- In close proximity to entrances or areas regularly accessed by tenants

Safe removal or treatment must be undertaken following a suitable risk assessment.

iv. **Squirrels**

Treatment of grey squirrels where:

- Internal access or nesting within the building fabric is identified
- Damage to managed property is occurring

All works must comply with current wildlife legislation.

3.2 Wildlife and Bird-Related Issues

The Contractor may encounter wildlife-related issues during reactive pest control visits, including (but not limited to):

- Fox activity
- Bird nesting or ingress
- Suspected bat presence
- Other protected species

Cadarn Group separately appoints qualified ecological consultants where protected species or ecological matters arise.

The Contractor shall not undertake any works that may:

- Disturb protected species
- Interfere with active nests
- Alter habitats potentially subject to ecological protection
- Breach wildlife or environmental legislation

Where protected species are suspected or identified, the Contractor must:

1. Cease works immediately.
2. Make the area safe where required.
3. Notify Cadarn Group in writing within 24 hours.
4. Provide photographic evidence where appropriate.

No treatment, removal or disturbance of protected species shall be undertaken without written instruction from Cadarn Group following ecological review.

4.0 RESPONSE TIMES

4.1 Service Categories

For the purposes of this Contract, pest control callouts shall be categorised as either:

- **Standard Response**
- **Urgent Response (Priority 2)**
- **Emergency Response (Priority 1)**

Cadarn Group reserves the right to determine the response category at the point of instruction.

The response time categories set out above represent the Contracting Authority's intended service framework at the point of contract award. The Contracting Authority reserves the right to review and agree revised response time thresholds with the successful Contractor during the mobilisation period, where operational requirements or regulatory changes necessitate adjustment.

4.2 Standard Response

The contractor shall attend all Standard Response callouts within:

- **five (5) Working Days** of instruction.

Working Days are defined as Monday to Friday, excluding Bank Holidays.

Standard Response includes (but is not limited to):

- Non-urgent rodent activity
- Ant infestations
- Routine insect treatments
- External rodent activity not presenting immediate risk
- Repeat monitoring visits
- Void property attendances

The contractor shall be deemed to have included sufficient resourcing within its tendered rates to meet this response requirement across the full geographic portfolio.

4.3 Geographic Spread and Programme Planning

Given the geographic spread of the Cadarn Group portfolio (including Powys/Newtown), the Contractor shall:

- Operate an effective scheduling system
- Optimise routing and resource deployment
- Ensure Mid Wales properties are serviced within the same response time requirements

Failure to plan appropriately for travel distances shall not constitute grounds for extension of response times.

5.0 EMERGENCY CALLOUTS & OUT-OF-HOURS PROVISION

5.1 General Principle

The Contractor shall provide a responsive and proportionate urgent callout service to address pest incidents which present elevated risk to tenant health, safety, or welfare.

The emergency service requirement is intended to ensure timely attendance where there is genuine urgency. It does not require the Contractor to maintain a permanently staffed 24-hour operational depot, but the Contractor must maintain appropriate out-of-hours contact and response arrangements as set out below.

5.2 Priority Classification Framework

Pest control requests shall be categorised by Cadarn Group (or its nominated representative) into one of the following priority levels:

Priority 1 – Emergency (24-Hour Response)

Attendance required within 24 hours of notification, including weekends and bank holidays.

Priority 1 shall apply where there is an immediate or significant risk to:

- Health or safety of occupants
- Vulnerable individuals (elderly, disabled, children)
- Habitability of the dwelling
- Significant distress or safeguarding concerns

Examples may include (but are not limited to):

- Rodents present within kitchens, food preparation areas, or sleeping areas
- Active rodent infestation in supported or sheltered accommodation
- Wasps' nests located adjacent to entrances or in areas heavily accessed by residents
- Severe bedbug or cockroach infestations in bedrooms or communal settings
- Persistent infestation following recent failed treatment
- Any infestation presenting immediate risk to a vulnerable tenant

Priority 2 – Urgent (48-Hour Response)

Attendance required within **48 hours (2 working days)** of notification.

Priority 2 shall apply where:

- The infestation is active but not presenting immediate risk.
- There is moderate tenant distress
- Escalation risk is present if untreated

Examples may include:

- External rodent activity adjacent to dwellings
- Initial bedbug reports without confirmed spread
- Insect infestations confined to non-food areas
- Pest activity in communal bin stores.

All other non-urgent reactive pest control requests shall be classified as Standard Callouts as defined in Section 4.0.

5.3 Out-of-Hours Arrangements

The contractor must:

- Maintain a 24-hour contact mechanism (e.g. monitored telephone line or escalation system).
- Operate an on-call rota for emergency attendance outside normal working hours.

- Ensure Priority 1 callouts can be attended within the 24-hour requirement regardless of time of report.

The Contractor is not required to maintain a permanently staffed office overnight but must demonstrate adequate resilience and staffing arrangements to meet the above response requirements.

Details of out-of-hours arrangements shall be confirmed at mobilisation.

5.4 Pricing of Emergency & Out-of-Hours Works

Emergency and out-of-hours attendance rates shall be clearly identified within the Pricing Schedule (Schedule 4a).

Tendered rates shall be deemed to include:

- Call-out fee
- Labour
- Travel
- Out-of-hours premium (if applicable)
- Any associated administrative costs

No additional surcharges shall be permitted beyond those stated within the Pricing Schedule.

5.5 Recording & Audit Requirements

For all Priority 1 and Priority 2 attendances, the Contractor shall:

- Record time of instruction
- Record time of attendance
- Record treatment undertaken
- Provide written confirmation within the standard reporting timeframe

These records shall form part of KPI monitoring under Section 12.0. Failure to meet response time requirements may result in performance review under the Contract Management framework.

6.0 TREATMENT AND ROOT CAUSE ANALYSIS

6.1 Diagnostic Assessment

The Contractor shall not limit its role to the application of treatment only.

At each attendance, the Contractor shall undertake a competent diagnostic assessment to:

- Accurately identify the pest species.
- Assess the scale and severity of infestation.
- Identify potential entry points or harbourage areas.
- Determine likely contributing factors.

Treatment must be proportionate, evidence-based and consistent with current industry best practice.

6.2 Root Cause Categorisation

Following inspection, the Contractor shall determine and clearly record the most likely root cause of infestation.

For reporting consistency, Cadarn Group currently categorises root cause using the following broad classifications:

- **Building Defect** – including but not limited to damaged vents, defective brickwork, unsealed service penetrations, drainage defects or structural gaps.
- **Tenant Behaviour** – including but not limited to food storage practices, hygiene conditions, waste accumulation or internal environmental factors.
- **External / Environmental Cause** – including but not limited to communal bin areas, neighbouring properties or seasonal environmental factors.
- **Cause Unknown** – where no definitive cause can reasonably be established following inspection.

The Contractor may propose the use of its own established reporting framework or categorisation system where it can demonstrate that:

- The system achieves equivalent or greater clarity.
- The categories can support recharge decisions and asset management actions; and
- Reporting remains auditable and clearly evidences the rationale for the categorisation.

Final agreement on reporting format and categorisation methodology shall be confirmed during the mobilisation period.

In all cases, the selected category must be supported by a brief written justification within the visit report.

Where a building defect is identified, sufficient detail must be provided to enable Cadarn Group to raise a repair instruction without requiring a further diagnostic visit.

6.3 Treatment Plan and Follow-Up Requirements

Where infestation requires more than one visit, the Contractor shall:

- Notify Cadarn Group following the initial attendance.
- Provide a clear treatment plan outlining the proposed number and frequency of follow-up visits.
- Confirm whether follow-up visits are essential to achieve resolution.
- Avoid unnecessary repeat attendances.

Follow-up visits shall be carried out in accordance with the Pricing Schedule (Schedule 4a).

No follow-up attendance shall be assumed to be included within the initial callout unless expressly stated within the Pricing Schedule or agreed in writing.

6.4 Photographic Evidence

The Contractor shall obtain and retain photographic evidence where reasonably practicable, including:

- Evidence of infestation.
- Evidence of harbourage or ingress points.
- Contributing environmental or structural factors.

Photographs shall be submitted as part of the digital report in accordance with Section 7.0.

6.5 Advice to Tenant and Client

The Contractor shall:

- Provide clear and proportionate verbal advice to the tenant (where present) regarding prevention and preparation requirements.
- Confirm in writing any actions required by the tenant.
- Clearly identify any actions required by Cadarn Group (e.g. repairs, environmental improvements or waste management).

Where infestation is determined to be primarily tenant-related, the report must clearly state this to support potential recharge consideration.

6.6 Treatment Standards

All treatment methods must:

- Comply with relevant legislation and product licensing requirements.
- Be applied in accordance with manufacturer instructions.
- Be appropriate for use within residential and communal environments.
- Take account of vulnerable occupants and pets where present.

The Contractor shall ensure the safe placement, monitoring and removal of traps, bait stations and treatment materials.

The Contractor shall ensure responsible use, storage and disposal of pesticides and rodenticides in accordance with environmental legislation and best practice.

7.0 REPORTING REQUIREMENTS

7.1 Visit Reports

The Contractor shall submit a full digital visit report within 48 hours of each attendance.

Each report shall include:

- Property address.
- Date and time of attendance.
- Operative name.
- Pest species identified.
- Treatment method applied.
- Photographic evidence where reasonably practicable.
- Root cause categorisation in accordance with Section 6.2.
- A brief written justification supporting the categorisation.
- Clear recommendations for next steps, including whether further attendance, repair works, environmental action or recharge consideration is required.

Reports must contain sufficient detail to enable Cadarn Group to raise repair instructions, consider recharge decisions and monitor service performance without requiring further clarification.

Reports that are incomplete or unclear may be returned to the Contractor for amendment and may be considered during performance review.

7.2 Reporting Format and System

Reports shall be submitted using the Contractor's digital reporting system or an alternative format agreed during mobilisation.

The system must:

- Produce auditable records.

- Allow export in PDF or equivalent format.
- Retain photographic evidence.
- Enable retrieval of historic job data for contract monitoring purposes.

Final agreement on reporting templates and data fields shall be confirmed during mobilisation.

7.3 Management Information and Annual Reporting

The Contractor shall provide an Annual Summary Report during Quarter 1 of each contract year covering the preceding 12-month period.

The report shall include:

- Total number of callouts by geographical area.
- Breakdown by pest type.
- Repeat visit frequency.
- Trend analysis of root cause categories.
- Identification of recurring hotspots.
- Recommendations for preventative or asset management actions where appropriate.

Cadarn Group reserves the right to request interim summary data where performance concerns arise.

7.4 Tenant Communication During Visits

Operatives shall engage with tenants in a professional, respectful and courteous manner at all times. The Contractor shall comply in full with the Cadarn Group Contractor Code of Conduct (Schedule 7), which forms part of the Contract documentation.

During each attendance, where a tenant is present, the operative shall:

- Explain the purpose of the visit and findings.
- Outline the proposed treatment and any preparation requirements.
- Provide appropriate preventative advice.
- Clearly identify any tenant or landlord actions required.

Any safeguarding concerns, Fit for Human Habitation issues, or other matters identified during attendance must be reported in accordance with the Contractor Code of Conduct and recorded within the visit report.

Failure to adhere to the Contractor Code of Conduct may result in performance review or contractual action.

8.0 MINOR ENABLING AND FOLLOW-ON WORKS

8.1 Service Intent & Operational Context

To support first-time resolution and reduce repeat infestations, the Contractor shall undertake minor enabling or making-good works where these are directly identified during pest control attendances and can be completed within the same visit.

Under the current delivery model, where a pest-related building defect is identified:

- The pest control contractor reports the issue.
- Cadarn Group's internal maintenance teams subsequently attend to undertake minor sealing or remedial works.

- In some cases, the pest control contractor may re-attend to confirm treatment effectiveness or sign off.

While effective, this approach can result in multiple attendances, administrative back-and-forth and additional cost.

Cadarn Group therefore requires the Contractor to demonstrate the capacity to undertake minor enabling works at the point of first attendance, where directly identified and appropriate.

The successful Contractor must demonstrate the capacity to undertake such works where directly identified during pest control visits and where this supports first-time resolution.

8.2 Scope and Technical Boundaries

Minor enabling works shall be limited to small-scale proofing or making-good activities directly associated with pest ingress or harbourage identified during attendance.

Such works may include, but are not limited to:

- Sealing minor service penetrations or gaps.
- Installing or renewing basic vent covers, grilles or drain covers.
- Fitting simple mesh barriers to prevent re-entry.
- Localised making-good directly linked to pest entry points.

All enabling works must:

- Be directly related to the infestation identified.
- Be capable of completion within the same attendance.
- Be localised in nature.
- Not involve structural alteration or rebuilding.
- Not require specialist trade certification.

Works shall not extend to drainage repairs, structural rebuilding, roof works, major brickwork replacement, door or window replacement, scaffold access or specialist asbestos-related works.

Where such defects are identified, they must be reported in accordance with Section 6.0.

8.3 Technical Standards and Building Fabric Considerations

Minor enabling works, where undertaken, must be completed in a manner consistent with good building practice and appropriate to the age and construction type of the property.

The Contractor shall ensure that:

- Materials used are durable and appropriate for internal or external application.
- Repairs are pest-resistant and proportionate to the defect.
- Existing ventilation routes are not obstructed or compromised.
- Fire compartmentation is not adversely affected.
- Damp proofing or moisture performance is not impaired.
- The aesthetic condition of the property is left in a reasonable and tidy state.

Works must not interfere with gas installations, electrical installations, drainage systems, fire safety systems or structural elements unless separately instructed and appropriately certified. The Contractor shall be deemed competent to assess whether a defect falls within the minor enabling scope or requires separate referral.

8.4 Operational Controls and Limitations

Enabling works shall only be undertaken where:

- The defect is clearly identified during the pest control attendance.
- The remedial action is proportionate.
- Completion can be achieved within the same visit without requiring additional return solely for construction activity.

Separate visits solely for enabling works are not permitted unless expressly instructed in writing.

The Contractor shall not assume automatic authority to undertake remedial building works without written instruction from the Client.

8.5 Commercial Position

Section F rates are included within the tender price evaluation but are sub-weighted at 5% of the total cost evaluation score, with Sections A–E carrying 95%. This reflects that enabling works are core contract scope, but indicative quantities are based on estimated defect identification rates rather than verified historic data.

No minimum or guaranteed volume of enabling works is provided.

Inclusion of rates does not constitute instruction to undertake such works.

Rates submitted within Schedule 4a are fixed for the contract duration and will form the basis of any instructions issued.

8.6 Mobilisation and Operational Arrangements

Following contract award, Cadarn Group will confirm process controls and authorisation thresholds for enabling works during the mobilisation period. Until these are confirmed, the Contractor shall continue to operate under the reporting-only model for building defects identified during attendance.

9.0 OPTIONAL CONSULTANCY AND ADVISORY SERVICES

9.1 Strategic Advisory Support

In addition to the reactive pest control service described within this Specification, Cadarn Group may from time to time require advisory or consultancy input relating to pest management across its housing portfolio.

Such advisory services may include (but are not limited to):

- Analysis of recurring infestation trends across estates or geographical areas.
- Attendance at internal stakeholder meetings to advise on preventative strategies.
- Review of estate layouts, waste management arrangements or building typologies where repeated infestations occur.
- Provision of professional recommendations to inform asset management decisions.

These services are not guaranteed and shall only be instructed on a case-by-case basis where operational need arises.

9.2 Tenant and Staff Educational Support

Cadarn Group may request the Contractor to provide preventative educational or awareness support where recurring infestations or behavioural factors are identified.

Such support may include:

- Tenant awareness sessions in areas affected by repeated pest activity.
- Briefings for housing officers, estate management teams or supported housing staff.
- Development of written or digital pest prevention materials tailored to specific issues or property types.

Any tenant-facing materials must:

- Be written in plain English and suitable for social housing environments.
- Be accurate, proportionate and evidence-based.
- Be approved by Cadarn Group prior to circulation.
- Be capable of being produced bilingually (Welsh and English) where requested.

Educational support shall complement, but not replace, the Contractor's obligations under Sections 6.0 and 7.0 in relation to tenant advice provided during individual attendances.

All consultancy or educational activities must be formally instructed by Cadarn Group and shall only be undertaken where agreed in writing.

9.3 Commercial Position

Rates for consultancy and educational services shall be submitted within Schedule 4a on a rate-only basis.

For the avoidance of doubt:

- These services do not form part of the core reactive pest control budget.
- No minimum volume or value is guaranteed.
- Rates will not form part of the price evaluation for award.
- Instruction of such services shall be subject to operational need and budget availability.

Cadarn Group reserves the right to instruct such services under this Contract or to procure advisory services separately where deemed appropriate.

10.0 INVOICING AND RECORD KEEPING

10.1 Invoicing Requirements

All invoices submitted under this Contract must be clear, itemised and capable of audit.

Each invoice shall:

- Reference the property address and unique job or purchase order reference.
- Confirm the date of attendance.
- Clearly distinguish whether the visit relates to an individual dwelling or communal area.
- Identify whether the visit was a standard attendance, urgent attendance or emergency attendance.
- Clearly identify any follow-up visits undertaken and the basis upon which these were instructed.
- Itemise any separately instructed enabling works (where instructed in accordance with Section 8.0).

- Clearly identify cases where infestation has been categorised as tenant-related in accordance with Section 6.2, to support potential recharge consideration.

Invoices must reflect the rates submitted within Schedule 4a and no additional charges shall be applied unless expressly instructed in writing by Cadarn Group.

Where discrepancies arise between invoice values and submitted reports, Cadarn Group reserves the right to withhold payment pending clarification.

10.2 Recharge Identification

Where infestation is determined to be primarily tenant-related, the Contractor must clearly state this within the visit report and corresponding invoice.

This does not guarantee that recharge will be applied, but accurate and consistent categorisation is essential to support Cadarn Group's internal recharge policy.

Failure to clearly identify tenant-related cases may result in delayed payment while clarification is sought.

10.3 Supporting Documentation

Cadarn Group may request supporting documentation to verify any invoice submitted, including:

- Visit reports.
- Photographic evidence.
- Time and attendance records.
- Evidence of follow-up instruction.
- Breakdown of enabling works undertaken (where applicable).

The Contractor shall provide such documentation within five (5) working days of request.

10.4 Record Retention and Audit

The Contractor shall retain digital records of all attendances, reports, photographs and associated documentation for a minimum period of three (3) years from the date of attendance.

Cadarn Group reserves the right to audit the Contractor's records during the Contract Period and for a reasonable period thereafter.

Records must be stored securely and in compliance with applicable data protection legislation.

11.0 HEALTH AND SAFETY REQUIREMENTS

11.1 General Obligations

The Contractor shall at all times comply with all applicable health and safety legislation, including but not limited to the Health and Safety at Work etc. Act 1974 and all subordinate regulations.

The Contractor shall ensure that all works under this Contract are undertaken in a manner that protects:

- Tenants and residents.
- Cadarn Group staff.
- Members of the public.

- The Contractor's employees and subcontractors.
- The building fabric and surrounding environment.

The Contractor shall remain fully responsible for the health and safety of its employees, subcontractors and any persons affected by its activities.

Evidence of compliance with the requirements set out below shall be submitted as part of the tender return and may be subject to audit during the Contract Period.

11.2 Competency of Operatives

The Contractor must demonstrate that all operatives undertaking pest control activities are suitably trained, qualified and experienced.

As a minimum:

- Pest control technicians must hold RSPH Level 2 in Pest Management or an equivalent recognised qualification.
- Operatives must be trained in the safe use and application of pesticides and rodenticides.
- Operatives must be competent in risk assessment within domestic and communal environments.

Membership with a recognised trade body such as the British Pest Control Association (BPCA) or National Pest Technicians Association (NPTA) is strongly encouraged and shall be viewed as evidence of adherence to recognised industry standards.

Where minor enabling works are undertaken in accordance with Section 8.0, operatives must also be competent to carry out such works safely and appropriately.

11.3 Health and Safety Management Systems

The Contractor shall operate a structured health and safety management system proportionate to the size and nature of the organisation.

Tender submissions must include details of:

- A current Health and Safety Policy signed by a senior officer.
- Organisational responsibilities for health and safety.
- Arrangements for training and competency management.
- Monitoring and review mechanisms.

The Contractor shall confirm whether it holds recognised health and safety accreditation such as:

- SSIP (e.g. CHAS, SafeContractor).
- ISO 45001.
- Common Assessment Standard.

While accreditation is not mandatory, the Contractor must demonstrate that equivalent standards of management and assurance are in place.

11.4 Risk Assessment and Safe Systems of Work

The Contractor shall prepare and maintain suitable and sufficient Risk Assessments and Method Statements (RAMS) for the services delivered under this Contract.

RAMS must address, as a minimum:

- Working in tenanted and occupied properties.
- Working in supported or vulnerable housing settings.
- Lone working.
- Use, storage and transport of pesticides and rodenticides.
- COSHH compliance for all substances used.
- Safe placement, monitoring and removal of traps or bait stations.
- Interaction with pets, children and vulnerable occupants.
- Minor enabling works where instructed.

Task-specific risk assessments must be undertaken where site conditions vary.

RAMS shall be reviewed periodically and updated where practices, legislation or risks change.

Where emergency or out-of-hours attendance is required, the Contractor shall ensure appropriate lone working controls, escalation procedures and communication protocols are in place to safeguard operatives.

11.5 Incident Reporting and Investigation

The Contractor shall maintain a clear procedure for:

- Recording accidents, incidents and near-miss events.
- Investigating root causes.
- Implementing corrective actions.
- Preventing recurrence.

Cadarn Group must be notified without delay of any serious incident, including but not limited to:

- Injury requiring medical treatment.
- Exposure to hazardous substances.
- Significant property damage.
- Enforcement visits from regulatory bodies.
- Any RIDDOR-reportable event.

The Contractor shall cooperate fully in any investigation or review initiated by Cadarn Group.

11.6 Access to Competent Advice

The Contractor must confirm that it has access to competent health and safety advice, either:

- Through an internally appointed competent person; or
- Via an external retained health and safety advisor.

Details of this arrangement shall be provided within the tender submission.

11.7 Enforcement History

The Contractor must declare whether the organisation or any director, senior manager or controlling individual has been subject to enforcement action within the past three years, including notices issued by:

- The Health and Safety Executive (HSE).
- The Environment Agency.
- Natural Resources Wales.

Where enforcement action has occurred, full details must be provided together with evidence of corrective action taken.

11.8 Code of Conduct and Safeguarding

All operatives and subcontractors must comply with the Cadarn Group Contractor Code of Conduct (Schedule 7).

In particular, operatives must:

- Behave professionally and respectfully within tenant homes.
- Display appropriate identification.
- Be mindful of safeguarding risks.
- Follow any site-specific instructions provided by Cadarn Group staff.
- Avoid discriminatory or inappropriate conduct.

The Contractor shall ensure that operatives receive appropriate safeguarding awareness training were working within vulnerable housing environments.

Failure to adhere to the Code of Conduct may result in removal from site or review of contract performance.

12.0 CONTRACT PERFORMANCE AND MONITORING

12.1 Performance Management Framework

Cadarn Group is committed to maintaining high standards of service delivery and ensuring that the reactive pest control service operates effectively, efficiently and professionally throughout the Contract Period.

The Contractor's performance will be monitored on an ongoing basis and formally reviewed on a quarterly basis unless otherwise agreed. Monitoring will focus on compliance with response times, quality of diagnostic assessment and reporting, and effectiveness of infestation resolution.

Where performance falls below the standards set out within this Specification, Cadarn Group may require the Contractor to provide a corrective action plan detailing the measures to be implemented, timescales for improvement, and the responsible personnel. Persistent underperformance may result in enhanced monitoring, formal contract management measures, or action in accordance with the terms and conditions of the Contract.

12.2 Key Performance Indicators (KPI's)

Performance under this Contract will be assessed against the Key Performance Indicators set out below. These KPIs reflect the core objectives of the service:

- Timely attendance.
- Accurate and useful diagnostic reporting; and
- Effective resolution of infestations.

Each KPI will be scored on a scale of 1 to 5, where:

- 1 = Poor**
- 2 = Fair**
- 3 = Good**
- 4 = Very Good**
- 5 = Outstanding**

Performance scoring will be based on objective data, audit findings and documented evidence.

KPI No.	Category	Description	How Performance Will Be Monitored
KPI 1	Response Compliance	Attendance within the response time requirements set out in Sections 4.0 and 5.0, including Priority 1 (24 hours), Priority 2 (48 hours) and Standard (5 working days).	Measured using instruction timestamps and attendance times recorded in visit reports, cross-referenced against Cadarn Group instruction records. Compliance percentages calculated quarterly.
KPI 2	Reporting & Diagnostic Quality	Submission of complete reports within 48 hours of attendance, including accurate pest identification, root cause categorisation with justification, appropriate photographic evidence, and sufficient detail to raise follow-on repairs where required.	Quarterly audit of a representative sample of reports against Specification requirements. Findings recorded and scored.
KPI 3	Resolution Effectiveness	Delivery of effective treatment to resolve infestations while minimising avoidable repeat attendances.	Analysis of repeat visit frequency, re-attendance trends for the same infestation, and performance discussion during quarterly review meetings. Baseline performance established during mobilisation.

12.3 Continuous Improvement

The Contractor is expected to engage constructively in performance discussions and to demonstrate a proactive approach to service improvement throughout the Contract Period.

Cadarn Group reserves the right to increase monitoring frequency where performance concerns arise. Performance history may be taken into account when considering any extension options or future procurement opportunities.

Tenant conduct, safeguarding compliance and invoice accuracy remain contractual obligations and may be addressed through standard contract management processes even where they do not form standalone KPIs.