



Proposed changes to home improvements partners

Frequently Asked Questions	Answers
What is happening?	We are starting a process to select new partners for our home improvement work. Nothing is changing right now, but we're working towards having new contracts in place from 1 April 2028.
What are home improvements?	<p>Home improvements are larger improvement projects we carry out to keep our homes and neighbourhoods safe and well maintained. This can include work to individual houses and flats, buildings and shared outdoor areas.</p> <p>The work may involve replacing older items, such as kitchens, bathrooms, windows and doors, as part of our regular upgrade programme.</p> <p>We might be making improvements to meet safety or legal requirements or carrying out several repairs together where a home needs more extensive work, for example after a fire or where a number of things need updating at the same time.</p>
What are these contracts for?	<p>The new home improvement contracts will be long term contracts which could last up to 15 years.</p> <p>It is proposed that they will cover the services listed below. You might not receive all of these services, but we want you to know what we're including in the agreements we're looking to make with future partners.</p> <ul style="list-style-type: none"> ● Home improvements and major project work, including upgrades, replacements and refurbishments ● Specialist safety checks and work, which may also include inspections, routine servicing, repairs, and replacing old parts ● Smaller specialist partners who can provide extra support, help us complete smaller projects, or carry out specialist work <p>At the moment, our contracts are split across three regions. We're considering having new contracts in place across five regions in the future.</p> <p>We may also decide to set up one or more partner frameworks. This means we could appoint a group of approved partners, rather than choosing just one. When certain work is needed, those approved partners may then be asked to provide a price or proposal, and we would choose the most suitable partner for that piece of work. This is sometimes called a mini competition.</p>
What does this mean for me?	It's important to us that your home is well looked after and that any improvements we carry out are completed on time and to a good standard. We want to get long-term contracts in place with the right partners so we can improve the home improvement services you receive and make sure you're getting value for money.

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Why are you doing this now?	In the past, many of our home improvements have been carried out by our maintenance partners. Our current repairs and maintenance contracts are due to end at the end of March 2027, so now is a good time to review how we deliver this work and put new arrangements in place for the future.
When will the new partners be in place?	The new home improvement contracts will start from 1 April 2028. Some specialist partners may start slightly later. If that happens, we'll write to customers again with clear timescales and information about what to expect.
How will you deliver home improvements between the end of March 2027 and 1 April 2028.	<p>We'll be using some of our existing partners and we're also putting short term contracts in place to cover the period from 1 April 2027 to the end of March 2028.</p> <p>We're committed to making sure any home improvements you receive during this time are carried out on time and to a good standard.</p>
Why are you entering into long-term contracts?	Agreeing a longer contract means our partners can invest more into improving and caring for your home. It also saves money by reducing the need to keep finding and setting up new partners.
How will you select successful partners?	We'll be carrying out a careful partner selection process and customers will be part of this process throughout. We'll look at quality and price, speak with partners about how they work, and ask them to show how they would deliver a high-quality service for Orbit customers.
What rules do you follow when choosing new partners?	<p>We follow the rules set out in the Procurement Act 2023 when selecting partners. This makes sure the process is fair, open and transparent.</p> <p>You can find more information at: www.legislation.gov.uk/ukpga/2023/54/contents</p>
What stage of the process are you at?	<p>We're at an early stage, where we're letting you know that we're starting a process to select new partners for our home improvement services. We're also asking you to tell us what you think about these services and what you want from them in the future.</p> <p>At this stage, we have to give you a 'Notice of Intention'. This is a formal notification that we're starting to look for new partners. We've included the Notice of Intention with this letter.</p>
How can I give my feedback?	<p>By law, your feedback must be made in writing. You can do this in any of the following ways:</p> <p>✉ Email: consultations@orbit.org.uk</p> <p>✉ Write to: Consultations, Garden Court, Harry Weston Road, Binley, Coventry, CV3 2SU</p>

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Do I have to respond before a certain date?	Please share your feedback with us before Sunday 2 August 2026 so it can be considered. We'll reply to your comments or questions within 21 days of receiving them.
Do I have to reply or do anything?	If you don't want to let us know what you think, that's okay. You don't have to respond.
How will you make sure the new partners do a good job?	The new contracts will include clearer performance standards and ways for us to step in if there are problems. Any contract extensions will depend on the partner continuing to deliver a good standard of service.
Can the contract be ended early if a partner isn't doing a good job?	Yes. If a partner doesn't meet our standards, we can step in and act, including ending the contract early. We'll set clear expectations from the start and monitor the partner's work closely, so you can be confident you'll get the quality service you deserve.
How will you control costs?	We're looking at different ways to manage costs, but our aim is to work openly and transparently with our partners. This means we will regularly check and review their costs so we can make sure they are fair and provide value for money.
How will you make sure we get good value for money and only pay for the services we receive?	<p>We'll carefully check prices from different partners through a tender process. We will evaluate with lots of different teams to make sure we've considered lots of aspects including sustainability and social value.</p> <p>We will put robust processes in place to make sure we only pay for the work that has been carried out according to the relevant cost structure of the contract.</p>
Can we have a say in choosing partners?	<p>Partners will be chosen by a panel of Orbit colleagues with the right skills and experience. This will include people from teams such as Property Improvement, Home Safety, Health and Safety, Sustainability, Social Value and IT.</p> <p>Customers will also play an important part in the process. A customer panel, made up of Involved Customers, will help review the service requirements, look at how partners will be measured, and take part in evaluating and interviewing potential suppliers. This helps make sure customer views are considered when decisions are made.</p>
How can I find out more?	<p>If you have a question which is not covered in these FAQs, please contact us by emailing consultations@orbit.org.uk or you can call us on 0800 678 1221.</p> <p>We have a dedicated area of our customer website where you can find all this information and details of any other live consultations: orbitcustomerhub.org.uk/newpartners</p>