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Contract Number: CCHA-(2026-2027)-010

Specification for Aids for Daily Living

1 Background

Cardiff Community Housing Association Limited ("CCHA") is a registered provider of social housing, owning and managing homes across Cardiff. CCHA is committed to providing safe, accessible, and high-quality homes that enable residents to live independently and maintain their wellbeing.

As part of its housing stock, CCHA has a range of specialist lifting and mobility equipment installed within tenants' homes and communal areas. This equipment plays a vital role in supporting residents with mobility difficulties, disabilities, age-related needs, and long-term health conditions, enabling them to access and remain in their homes safely and independently.

The equipment covered by this contract includes, but is not limited to:

- Stairlifts (straight and curved)
- Through-floor platform lifts
- Ceiling track hoists
- Associated lifting equipment and accessories

Details on manufacturers and models of equipment within CCHA's portfolio can be found as Appendix A. It is important that the contractor has the knowledge, skills and experience to work on all manufacturers and models of equipment within the portfolio.

CCHA requires a suitably qualified and experienced Contractor to provide a comprehensive service for servicing and planned preventative maintenance, responsive repairs, and emergency breakdown attendance.

The number and type of assets may vary throughout the contract term as equipment is installed, replaced, adapted, or removed to meet changing tenant needs. Tenderers should therefore be capable of managing a dynamic asset base.

The successful Contractor will work in partnership with CCHA's Property Services, Asset Management, Compliance, and Housing Management teams to ensure that all equipment remains safe, compliant, and fully operational. Given the nature of the service, the Contractor will regularly work within occupied homes and will be expected to deliver a customer-focused service that recognises the needs of vulnerable residents.

The primary objectives of this contract are to:



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- Ensure the safety, reliability, and availability of all stairlifts, hoists, and through-floor platform lifts.
- Deliver a high-quality planned maintenance programme that maximises equipment lifespan and minimises breakdowns.
- Provide responsive repair and emergency call-out services to minimise disruption to residents.
- Provide accurate asset information, maintenance records, certification, and performance reporting.
- Deliver value for money through efficient contract management and continuous service improvement.

The successful Contractor will be expected to establish effective communication channels with both CCHA and residents, manage appointments efficiently, and maintain high standards of professionalism when attending properties.

2. Work Required/Requirements

The successful Contractor shall be responsible for ensuring that all equipment remains safe, compliant, operational and available for use by residents. The service will include servicing and planned preventative maintenance, responsive repairs, emergency call-out attendance, and associated contract management services.

2.1 Servicing

The Contractor shall provide a planned maintenance service for all assets within the contract.

The maintenance shall include, but not be limited to:

- Routine servicing in accordance with manufacturer recommendations and statutory requirements.
- Inspection and testing of all safety devices and controls.
- Battery testing and replacement recommendations.
- Adjustment, lubrication and calibration where required.
- Identification of defects and deterioration.
- Completion of service records and certification.

Minimum servicing frequencies shall be:

- Stairlifts – Annually
- Through-floor lifts – every 6 months
- Hoists (including load testing) – every 6 months



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Tenderers may propose enhanced service frequencies where this provides additional value and improved reliability.

The Contractor shall submit an individual service report for each item of equipment completed.

2.2 Responsive Repairs

The Contractor shall provide a responsive repair service for all equipment covered by the contract.

Repair service shall include:

- Fault diagnosis.
- Repair of mechanical, electrical and electronic components.
- Replacement of defective parts.
- Testing and recommissioning following repair.
- Consideration of temporary solutions where permanent repairs cannot be completed during the initial visit.

The Contractor shall maintain sufficient stock levels and supply chains to minimise equipment downtime.

2.3 Repairs arising from LOLER Inspections

Thorough examinations in accordance with LOLER are completed by independent organisations on all lifting equipment (Stairlifts, Hoists, Through-floor Lifts). As a result of these inspections, remedial works may be identified for completion, and it will be the responsibility of the appointed contractor to complete these repairs.

Copies of the reports detailing the findings and comments on how to remedy will be provided to the appointed contractor.

Should the LOLER Inspection identify a Category A defect affecting immediate safety, those who complete the LOLER Inspection will isolate the equipment in question and remove it from use. A job will then be issued to the appointed contractor, and this must be dealt with as an Emergency Call Out.

Should the LOLER Inspection identify Category B Defects, these are to be treated as routine repairs and completed within 28 working days of the completed inspection.

Where there are observations, these will be considered and an assessment made on their requirement. All observations that are deemed necessary are to be completed during next service visits.

2.3 Out of Hours Emergencies



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The Contractor shall provide a 24-hour emergency call-out service, 365 days per year.

The service shall include:

- Dedicated telephone facility.
- Out-of-hours emergency support.
- Attendance by suitably qualified engineers.
- Prioritisation of vulnerable residents and situations where equipment failure significantly impacts mobility or access.

2.4 Additions and Removals

CCHA will add and/or remove equipment to the schedule of servicing and maintenance. These additions will be added to the contract as per the relevant schedules of rates in the Tender Book and no extra/additional charge or penalty will be incurred as a result.

The Contractor may occasionally be requested to remove and refit stairlifts due to maintenance and/or decoration works.

The Contractor may occasionally be requested to remove equipment from properties during Void Works and change of tenancy. If the stairlift is in good condition, CCHA may request that this is put into storage for reallocation at a later date.

2.5 Asset Management and Reporting

The Contractor shall maintain an accurate electronic asset register containing:

- Property address.
- Equipment type and description.
- Manufacturer and model.
- Serial number.
- Service history.
- Repair history.
- Inspection records.
- Warranty information where applicable.

The Contractor shall provide weekly management reports detailing:

- Planned maintenance completed.
- Repairs completed.
- Recall requests
- Emergency call-outs.
- Performance against KPIs.
- Complaints and compliments.
- Health and safety incidents.



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2.6 Asbestos

CCHA maintains an asbestos register which the appointed Contractor will have access to.

The Contractor will be responsible for reviewing the register and ensuring that the appropriate measures are put in place prior to commencing any works.

2.7 CCHA Access Procedure

CCHA implements a No Access procedure on all Compliance and Health and Safety works.

No access procedure:

A schedule is provided by CCHA to the Contractor for all servicing due within the next 2 months.

- A letter is sent to be sent to the resident by the Contractor, booking in a 1st appointment a month before the due date. The letter should detail the date and time of the appointment; this can be AM or PM. The letter should also advise the resident that if the appointment is not suitable for whatever reason to get in touch with yourselves to rearrange.
- Should the first attempt result in a no access, the resident is to be called from site by the Contractor admin team as sometimes residents may not hear the door etc. If access is still not possible, the Contractor to take a photo of the front door of the property and a calling card with a next appointment date and time of at least 7 days from that date is to be posted.
- Should the second attempt result in no access, the resident is to be called from site by the Contractor admin team, and if access is still not possible, the Contractor is to take a photo of the door and a calling card left at the property to advise they have missed a second appointment. This is to then be referred to CCHA by the next working day so we can escalate through our own internal procedure.

3. Health and Safety

The Contractor shall comply with all relevant legislation including, but not limited to:

- Health and Safety at Work etc. Act 1974.
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- Management of Health and Safety at Work Regulations 1999.
- Electricity at Work Regulations 1989.



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- Equality Act 2010.
- Data Protection Act 2018 and UK GDPR.
- BSEN 81-40:2020 Safety Rules for the Construction and Installation of Lifts
- BS EN ISO 10535:2021 Assistive products — Hoists for the transfer of persons — Requirements and test methods
- BS5900:2012 Powered homelifts with partially enclosed carriers and no liftway enclosures. Specification

The Contractor shall provide suitable Risk Assessments and Method Statements (RAMS) and maintain appropriate insurance throughout the contract period.

4. Outputs Required

The primary outcome of this contract is to ensure that all stairlifts, hoists and through-floor platform lifts owned or managed by CCHA remain safe, compliant, reliable and available for use by residents.

The Contractor shall deliver a comprehensive servicing, maintenance, repair and statutory inspection service that minimises equipment downtime, supports resident independence and ensures compliance with all relevant legislative and regulatory requirements.

The Contractor shall work collaboratively with CCHA to deliver a customer-focused service that meets the needs of residents, particularly those who may be elderly, disabled or otherwise vulnerable.

4.1 Planned Preventative Maintenance

The Contractor shall:

- Complete all scheduled servicing within the agreed maintenance programme.
- Service all assets in accordance with manufacturer recommendations and statutory requirements.
- Maintain service records for every asset.
- Identify and report any defects, deterioration or safety concerns.
- Provide clear service certificates following each visit that details all servicing and maintenance checks undertaken.

4.2 Responsive Repairs

The Contractor shall:

- Respond to reported faults within the agreed response times.
- Diagnose and rectify equipment faults.
- Replace defective components where required.
- Restore equipment to full working order wherever possible during the first visit.



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4.3 Emergency Breakdown Service

The Contractor shall:

- Provide a 24-hour emergency call-out service, 365 days per year.
- Attend emergency breakdowns within contractual response times.
- Prioritise cases involving vulnerable residents or situations where equipment failure restricts access within the home.

4.4 Resident Communication

The Contractor shall:

- Contact residents directly to arrange appointments as per CCHA processes and procedures.
- Confirm appointments in advance.
- Notify residents of delays or cancellations.
- Maintain records of failed appointments and access issues.

5. Timescales

Contractors shall achieve the following minimum response times:

Emergencies	4 hours
Urgent	24 hours
Routine Works	28 Days

6. Contract Duration:

The contract will commence on 1st December 2026 for an initial period of 2 years, with options to extend (on a +1 +1 basis) subject to satisfactory performance and mutual agreement.

7. Contract Management and Working Arrangements

The Contractor shall nominate a Contract Manager who will act as the primary point of contact for the CCHA Contract.

The Contract Manager shall:

- Attend regular contract review meetings.
- Review performance against agreed KPIs.
- Manage escalated issues and complaints.



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- Identify service improvements and efficiencies.
- Ensure effective communication between the Contractor and CCHA.
- Performance meetings shall be held quarterly, or more frequently if required.

All Contractor employees working on the contract must carry identification approved by CCHA, it should always be worn and clearly visible when calling at properties, and proactively shown to residents.

CCHA also operate a Contractors Code of Conduct that all contractors working for and representing CCHA must adhere to. This can be found as Appendix B.

6. Central Digital Platform share code

Important: Please provide a copy of your Supplier Information questionnaire as part of your bid submission. This is taken from your account on the Central Digital Platform. If you don't have one yet, please register on [Find a Tender](#). CCHA won't accept any bid submissions without a copy of your Supplier Information questionnaire.

7. Sub-contractors

Please provide details of all sub-contractors you intend to use as part of the procurement (as required by section 28(1)(a) of the Procurement Act 2023). This is not restricted to sub-contractors that the supplier is relying on to meet conditions of participation (who will in any event be associated persons) but applies to all sub-contractors (of all tiers) the supplier intends to sub-contract the performance of all or part of the contract to.

It will also be required for your associated persons to provide their basic information, connected person and exclusions information via the Central Digital Platform.

Finally, you will also be required to declare that your associated person/s and any contractors you intend to use to deliver all or parts of this contract do not have any exclusion grounds applying to them and, that their core information is up to date on the Central Digital Platform.



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8. Key Performance indicators (KPIs) management

CCHA will actively monitor the Contractor's performance throughout the duration of the contract to ensure that the services are delivered in accordance with the specification, statutory requirements and agreed Key Performance Indicators (KPIs).

KPI's will be set for the contract as follows:

KPI	Description	Calculation	Produced by	Frequency of reporting	Target Year 1	Target Year 2
KPI 1	Working Hours Emergency Call out response within 2 hours	$\frac{\text{No. of emergency call outs responded to in 2 hrs}}{\text{No of emergency call outs (2hr) raised}} \times 100$	Client	Monthly	90%	95%
KPI 2	Out of Hours Emergency Call out response within 4 hours	$\frac{\text{No. of call outs (4hr) completed in time}}{\text{No of call outs (4hr) repairs raised}} \times 100$	Client	Monthly	90%	95%
KPI 3	Number of service visits completed by	$\frac{\text{No. of visits completed by due date}}{\text{No. of visits completed}} \times 100$	Client	Monthly	90%	95%



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	next due date					
KPI 4	% of service records received within 3 working days of completion	$\frac{\text{No. of service records received in 3 days}}{\text{No. of services completed}} \times 100$	Client	Monthly	90%	95%
KPI 5	Number of remedial actions completed in time (within the Target Date)	$\frac{\text{No. of remedial actions completed in time}}{\text{No of remedial actions raised}} \times 100$	Client	Monthly	90%	95%
KPI 6	Customer (Tenant) Satisfaction	$\frac{\text{No. of tenants satisfied with service}}{\text{No. of surveys returned}} \times 100$	Client	Monthly	80%	85%

The successful Contractor shall attend regular contract review meetings with the Association.

As a minimum, meetings shall comprise:

- Monthly Operational Meetings during the first six months of the contract to review mobilisation, operational performance, KPIs, outstanding actions and resident issues.
- Quarterly Contract Review Meetings thereafter to review overall contract performance, statutory compliance, health and safety performance, customer satisfaction, risk management, financial performance (where applicable) and opportunities for continuous improvement. (Additional meetings may be requested by the Association where significant performance issues arise.)
- Annual Performance Review Meeting to review the Contractor's overall performance, contract objectives, service improvements, social value commitments, asset trends and future service planning.

Where performance falls below the agreed service levels or KPIs, the CCHA may require the Contractor to implement a Performance Improvement Plan.

The Performance Improvement Plan shall include:

- Identification of the root cause(s) of the performance issue.
- Proposed corrective actions.



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- Named responsible persons.
- Timescales for implementation.
- Arrangements for monitoring progress.
- Measures to prevent recurrence.

Failure to achieve the required performance standards may result in the application of contractual remedies in accordance with the Conditions of Contract.

9. Locations

Servicing and maintenance of equipment will be required across CCHA's housing stock throughout the Cardiff area.

10. Data Protection and GDPR

The Contractor shall comply with all obligations under UK GDPR and the Data Protection Act 2018.

Where personal data is processed on behalf of CCHA, the Contractor shall:

- Implement appropriate technical and organisational security measures.
- Ensure confidentiality of resident information.
- Report any data breaches immediately.
- Enter into a required Data Sharing Agreement.

10. Contract Value

The contract value for the duration of the contract is expected to be £40,000.00 - £50,000.00.

11. 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 all procurement activity to deliver community benefits to



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our tenants, residents and communities across all contracts. 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.

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 new Procurement Act 2023 has now moved from the Most Economically Advantageous Tender to Most Advantageous Tender, and this means considering the wider benefits for the community in which the contract will be delivered.

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 subcontracted supply chain. It should be noted that 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 the Well-Being of Future Generations Act 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 included in our leaflet will be utilised on all procured contracts as a core requirement. Furthermore, there will be an expectation that a bespoke model 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.

The organisation encourages contractors to make full use of both Traditional and Shared Apprenticeship Schemes when meeting employment and skills requirements, where appropriate. Recruitment for these roles will be coordinated through the organisation's internal employability services.

All vacancies created through procured contracts—regardless of duration, scope, or type of work—must be submitted to the organisation's internal employability team. This team will promote the opportunities to local communities and partner agencies.



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Wherever possible, the organisation aims to prioritise access for its tenants and for individuals living in the surrounding 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 the CCHA leaflet. 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” (CIS) 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 to CCHA for the purpose of community development activities. These monies will be held within CCHA and will be invested subject to input from relevant departments within CCHA where appropriate at our absolute discretion. The 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)
£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
Above £1,000,001	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



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contractors' knowledge and understanding of community benefits and targeted recruitment and training allowing them to compete with larger contractors, not just with CCHA 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 when needed. 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. Please refer to our community benefits leaflet to understand the types of activities that have been asked of current or previous contractors.

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.

Management of Community Benefits Delivery

The successful Bidder must work with the Client's Contract Manager and our Community Benefits Representative (Sam Evans - Socialvalue@ccha.org.uk) to maximise the community benefits delivered through the Contract. Bidders will appoint a Community Benefits representative 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 Management meetings.