

## North Wales Housing Association

North Wales Housing Association is a modern, dynamic charitable organisation dedicated to improving the lives of people in need across North Wales.

Llys y Coed is the first of 3 Extra Care Schemes to be opened in Conwy. The 46 self contained apartments have been designed to enable residents to remain living independently in a home of their own and to make life easier.



# case study

### Project brief

Outsourcing of the catering and cleaning services, hitherto provided by the local authority.

The brief was originally only concerned with tendering the catering services, but this was extended to include cleaning on the advice of Andrew Etherington.

Our input required the production of a full set of tender documents.

This included writing new and complimentary service specifications for both elements and establishing the evaluation criteria.

### Outcome

Andrew Etherington, project managed the entire process.

The availability of suitable operators in the local market was seen to be a potential limiting factor. Contact was made with a neighboring housing association who agreed to share the names of companies expressing an interest in their own tender process.

3 companies eventually expressed an interest in tendering, and good quality, cost effective tenders were received and evaluated.

Following the successful contract award, we have been retained to provide on-going monitoring and ad hoc operational and financial advice

### Client Contact

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