

Contractor Reference

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