



Communities & Housing Investment Consortium

A member owned procurement and asset management consortium, delivering efficiencies and social value for its members.

Efficient procurement and commercial support

CHIC is a member owned procurement and asset management consortium providing compliant procurement solutions, contract and commercial management support and added social value. CHIC works across the UK, supporting housing associations, local authorities and other public sector bodies and charities to deliver efficiencies and savings.

Our services



MATERIALS & MERCHANTS

A range of merchants and manufacturer direct materials solutions, with catalogue management and reporting.



BUILDING SAFETY & COMPLIANCE

Comprehensive options for all your compliance services and assurance needs, keeping buildings safe for people.



NEWBUILD DEVELOPMENT

Access to contractors and consultants for all newbuild projects, including MMC manufacturing and turnkey.



CAPITAL & PLANNED INVESTMENT

Contractor and supplier solutions across the full range of asset investment projects and programmes, to keep buildings and estates well maintained.



PROFESSIONAL SERVICES

Access to comprehensive legal, consultancy and other professional support services.



DECARBONISATION & RENEWABLES

Solutions to help access, plan and deliver low and zero carbon initiatives across your asset base.



TECHNOLOGY SOLUTIONS

A range of technology providers and solutions, to make your asset management smarter.



FACILITIES MANAGEMENT

Options to secure both hard and soft facilities services, to keep your buildings and estates safe, clean and secure.

CHIC Products

CHIC has a full range of compliant procurement solutions which underpin this comprehensive service offer. Contractors, consultants, manufacturers and suppliers can be selected through mini competition or direct award.

CHIC Solutions

Access to our services and products is provided through a wide selection of frameworks, long term contracts or our dynamic purchasing system.

CHIC Membership

Joining CHIC is free to all housing associations, public sector bodies and charities which want to access our services. Our member services team helps you to identify what service you need and then supports the contractor or supplier selection and contract award.

Why CHIC?

CHIC does not just offer procurement solutions, we also provide a full managed service delivering ongoing value. We proactively manage pricing with the supply chain and support our members operationally, with regular reporting.

Social Value

We also deliver added social value returns, with apprenticeship and training programmes through larger contracts, direct sponsorship and other community support initiatives.

About CHIC

CHIC is a not for profit, member owned and governed asset management consortium. We offer a wide selection of services for our members in the affordable housing sector, for other public sector bodies and for charities. We provide procurement and contract support solutions, delivering savings, efficiencies and added social value.

Membership

Membership of CHIC is open to any housing association, public sector body or charity. It is free to join and members can use as few or as many of our services as they choose.

Services

CHIC provides a comprehensive selection of services. Together, these provide a full suite of contractor and supply chain solutions for affordable housing landlords and other public sector bodies, across their asset management and development programmes. All services are underpinned by a range of frameworks, a dynamic purchasing system (DPS) and some long-term contracts.

Commercial Support and Reporting

CHIC maintains price catalogues for all merchants and materials manufacturers, which are kept under constant review. We deliver competitive pricing for members, supported by the aggregated volume of consortium purchasing. We report regularly to our members on pricing, savings achieved and options available to enhance efficiencies. Members appreciate this added value – our managed service helps to provide ongoing efficiency, once the procurement process has completed.



Governance and Management

CHIC is governed by a Board of Directors, appointed mainly from the membership, with an independent chair. The Board sets the business strategy, reflecting member current and future needs, and monitors the delivery of all services. The CHIC operational service is provided through an agency agreement with ARK Consultancy, which provides added value for members through ARK's asset management and development expertise.

CHIC's Member Support

As a procurement consortium, CHIC provides compliant procured frameworks, contracts and a DPS, giving members options for an efficient route to market. We support members in identifying the best solution for their particular needs, then manage the contractor or supplier selection with them to the award of contract. Unlike other consortia, CHIC then provides ongoing support services (as little or as much as is required) to ensure that the selected contract or service runs smoothly.

Supply Chain Partnering

CHIC's relationships with its framework and DPS contractors, consultants and suppliers are as important as those with the members. We seek to work in partnership, so we can deliver the most competitive prices but without compromising overall value. CHIC aims to work collaboratively with the whole supply chain so together we can deliver the very best value for members.

Dynamic Purchasing System

CHIC has a comprehensive DPS offering a wide selection of categories across all service areas. Contract selection and awards under the DPS must be via a competitive tender and CHIC will support and guide members during the tender process, all run through our Delta electronic portal. Advantages to members of using the DPS are:

- **Contractors and suppliers can join the relevant category at any time.**
- **If leaseholder consultation is required for a project or programme, then the DPS still enables an efficient route to market.**

Contracts

CHIC also has some long term contracts, particularly for MMC solutions for the development of new homes, where long term partnership arrangements will add value over time. Direct member call off contracts are available under these long term CHIC contracts.



Fees

CHIC recovers its costs through transaction fees, generally included within contractor, consultant or supplier prices. CHIC claims these direct from the supply chain, so members just pay the contract cost. Fees are set reflecting the level of service required and the annual contract value. Fees range from 0.5% to 4% (6% for legal services). The larger the value of the contract or project, then the lower the fee. CHIC's managed services offer great value to enhance savings, but if members only want framework access, we adjust fees accordingly.

Frameworks

CHIC has a full suite of frameworks offering a wide variety of products for each service.

Members can access framework contractors and suppliers by:

- **Direct call off** – awarding a contract to a selected contractor or supplier, subject to the approval of a specific business case for the award, or
- **Mini – competition** – CHIC will run a mini-tender, between the eligible framework contractors or suppliers, based upon the specific member requirements.

Some of our frameworks are for longer than the usual 4 years, given the need to call off longer term contracts for major projects or programmes of work.

CHIC Order Management System (COMS)

CHIC has invested in a smart technology solution for members. This enables our members to set programmes of work that link contractors and materials suppliers seamlessly, with robust automated price control and invoicing. This system creates process efficiencies for the project client, contractor and materials supplier and ensures price accuracy and efficient payment.

Social Value

CHIC is committed to *Communities and Housing Investment*. We therefore:

- **Have contractual requirements within all contracts with a value of over £1m per annum, to deliver apprenticeships and training.**
- **Sponsor Local Employment Groups, to support people distant from the workplace into employment.**
- **Provide funding support for local community initiatives.**
- **Recognise leading apprentices and training outcomes through CHIC's annual awards programme.**



Committed to creating added social value outcomes

Social Value is at the heart of all of CHIC's procurement frameworks. By building social value into every contract, we ensure consistent, measurable and meaningful social value outcomes, delivered through the following initiatives:

CHIC Contractual Apprenticeships

- All CHIC procured contracts, where the annual value is more than £1m, will be expected to deliver apprenticeships and training.
- CHIC will monitor and support the contracts where this requirement applies, to ensure these outcomes are achieved.

CHIC Employment Sponsorship

- CHIC will work with and financially support Local Employment Groups (LEGs) in the main regions of CHIC's active members, to secure permanent employment for people who are disadvantaged or distant from the workplace.
- LEGs' will be supported to secure appropriate job placements, to achieve a minimum 26 weeks employment for each placement.

CHIC Community Chest

- CHIC will provide small grants to support local projects being promoted in the communities our members support.
- Projects may involve training and skills development for disadvantaged people, community support initiatives or capital projects, where top up grants will help make a difference to peoples lives and wellbeing.

CHIC Annual Awards

- CHIC promotes annual awards for apprentices and trainees, to recognise high achievers within our members, contractors and suppliers businesses.



"Our partnership with CHIC has enabled Jericho to offer life changing apprenticeship opportunities in our social enterprises, combined with a holistic programme of wrap around support to young people who would otherwise have struggled to get a break. The team at Jericho are extremely grateful to CHIC for supporting us in our mission to break down barriers and change lives"

Richard Beard, Chief Executive
Jericho Foundation





SOCIAL VALUE

Frequently asked questions

How do CHIC's contractual requirements work?

Set out in each CHIC procurement is the need for contractors and suppliers to be able to commit to providing apprenticeships and training outcomes commensurate with spend, where annual values are above £1m. Tenderers proposals are required and scored as part of the tender process.

When call off contracts are established for members projects, these obligations are made clear. Once the contract starts, CHIC's Social Value Manager will work with the contractor or supplier to support and monitor the social value outcomes.



What is a Local Employment Group?

A LEG is a voluntary or charitable organisation that provides proactive support to people who need some help to access training and work opportunities. They work in local communities to encourage and support individuals, both practically and financially, to get them ready to enter (or re-enter) the workplace and then support them through the first period of their employment.

How does CHIC select the LEGs' it works with?

CHIC reviews the region where members programmes are most active and identifies LEGs' in these areas for support.

CHIC will agree a service level agreement with each LEG, to agree the number of job placements required and the funding to be provided.

How does CHIC fund social value?

CHIC's Board decides what proportion of income should be allocated to the CHIC Social Value Fund on an annual basis. This provides for the staffing costs associated with supporting social value activities and for providing external funding.

What other sort of projects will CHIC support?

CHIC's Board develops and publishes more detailed guidance on the type of project it will support and manages this on an annual rolling basis. The simple objective is to provide small grants to projects that will add value to the communities where CHIC's members are active.

How do CHIC's Annual Awards work?

Each year CHIC invites members, contractors and suppliers to nominate apprentices and trainees who they think deserve to be acknowledged as high achievers. CHIC issues annual guidance and selects the most deserving candidates, whose awards are presented at the CHIC annual conference.



How do I find out more about CHIC's social value commitments?

Ask to speak to one of the team, who will put you in touch with CHIC's Social Value Manager.



Get materials direct with the CHIC Order Management System (COMS)



**A smart way to
help members
manage their
supply chain**



The CHIC Order Management System (COMS) is an online, browser-based ordering solution that features programme and catalogue management for members, as well as a platform to make and receive orders for contractors and suppliers.

COMS enables members to set up programmes of work, which then automate direct material supplies to contractors, with an effective invoicing interface. Members, suppliers and contractors have complete programme transparency, cost predictability and accuracy.

All members of CHIC are eligible to use COMS and a member of our team can support the implementation within your organisation.

CHIC has proven that sourcing materials separately from labour secures savings for our members. CHIC's direct materials supply solution gives members the ability to select specific products, at a price that reflects consortium volume purchasing.

Supply can be to an external or an internal contractor, for any maintenance service or for newbuild. CHIC works with the member to select and source the materials that suit their project or programme and supports the contractor to establish the operational interfaces needed. Contractors find that CHIC's direct materials supply solutions de-risks pricing and streamlines processes, as the member has selected exactly the materials they want from their chosen manufacturer or supplier. To make this easier CHIC has developed COMS.

Frequently asked questions

How does COMS work?

COMS is a browser based ordering solution that focuses on providing clarity and control for its users, whether they are contractors, suppliers or CHIC members. As part of the initial setup, programmes and materials lists are uploaded into the system and assigned to contractors. Each contractor can be assigned to multiple programmes and specific elements within those programmes, meaning there is no risk of orders being placed for the wrong workstreams. Members also have complete control over costs with budgets able to be set at an individual property level and a built-in approval process and full audit trail for any orders placed.

Is COMS easy to use?

Most people will be familiar with online shopping in one form or another and this shaped the design behind COMS. The user interface was designed to be familiar and easy to navigate, with options for automatic data input wherever possible; for example contractors can save frequently used delivery addresses to populate orders with one click.

How long does COMS take to set up?

After an initial consultation to determine your needs and specification for a member profile, uploading data into the system only takes minutes. Along with appropriate training and onboarding for contractors and suppliers, orders could begin within as little as a week.

What platform does it run on?

COMS is a cloud based accessed system and does not need a specific member IT platform to run, just a web browser and internet connection. There is no additional software or installation required. It is designed to run on PCs and laptops as well as mobile devices such as tablets and smartphones, regardless of the operating system of the device.



Is it secure?

Yes, COMS maintains an up to date security certificate for the website itself and access is available only to registered users.

Who sets up and manages the data?

Data uploads are managed internally by the CHIC Data Team. Members also have access to do their own uploads for programmes and addresses should they wish to.

How does invoicing work?

Rather than providing an invoice per property, COMS produces a monthly consolidated invoice per programme, meaning your teams have a greatly reduced workload to handle.



Is there a helpline?

Full training and user documentation is provided to everyone that uses COMS and the CHIC Data Team is also available to help with any queries.

Can COMS deal with bespoke orders?

As well as fixed materials lists, COMS also allows manufacturers to upload surveys, meaning contractors can order entire kitchens, bathrooms or windows packages in a single click.





Achieving high levels of productivity in the delivery of a repairs service is both key to process efficiency and to ensuring high levels of customer satisfaction. The effective supply of materials is critical to keeping operatives working efficiently.

CHIC's merchant services and materials frameworks and Dynamic Purchasing System allow members to work directly with a wide selection of market leading suppliers for materials and merchant services. We can offer an over the counter solution, van stock management with delivered services or bespoke fully managed stores. Detailed price catalogues and monthly management information help members to achieve greater workforce and materials purchasing efficiencies, right down to each individual operatives needs.



Merchant Services

CHIC manages a comprehensive price catalogue for each materials manufacturer and merchant, to offer volume discounts and benchmarked value for money on all the materials and components most commonly used for responsive repairs and planned investment works.

We review manufacturers and suppliers prices regularly, to keep you in touch with the latest top products and cost changes. Each month members will receive a comprehensive report explaining their purchasing trends and recommending alternative, more cost effective products and options, to help contain costs.

Development and Planned Materials

CHIC manages frameworks with a wide range of materials manufacturers and suppliers. We maintain price catalogues to help members choose the best value product for their planned programmes or new homes. These can be supplied to both internal and external contractors, for planned investment and newbuild projects.

Separating materials from labour gives members control of what materials are purchased, therefore supporting their long term asset management strategies, as well as giving price transparency and delivering project savings. The supply and payment processes can be efficiently managed through CHIC's Order Management System (COMS).

Choose between a multi-merchant or one-stop-shop approach, backed by our detailed knowledge of merchant services, with on call contract support for:

- **Responsive repairs**
- **Minor and major voids**
- **Gas servicing and repairs**
- **Electrical inspections and repairs**
- **Plumbing and heating products**
- **All planned investment projects**



MATERIALS AND MERCHANTS

Frequently asked questions

Does my organisation have to be a member of CHIC to use the Merchant Service?

Yes. But CHIC is free to join and you will then also be able to benefit from the other CHIC products that have been delivering savings to members since 2010.

How would I appoint a merchant or materials supplier?

You can either directly award or run a mini-tender from a framework, or as a tender through CHIC's DPS. CHIC will support you through the process you choose.

How would I benefit from CHIC's catalogue management service?

CHIC regularly has price and product reviews with manufacturers and suppliers, to establish the very best value for money products, and sense checks any price increases against the equivalent markets. This reinforces the savings and efficiencies that can be achieved by members.

Can I buy all of my materials under one roof?

Yes, CHIC can provide a one stop shop approach for members who wish to purchase all of their materials from one builders merchant.

How much can I typically save?

This depends upon your current supply arrangements, but 10% to 20% is not unusual. However, the savings should increase over time, as CHIC's managed service controls any cost increases to help you to buy more on catalogue. CHIC reports regularly to help you understand the savings that are available.

What does CHIC's monthly merchant report contain?

It shows what you have spent, what was bought on catalogue, identifies materials to add to your catalogue, resolves overcharges and monitors operative purchasing behaviour.

Supply and fit is much easier – why would anyone change that?

A contractor can only purchase in line with the specification for each project, so volumes are quite small and pricing reflects this. CHIC aggregates member purchasing capacity and can secure competitive market rates.

Members can select the exact range of products they want and the contractor simply needs to process the order – it saves overheads and has less risk. Orders can be managed transparently through COMS. Typical savings can be up to 20% on materials for planned programmes and newbuild homes.



How do we get going?

Ask the CHIC team. We will meet with you and provide full support.





All landlords and building managers need a range of building safety contractors and specialist advisors to provide servicing, repair and installation services. These often involve relatively low values and volumes of work but are of critical importance to resident and staff safety. CHIC uses the combined needs of its membership to provide more opportunity and volume to contractors and other specialists, helping them to provide a high quality service at competitive rates.

Members can access contractors and suppliers through CHIC's frameworks or our Dynamic Purchasing System (DPS). Direct contract awards are available via our frameworks (subject to business case approval), or we can run a mini-competition under a framework or the DPS. CHIC can save members procurement time and cost and provides ongoing support once a contract is established.



Which of your compliance requirements can CHIC support?

- **Gas safety:** servicing, safety checks, repairs and auditing
- **Lifts:** passenger lifts, stair lifts and hoists
- **Fire prevention:** spread prevention work, doors, alarm systems, emergency lighting and equipment maintenance
- **Fire safety:** fire risk assessments (FRA's) and sprinkler/misting systems
- **Asbestos:** survey, management and removal
- **Water hygiene:** legionella testing and remedial work
- **Door entry:** entry systems, warden call, CCTV and barriers
- **Compliance auditing:** independent quality control and verification
- **Electrical safety:** inspection and repair
- **Compliance consultancy:** professional services – design, project management and compliance auditing



CHIC has been providing support with compliance contracts for over a decade. We can help with specifications, pricing and supplier or contractor selection.



CHIC regularly refreshes the service offers available and expands these in response to member needs. For more information about how to access these services, please contact enquiries@chicltd.co.uk or call us on **0121 759 9990**.



BUILDING SAFETY AND COMPLIANCE

Frequently asked questions

Does my organisation have to be a member of CHIC to use the Building Safety and Compliance services?

Yes. But CHIC is free to join and you will then also be able to benefit from the other CHIC products that have been delivering savings to members since 2010.

How do I access CHIC's Compliance services?

- Identify your requirement
- A no commitment meeting with CHIC
- Develop the service proposal and select the route to market
- CHIC issues contract or runs a mini-competition
- Supplier, consultant or contractor approval
- Commencement date and mobilisation plan agreed
- Ongoing relationship management by CHIC's dedicated team

I use a wide range of contractors – does CHIC give me any choice?

Yes, there is a wide choice available. If you want smaller, local contractors or suppliers, manufacturers who supply and fit, or just contractors who can manage major projects, all are available.

Do I need to run a tender?

All materials and labour contracts and frameworks have already been market tested by CHIC, so they are PCR 2015 Compliant. You can opt for a mini-competition or a directly called off contract (subject to business case approval).

Alternatively, you can opt for a mini-competition through CHIC's DPS. CHIC will support whichever process you choose.

How do I comply with Section 20?

If you need to consult your leaseholders for a project or programme of work, you will need to use CHIC's DPS. You can issue a Notice of Intention to run a tender through the DPS and leaseholders can nominate contractors, who can apply to the DPS before the tender commences. The tender and Notice of Proposals then follow the normal process.

How do I know if it will be cost effective?

CHIC will benchmark different options against your current costs, to evidence the potential savings.



How do we get going?

Ask the CHIC team. We will meet with you and provide full support.





CHIC's newbuild services offer flexible solutions to support members in the development of new homes, including comprehensive offsite manufacturer options.

BuildSmart - CHIC's Newbuild Services

BuildSmart offers CHIC's members the opportunity to secure efficiencies in the development process. Not all developing organisations manage their own frameworks. That is where CHIC comes in.

Modern Methods of Construction (MMC)

CHIC has procured contracts with a range of MMC providers, to offer direct access to modular off site manufactured solutions. CHIC offers a compliant procurement solution, standard house type designs and coordinated material supplies. Members can directly access any of our long term contracts.

Some contracts also offer a full contracting service, so the manufacturer can also act as the main contractor – a 'turnkey' solution.

Tendering via CHIC's Dynamic Purchasing System (DPS)

CHIC's members often want to run a tender for each new project and want access to an appropriate range of contractors and consultants. This can be for a brick and block design and build solution, for timber frame or fully modular.

CHIC's DPS provides a wide variety of registered contractors and consultants, offering members a cost effective and time efficient route to market. New contractors and consultants can be added at any time, to suit local requirements.

A DPS mini-tender can be run at any stage of the development process. benchmark costs. Or a tender could be based upon fully developed designs and employers requirements.

CHIC will help you to understand what best suits your needs and fully support the tender process.



Why DPS?

A DPS offers members a PCR 2015 compliant solution for competitive tendering. Projects must be tendered, but this is managed through an efficient electronic process. The scope of each tender can be geared to individual project and member requirements.

CHIC Materials for Newbuild

Over the last decade CHIC has achieved significant savings for its members by procuring materials collaboratively and managing relationships and pricing direct with manufacturers. These benefits can also be applied to newbuild schemes.

By supplying key components to newbuild contractors, members can ensure they specify the quality of products required, whilst securing competitive pricing. So members can use the same materials as they do in their asset management programmes and control this element of their newbuild costs,

Orders can be managed through CHIC's Order Management System (COMS).



NEWBUILD DEVELOPMENT

Frequently asked questions



Does my organisation have to be a member of CHIC to use BuildSmart?

Yes. But CHIC is free to join and you will then also be able to benefit from all of the other CHIC services.

What if I already have some of my team appointed?

BuildSmart is flexible. You can appoint a full project team of client representative, architect, contractor and system manufacturer from BuildSmart's partners or you can pick and mix to select partners to work with your existing team.

How would I appoint a BuildSmart Partner?

For MMC, you can either directly select and award or run a mini-tender. For all projects, you can run a tender through CHIC's DPS. CHIC will support you through the process you choose and run any DPS tender for you.

If I want to see specific local firms on a tender list, can this be achieved?

Yes, a DPS allows qualifying firms to join at any time. So if we know which firms are potentially suitable for a project they can apply before the DPS tender process starts.

Where can I use BuildSmart?

The procurement applies UK-wide. As part of the manufacturer selection process, BuildSmart's Partners focused on three areas (Central West, Central East and South/ Mid Wales) but also identified their capability to operate elsewhere. The DPS applies nationally.

How do I benefit from the requirement to use CHIC materials in my project?

CHIC has an established materials supply chain – using collaborative volume procurement to reduce costs. The contractor simply procures materials in 'house packs' through CHIC's existing system. This simplifies procurement and reduces risk for the contractor, whilst driving down project cost.

How do I find out more?

Contact CHIC's Head of Development who will work with you to understand your requirements.





CAPITAL AND PLANNED INVESTMENT

Programmes of Capital and Planned Investment are essential to ensure that your assets are in good condition, are well managed and meet your current and future needs. Whether delivered through an in-house team or an external contractor, CHIC has a solution to support your needs.



Whatever your current and future investment strategy includes, CHIC:

- Can source materials for all in-house delivered programmes
- Can source external contractors, on a supply and fit or fit only basis, with separate materials supply
- Has manufacturer supply and fit options (e.g. windows and doors and fire doors)
- Works with small and medium enterprises as well as the larger regional and national contractors, giving you access to a wide pool of service providers
- Can support the delivery of all types of projects, ranging from very small to high value, long-term rolling contracts
- Supports whole house and estate wide regeneration solutions.

CHIC's capital and planned investment options save you time on lengthy and expensive procurement and give you access to competitive prices, collective learning and the experience of all our suppliers and members. We help you keep a tight control on costs and deliver added social value.



CHIC works closely with contractors and suppliers to ensure that we can offer flexible and competitively priced contract options:

- Members can access these through CHIC's frameworks, via direct award or mini-competition, or with a mini-competition through our Dynamic Purchasing System (DPS)
- We have supported major projects in all capital and planned works, including kitchens, bathrooms, windows and doors, roofs, gas and heating installations, as well as whole house and regeneration projects
- Where materials and labour are split to improve value for money, materials supply can be managed efficiently and transparently through CHIC's Order Management System (COMS)
- If you have leaseholders to consult on any works, the use of CHIC's DPS enables you to comply with Section 20 requirements for leaseholder consultation. Any nominated qualifying contractor can be added to the DPS before the procurement commences
- Our team can help you scope your future programme, identify the most cost effective options and then support supplier selection and delivery. All this leaves you free to focus on securing quality outcomes for your customers.



CAPITAL AND PLANNED INVESTMENT

Frequently asked questions



Does my organisation have to be a member of CHIC to use the Capital and Planned Investment Service?

Yes. But CHIC is free to join and you will then also be able to benefit from the other CHIC products that have been delivering savings to members since 2010.

I have a DLO – so what's in it for me?

Compliant materials procurement, where you can access market leading prices from key suppliers. Members often save up to 20% on their materials costs.

I use a wide range of contractors – does CHIC give me any choice?

Yes, there is a wide choice available. If you want smaller, local contractors or suppliers, manufacturers who supply and fit, or just contractors who can manage major projects, all are available.

I use external contractors – how does that work with CHIC's material?

You choose a contractor and they access CHIC's planned materials, which you approve and pay for. You can mix, match and save. By using CHIC's Order Management System (COMS), you can schedule projects of work and the contractor can manage the orders with automated invoicing. CHIC manages price catalogues at an aggregated level.



Do I need to run a tender?

All materials and labour contracts and frameworks have already been market tested by CHIC, so they are PCR 2015 Compliant. You can opt for a mini-competition or a directly called off contract (subject to business case approval).

Alternatively, you can opt for a mini-competition through CHIC's DPS. CHIC will support whatever process you choose.



How do I comply with Section 20?

If you need to consult your leaseholders for a project or programme of work, you will need to use CHIC's DPS. You can issue a Notice of Intention to run a tender through the DPS and leaseholders can nominate contractors, who can apply to the DPS before the tender commences. The tender and Notice of Proposals then follow the normal process.

How do I know if it will be cost effective?

CHIC will benchmark different options against your current costs, to evidence the potential savings.



How do we get going?

Ask the CHIC team. We will meet with you and provide full support.





CHIC’s Professional Services provide members with access to a range of consultancy and agency solutions, including CHIC’s long established legal services.

Members can opt for a direct award or via mini-competition from one of our frameworks, or via a mini-tender from our Dynamic Purchasing System (DPS).

Services available include:

FRAMEWORKS	DPS
<p>Legal Services</p> <ul style="list-style-type: none"> • Corporate, Governance & Finance • Housing & Asset Management • Property & Development <p>Consultancy Services</p> <ul style="list-style-type: none"> • Integrated Consultancy Team • Structural Engineer • Façade Engineer • Fire engineer • Housing & Asset Management Services <p>Compliance Auditing</p> <ul style="list-style-type: none"> • Asbestos Management • Commercial Gas • Domestic Gas • Electrical Safety • Fire Safety • Lifting Equipment • Mechanical and Electrical 	<p>Agency Services</p> <ul style="list-style-type: none"> • All Employee Types and Specialisms • Housing Services • Information Technology • Finance • Human Resources & Communications • Executive Support / PA • Asset Management / Property Services, including trade operatives • Executive / Board Members • Call Centres

CHIC is regularly updating its frameworks and DPS in response to members needs. New qualifying consultants / suppliers can join the DPS at any time.

CHIC’s team will support you to identify the most efficient solutions for your own requirements.

Legal Services Framework

CHIC’s legal services framework creates savings and efficiencies through a panel of the country’s leading housing specialist law firms. Created through a compliant tender process, the service offers more than 200 fixed fee deals, plus hourly rates at an average 30% discount on firms’ standard charges.

In conjunction with specialist agent Kennedy Cater, we have brought together the experience, knowledge

and expertise of the very best law firms in England and Wales. Our 22 strong panel of legal firms offer in-depth awareness of the demands, priorities and challenges of the housing sector, with a wide range of services to help you make savings and improve efficiency.

CHIC’s legal services framework makes all these skills available on demand to support any aspect of your corporate governance, finance, asset management and development.

Our services include free induction for staff, a detailed protocol and user guide to help you get the best from the framework and a wide range of added value and social value benefits. Monthly management reports provided by Kennedy Cater give you detailed analysis of your spend and savings achieved.



PROFESSIONAL SERVICES

Frequently asked questions

Does my organisation have to be a member of CHIC to use the Professional Service?

Yes. But CHIC is free to join and you will then also be able to benefit from the other CHIC products that have been delivering savings to members since 2010.

How can I award any work we want to deliver?

You can award work under frameworks in one of 2 ways:

- Direct award, where you consider one of the firms to represent the most economically advantageous solution as compared to other firms from the relevant lot, or
- Following a mini-tender between all the firms from the relevant Lot that are capable of doing the work.

Or you can run a mini-competition through the DPS. New qualifying firms can join the DPS at any time.

If I want to work with a specific consultant, can I award work under a CHIC framework?

CHIC's frameworks all include the option for the direct call off of any of the framework consultants. A business case will need to be developed and agreed to justify direct award.

If you want to select from the DPS, that must be via a mini-competition, where the quality : cost criteria can be specific to your needs.

How do the law firms charge?

For legal services, all the law firms on the Framework have agreed discounted hourly rates (30% on average) and an extensive range of fixed fees (over 200) across all Lots. Where the work required is not covered by one of the fixed fees, the firms are required to provide a fixed or capped fee. Only in exceptional circumstances can they charge based on an hourly rate.

Are CHIC's frameworks and DPS compliant?

Yes. The Frameworks and DPS are all procured under the Public Contracts Regulations 2015.



For other consultancy services, how are charges set?

Consultants have tendered a range of rates for specific types of project work and have also provided time charge rates. Selection can be based on the framework tendered rates, or a specific scope of work can be priced to reflect a members project or programme request.

How do I know if CHIC has what I need?

Simply ask one of the CHIC team. Once we understand your specific requirements, we will be able to advice how we can help.





Find the solutions you need to help reduce your carbon footprint



As the housing sector moves towards the 2030 EPC C target and then progresses to the 2050 zero carbon objective, having a range of innovative advisors, suppliers and contractors will be increasingly more important for CHIC's members.

Members will need to understand the current energy performance of their assets in detail and will need comprehensive plans in place to update or replace them, to achieve low and zero carbon targets.

CHIC can help with compliant access for:

- **Consultants who can advise on detailed overall asset performance and on asset management strategies**
- **Energy assessors and advisors**
- **Designers, engineers and other consultants**
- **Suppliers of a range of building materials which will help reduce carbon usage, including:**
 - *Fabric First* – internal and external wall insulation, roofing, floor insulation, windows and doors
 - *Mechanical and Electrical Systems* – Boilers and heating systems, electrical equipment, photovoltaics, heat pumps, mechanical ventilation and heat recovery systems, battery storage, electric vehicle charging
- **A wide range of contractors and installers, who can work on a supply and fit or fit only basis**
- **Specialist advisors and energy suppliers**

CHIC is constantly updating its frameworks and Dynamic Purchasing System (DPS), to ensure that members can have easy access to the full range of solutions that they will need, to progressively improve assets and reduce carbon.

Members can access CHIC's frameworks through direct call off or via a mini-competition. The DPS must select through a mini-competition, but includes the option for suppliers and contractors to join at any time.

CHIC continually manages the relationships with suppliers and contractors, to ensure that pricing remains competitive and that the expected quality of work is achieved, as well as securing added social value. CHIC does not only offer a compliant 'route to market' but provides ongoing contract management support.

CHIC's members create a vibrant asset management community, where ideas, innovations, solutions, practical experience and lessons learned can all be shared to mutual benefit. This shared intelligence base will be increasingly important as CHIC supports its members to work towards a net zero carbon future.



DECARBONISATION AND RENEWABLES

Frequently asked questions



Can CHIC help me understand what I need to do to create my own zero carbon strategy?

Yes, CHIC's expertise is in all aspects of asset management. Once we understand your current position, we can advise on what services you will need to develop your own strategy.

Will CHIC have all the right solutions in place?

Not necessarily, as the technology, asset investment planning and market solutions are constantly changing and evolving. But if we need to procure wider services than those already available, we will work with members to do this.

How do I access CHIC's suppliers and contractors?

- Identify your requirement
- A no commitment meeting with CHIC
- Develop the service proposal and select the route to market
- CHIC issues contract or runs a mini-competition
- Supplier or contractor approval
- Commencement date and mobilisation plan agreed
- Ongoing relationship management by CHIC's dedicated team

Are CHIC's frameworks and DPS compliant?

Yes. The Frameworks and DPS are all procured under the Public Contracts Regulations 2015.

What if the work I want to do includes leaseholders?

From a procurement perspective, using CHIC's DPS will enable you to consult leaseholders and comply with Section 20. Nominated suppliers or contractors can join the DPS at any time. Your ability to recharge leaseholders for improvement works will depend upon the provisions of each individual lease. If you need specialist legal advice, you can access this through CHIC's legal services framework.

Can I use CHIC for doing pilot projects?

Yes, CHIC can help you access whatever solution you need, irrespective of size or duration.



How will I know I am getting value for money?

CHIC selects consultants, suppliers and contractors to its frameworks through competitive tendering, testing quality and cost. So, we always have tendered rates to test individual proposals against, and the DPS always include competitive tendering. CHIC also manages comprehensive price catalogues, to ensure that all of CHIC's members benefit from competitive rates.

Can CHIC create bespoke solutions for my organisation if I need them?

Yes, if something different or specific is needed, CHIC can help you create your own solution. For example, CHIC has worked with a consortium of landlords in Wales to create a DPS for energy advisors, assessors and installers, enabling SME companies to access a grant funded retrofit programme.

How do we get going?

Ask the CHIC team. We will meet with you and provide full support.



For more information, please contact us on **0121 759 9990**, enquiries@chicltd.co.uk or visit chicltd.co.uk

Scan the QR code to find out more





Smarter Asset Management Through Technology

CHIC recognises that there is an increasing range of smart technology solutions available to our members, to help them deliver great services for their customers. CHIC aims to provide a service that will enable members to access the technology products they need.

Technology covers many different aspects of how our members deliver their asset management services.

Smart Buildings

- Devices to help landlords monitor building performance and occupant lifestyles
- Energy generation and storage, to reduce carbon and fuel poverty
- Heat and water distribution and management

Asset Strategies

- Sophisticated modelling of data on assets, people, financial and market information to determine accurate asset performance
- Data and modelling on energy usage and efficiency, to profile decarbonisation

Building Safety

- Technology to capture design and construction details of existing assets, including all building services, to create digital records that are easily accessible

- Fire safety management and planning solutions, with tried and tested technologies to manage fire risks effectively
- Access and security technologies, to keep people safe and secure
- Added value technologies, that improve residents wellbeing, such as telecommunications, media access and smart lift technologies

Staff Support

- Devices that keep workers safe, such as lone worker tracking
- Mobile technologies, to manage customer services efficiently through the ability to maximise productivity



CHIC's aim is to be able to provide access to the wide portfolio of technology solutions that our members may need. We are progressively identifying market products and establishing procurement solutions which will give members easy access to these.

Access will be via a framework or CHIC's Dynamic Purchasing System (DPS).

CHIC's members create a vibrant asset management community, where new technologies are created, tested and shared. CHIC works proactively with all members to encourage this collaboration, so that we can offer the range of technologies our members need to access for their asset management programmes.



TECHNOLOGY SOLUTIONS

Frequently asked questions



Technology moves so fast. How do I know what's available?

CHIC tries to keep members informed about new innovations through the supply chain. We include features in our monthly newsletter CHIC CHAT, we hold regular webinars and seminars and an annual conference so all this intelligence can be shared.

How do I access CHIC's suppliers and contractors?

- Identify your requirement
- A no commitment meeting with CHIC
- Develop the service proposal and select the route to market
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Do you just offer single solutions?

Only if the particular technology is unique. Normally there are alternatives, so CHIC aims to have access to a variety of offers for members, so each can fit its own particular needs.

What if I want a technology you don't have available?

CHIC is happy to work with members individually and collectively to create new procurement frameworks or DPS categories, to ensure that we can offer what you need.

Do I need to run a tender?

All materials and labour contracts and frameworks have already been market tested by CHIC – they are PCR 2015 Compliant. You can opt for a mini-competition or a directly called off contract (subject to business case approval).

Alternatively, you can choose for a mini-competition through CHIC's DPS. CHIC will support whichever process you choose.

How do I comply with Section 20?

If you need to consult your leaseholders for a project or programme of work, you will need to use CHIC's DPS. You can issue a Notice of Intention to run a tender through the DPS and leaseholders can nominate contractors, who can apply to the DPS before the tender commences. The tender and Notice of Proposals then follow the normal process.

How do we get going?

Ask the CHIC team. We will meet with you and provide full support.



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Scan the QR code to find out more





Facilities Management (FM) is an essential part of ensuring the upkeep of homes, buildings and neighbourhoods. CHIC’s frameworks and DPS allow our members to effectively manage their assets and estates, ensuring functionality, comfort, safety and efficiency of the built environment.

CHIC’s FM services include:

Hard Facilities Management

Hard FM deals with physical assets such as mechanical and electrical services along with the fabric of the building. These services ensure that the health, safety and welfare of residents and employees are optimised by providing a compliant, safe and enjoyable environment for people to live and work in.

Soft Facilities Management

Soft FM helps to support the health, safety and appearance of buildings and estates. CHIC’s solutions are available to help members deliver innovative cleaning, grounds maintenance and waste management services across your corporate and housing assets. The focus is on promoting the wellbeing of people by making the workplace or home a better place to be.

CHIC has a range of FM solutions available for members, both through our frameworks and Dynamic Purchasing System. These include:

FRAMEWORKS		DPS
<p>Active Fire and Security</p> <ul style="list-style-type: none"> • Sprinklers & Optional Misting Systems • Smoke Control including Dampers & AOVs • Fire Alarms, Emergency Lighting & Extinguishers • Door Entry & Access Control • Security Systems & CCTV <p>Lifts</p> <ul style="list-style-type: none"> • Passenger Lifts • Stair lifts, through-floor lifts • Personal lifting equipment 	<p>Compliance Auditing</p> <ul style="list-style-type: none"> • Asbestos Management • Commercial Gas • Domestic Gas • Electrical Safety • Fire Safety • Lifting Equipment • Mechanical and Electrical 	<p>Agency Services</p> <ul style="list-style-type: none"> • Cleaning • Office / Commercial / Education / Blue Light site cleaning • Housing / Domestic / Communal / Sheltered site cleaning • Extra Care / Health / NHS site cleaning <p>Grounds Maintenance</p> <ul style="list-style-type: none"> • Grounds Maintenance • Arboricultural Services • Site Surveys (including tree surveys) <p>Total Facilities Maintenance</p> <ul style="list-style-type: none"> • Hard Facilities • Soft Facilities • Total Facilities <p>Appliances</p> <ul style="list-style-type: none"> • Domestic • Commercial



FACILITIES MANAGEMENT

Frequently asked questions



I require a one stop shop approach, can I procure a Total FM Solution?

Yes, CHIC's FM DPS has been designed to offer complete flexibility to award contracts as a single service or Total FM. You can mix and match to suit your specific requirements.



I use a wide range of contractors – does CHIC give me any choice?

Yes, there is a wide choice available. If you want smaller, local contractors or suppliers, manufacturers who supply and fit, or just contractors who can manage major projects, all are available. CHIC can even work with your incumbent providers to ensure they are added to the DPS prior to releasing a tender, therefore giving them equal opportunity to bid for the work.

How do I access CHIC's Facilities Management services?

- Identify your requirement
- A no commitment meeting with CHIC
- Develop the service proposal and select the route to market
- CHIC issues contract or runs a mini-competition
- Supplier or contractor selection approval
- Commencement date and mobilisation plan agreed
- Ongoing relationship management by CHIC's dedicated team

Do I need to run a tender?

All materials and labour contracts and frameworks have already been market tested by CHIC – they are PCR 2015 Compliant. You can opt for a mini-competition or a directly called off contract (subject to business case approval).

Alternatively, you can choose a mini-competition through CHIC's DPS. CHIC will support whatever process you choose.

How do I comply with Section 20?

If you need to consult your leaseholders for a project or programme of work, you will need to use CHIC's DPS. You can issue a Notice of Intention to run a tender through the DPS and leaseholders can nominate contractors, who can apply to the DPS before the tender commences. The tender and Notice of Proposals then follow the normal process.

How do I know if it will be cost effective?

CHIC will benchmark different options against your current costs, to evidence the potential savings.

How do I know if CHIC has what I need?

Simply ask one of the CHIC team. Once we understand your specific requirements, we will be able to advise how we can help.

