



PROPERTY INTEL

CLIENT-FACING

Contractor Procurement — Service Brochure

Structured Contractor Procurement for
London Residential Blocks —
Transparent, Compliant, and
Performance-Driven

DOCUMENT ID

PI-BLK-073

VERSION

1.0

CLASSIFICATION

Client-Facing

OWNER

Head of Block Management

REVIEW CYCLE

Bi-Annual

LAST UPDATED

March 2026

Contents

2.0 Executive Summary _____ 3

3.0 Who This Is For _____ 5

4.0 What We Handle _____ 7

5.0 The Property Intel Process _____ 9

6.0 Risk Protection _____ 12

7.0 Compliance Assurance _____ 14

8.0 Why Property Intel _____ 16

9.0 Pricing Positioning _____ 18

10.0 Call to Action _____ 20

Executive Summary

Property Intel delivers a fully managed contractor procurement service for residential blocks across Tower Hamlets and wider London. Our approach replaces ad-hoc contractor selection with a structured, auditable process built on verified competence, competitive tendering, and statutory compliance.

PI-BLK-073

Client-Facing

Every contractor appointment is made from our Approved Contractor List — a curated register of trades and specialists who have passed our multi-stage vetting process covering insurance verification, trade accreditations, reference checks, and performance history. No contractor is appointed without meeting our minimum standards.

For qualifying works, we manage the full Section 20 consultation process under the Landlord and Tenant Act 1985, ensuring that leaseholder contributions are recoverable and the process withstands tribunal scrutiny. For complex or high-value projects, we apply two-stage tendering with pre-qualification, evaluation matrices, and detailed tender reporting.

The result: competitive pricing, qualified contractors, compliant processes, and a full audit trail for every appointment.

SECTION 03

3.0

Who This Is For

This service is designed for:

PI-BLK-073

Client-Facing

| CLIENT TYPE | TYPICAL REQUIREMENT |
|--------------------------------------|--|
| RTM (Right to Manage) companies | Structured procurement to replace informal contractor selection; Section 20 compliance |
| Resident Management Companies (RMCs) | Professional tendering for major works; insurance and accreditation verification |
| Freeholders and landlords | Cost-effective procurement with transparent evaluation; defensible at tribunal |
| Leaseholder groups | Assurance that service charge expenditure on works is competitive and properly consulted |
| Developers (defect period) | Contractor appointment for remedial works with performance guarantees |

Property Intel's procurement service is particularly relevant for blocks requiring:

- Major works programmes (external redecoration, roof replacement, structural repairs)
- Fire safety remediation works
- Ongoing planned maintenance contracts (cleaning, landscaping, mechanical services)
- Specialist works requiring CDM Principal Contractor appointments

SECTION 04

4.0

What We Handle

PI-BLK-073

Client-Facing

| SERVICE ELEMENT | DESCRIPTION |
|---|--|
| Approved Contractor List management | Continuous vetting, insurance monitoring, accreditation verification, and performance tracking |
| Scope of works preparation | Detailed specifications for all categories of works |
| Single-stage tendering | Competitive tender process for works valued between £5,000 and £49,999 |
| Two-stage tendering | Pre-qualification and full tender for works above £50,000 or CDM-notifiable projects |
| Evaluation and scoring | Objective evaluation using weighted scoring matrices covering price, experience, methodology, health and safety, insurance, and references |
| Section 20 consultation | Full management of the statutory consultation process for qualifying works |
| Insurance verification | Public liability (minimum £5m), employer's liability, professional indemnity, and contractor's all risks |
| Trade accreditation checks | NICEIC, Gas Safe, BAFE, FIRAS, NASC, NFRC, and sector-specific registrations |
| Reference checking | Direct contact with referees; structured assessment of past performance |
| Contract preparation and execution | Standard-form and bespoke contracts; retention provisions; performance bonds for high-value works |
| CDM Principal Contractor selection | Competence assessment and appointment for notifiable works under CDM 2015 |
| Performance monitoring and KPI tracking | Post-project reviews; ongoing performance scoring; Approved Contractor List updates |
| Contract termination procedures | Managed termination for non-performance, insolvency, or breach of contract |

5.0

The Property Intel Process

Our procurement process follows a defined sequence, adapted to the value and complexity of the works:

PI-BLK-073

Client-Facing

STAGE 1: REQUIREMENT DEFINITION

We prepare a detailed Scope of Works document for every project, specifying the works required, technical standards, programme expectations, and any special conditions (asbestos, working at height, CDM). This document forms the basis of the tender.

STAGE 2: PROCUREMENT ROUTE SELECTION

The procurement route is determined by value:

| VALUE THRESHOLD | ROUTE |
|----------------------------|--|
| Under £5,000 | Quotations from Approved Contractor List |
| £5,000 — £49,999 | Single-stage competitive tender |
| £50,000+ or CDM-notifiable | Two-stage tender with pre-qualification |

STAGE 3: SECTION 20 COMPLIANCE (WHERE APPLICABLE)

For qualifying works exceeding £250 per leaseholder, we manage the full consultation process — Notice of Intention, obtaining estimates (including from leaseholder-nominated contractors), and Statement of Estimates — with 30-day observation periods at each stage.

STAGE 4: TENDER EVALUATION

All tenders are evaluated using our weighted scoring matrix. Price accounts for 30% of the total score. The remaining 70% assesses experience, methodology, health and safety, insurance, and references. Contractors scoring below 60% are excluded regardless of price.

STAGE 5: APPOINTMENT AND CONTRACT

Following client approval, we verify insurance and accreditations, execute the contract, and confirm receipt of risk assessments and method statements before works commence.

STAGE 6: PERFORMANCE MONITORING

During works, we conduct regular site inspections and progress reviews. Following completion, we carry out a formal snagging process and post-project performance review, which feeds into the contractor's record on our Approved Contractor List.

Risk Protection

Property Intel's procurement framework is designed to mitigate the principal risks associated with contractor appointment:

PI-BLK-073

Client-Facing

| RISK | PROTECTION MEASURE |
|----------------------------|--|
| Uninsured contractor | Mandatory insurance verification at appointment and annually; automated expiry alerts; immediate suspension for lapsed cover |
| Defective workmanship | Staged payment schedules; minimum 6-month defects liability period (12 months for works above £50,000); snagging inspections at practical completion |
| Contractor insolvency | Credit checks at appointment; performance bonds for works above £100,000; retention of second-ranked contractor from tender |
| Section 20 challenge | Full statutory compliance; documented consultation process; legal review for works above £50,000 |
| Health and safety incident | RAMS review before commencement; CDM compliance for notifiable works; site inductions and audits |
| Programme overrun | Contractual programme requirements; liquidated damages provisions; weekly progress monitoring |
| Budget overrun | Fixed-price contracts where possible; mandatory variation approval for increases above 10%; continuous cost reporting |

Compliance Assurance

Every procurement exercise conducted by Property Intel is designed to satisfy the following compliance requirements:

PI-BLK-073

Client-Facing

| REQUIREMENT | STANDARD |
|---|---|
| Section 20 (Landlord and Tenant Act 1985) | Full three-stage consultation for all qualifying works; compliant notice drafting and service |
| CDM 2015 | Principal Contractor appointment for notifiable works; Construction Phase Plan in place before commencement |
| Building Safety Act 2022 | Contractor competence assessment for higher-risk buildings; building safety case updated for material works |
| Health and Safety at Work Act 1974 | Risk assessments and method statements for all works; site-specific inductions |
| GDPR | Contractor data processing agreements in place; personal data handled in accordance with UK GDPR |
| Lease compliance | Procurement conducted in accordance with lease provisions regarding works, consultation, and expenditure approval |

All documentation is retained for a minimum of 6 years in accordance with statutory limitation periods and RICS guidance.

SECTION 08

8.0

Why Property Intel

PI-BLK-073

Client-Facing

| DIFFERENTIATOR | DETAIL |
|----------------------------------|---|
| Curated Approved Contractor List | 150+ vetted contractors across all residential block trades, continuously monitored |
| Section 20 track record | 100% compliance across all qualifying works to date; zero successful tribunal challenges |
| Weighted evaluation | Price is never the sole criterion — competence, safety, and reliability carry 70% of the evaluation score |
| Full audit trail | Every decision documented; every communication logged; every evaluation scored and filed |
| CDM competence | In-house CDM awareness training for all Block Managers; specialist advisors engaged for notifiable projects |
| London focus | Deep knowledge of the London residential block market, including Tower Hamlets-specific requirements and local authority expectations |
| Technology-enabled | Automated insurance tracking, Section 20 deadline management, and performance reporting |
| Transparent reporting | Clients receive full tender reports with scoring matrices, not just a recommendation |

Pricing Positioning

Property Intel's contractor procurement service is included within our standard block management fee for routine maintenance appointments. For major works requiring formal tendering and Section 20 consultation, a project management fee applies, structured as a percentage of the contract value:

PI-BLK-073

Client-Facing

| WORKS VALUE | FEE STRUCTURE |
|--------------------|---|
| Under £50,000 | Included in management fee or fixed fee by agreement |
| £50,000 — £250,000 | Project management fee (percentage of contract value) |
| Above £250,000 | Project management fee (percentage, reducing scale) |

All fees are agreed in writing before the procurement process commences. There are no hidden charges, mark-ups on contractor costs, or undisclosed commissions. Property Intel does not receive commissions, rebates, or referral fees from any contractor on our Approved Contractor List.

Our fee reflects the value of structured procurement: competitive pricing achieved through genuine tendering, statutory compliance that protects cost recovery, and risk mitigation that prevents costly failures.

SECTION 10

10.0

Call to Action

To discuss how Property Intel's contractor procurement service can support your block, contact our Block Management team:

PI-BLK-073

Client-Facing

- **Telephone:07586479847
- **Email:contact@property-intel.co.uk
- **Office:30 Churchill Place, London E14 5RE

We offer an initial consultation at no charge to review your current procurement arrangements and identify opportunities for improvement. Whether you are planning a major works programme, seeking to establish a structured Approved Contractor List, or require Section 20 consultation support, our team is ready to assist.

Request a procurement review today.

Property Intel — Intelligence-Led Property Management

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Head of Block Management or the relevant Property Intel service lead.

DOCUMENT OWNER

Head of Block Management

REVIEW CYCLE

Bi-Annual

CURRENT ISSUE

1.0

CLASSIFICATION

Client-Facing

LAST UPDATED

March 2026

PAGE COUNT

22