**Contractor Reference**

|  |  |
| --- | --- |
| **Name of Contractor:** |  |

|  |  |
| --- | --- |
| **Details of Tender Opportunity:** | Test HA – Gas Service & Reactive Repairs with ad-hoc Boiler Changes and New Full Systems Contract |

|  |  |
| --- | --- |
| **Organisation Supplying Reference** | |
| Name of Organisation: |  |
| Contact Details: |  |
| Email Details: |  |
| Reference completed by: |  |
| Position Held: |  |
| Date Completed: |  |
| Signed By: |  |

|  |  |  |
| --- | --- | --- |
| **Activity Undertaken by Contractor for Client**  Please outline the activity undertaken by this contractor for your organisation | | |
| **Contract Period** | **Contract Value** | **Brief description of works undertaken** |
|  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Please circle your level of satisfaction with the following areas of activity:**  **A = excellent B = very good C = satisfactory D = poor E = unacceptable** | | | | | | |
| **Quality Standards** |  |  |  |  | |  |
| Quality of workmanship | **A** | **B** | **C** | **D** | | **E** |
| Call centre support staff | **A** | **B** | **C** | **D** | | **E** |
| Sufficient No of tradespersons | **A** | **B** | **C** | **D** | | **E** |
| Completion of Gas servicing within programme | **A** | **B** | **C** | **D** | | **E** |
| Ability to consistently complete works to allocated timescales | **A** | **B** | **C** | **D** | | **E** |
| Ability to complete jobs first time | **A** | **B** | **C** | **D** | | **E** |
| **Management and Communications** | | | | | | |
| Head office organisation | **A** | **B** | **C** | **D** | | **E** |
| Quality of management staff | **A** | **B** | **C** | **D** | | **E** |
| Communication response times | **A** | **B** | **C** | **D** | | **E** |
| Co-ordination of any sub-contractors | **A** | **B** | **C** | **D** | | **E** |
| Adherence to conditions of contract & specification | **A** | **B** | **C** | **D** | | **E** |
| Communication with residents/properties | **A** | **B** | **C** | **D** | | **E** |
| Progress & Management Information Reporting | **A** | **B** | **C** | **D** | | **E** |
| Quality Control measures & KPI Reporting | **A** | **B** | **C** | **D** | | **E** |
| **General** | | | | | | |
| Commitment to collaborative working | **A** | **B** | **C** | **D** | **E** | |
| Continuity of personnel and service | **A** | **B** | **C** | **D** | **E** | |
| Adherence to Health and Safety procedures and CDM regulations | **A** | **B** | **C** | **D** | **E** | |
| Attitude to residents/property staff | **A** | **B** | **C** | **D** | **E** | |
| Quality of invoicing/dealing with invoicing queries | **A** | **B** | **C** | **D** | **E** | |
| General Performance | **A** | **B** | **C** | **D** | **E** | |

|  |  |  |
| --- | --- | --- |
|  | **\*Delete as appropriate** | |
| **Was the project completed within budget?** | **Yes** | **No** |
| Comments: | | |
| **Would you offer opportunities to this contractor again?** | **Yes** | **No** |
| Comments: | | |
| **Any additional comments to make about the service provided?** | **Yes** | **No** |
| Comments: | | |

**Please include with your tender submission**

**Thank you for your assistance**