Observation: Why do I have to pay £100.00.

Response: The reference to £100.00 in the letter is just the definition of what a Qualifying Long Term Agreement (“QLTA”) is. We are not currently, nor will we in the future, ask residents to pay an additional £100.00 as a result of our entering into this contract.

If, for example, you currently contribute £2.50 per week towards the communal utility charges through your service charges, then annually, you would be paying £130.00 per year. As such, you are a person who we must consult with before entering into a QLTA.

We have also written to residents whose contribution is lower than £100.00 per year since there is a possibility that if energy prices rise considerably, they would also be affected.

Observation: Will you take environmental concerns into account when awarding the contract.

Response: We, as an organisation, are taking considerable steps to reduce our carbon footprint. One of the criteria which will be used to assist us in awarding the contract, and which all tenders will have to include is information regarding the percentage of energy generated from renewable sources.

Observation: Why are you tendering EU wide when the UK is leaving the EU?

Response: The requirement to tender EU wide is currently UK Law, and the UK Government has indicated that EU wide tendering will remain UK Law in the event that the UK leaves the EU.

Observation: Who at Origin will make the decision as to who will be awarded the Contract, and how will they make the decision.

Response: The Utilities Contract will be awarded on the basis of which utility provider can give best value for money. We assess this by scoring suppliers on a Price/Quality split with pricing given 80% of the score and quality given 20%.

Bids will be scored by our Evaluation Panel and the winning Supplier will be decided by our Senior Management.

Observation: My rent and/or service charges are capped. Will this cap we maintained.

Response: If your property is a regulated tenancy (also known as a secure tenancy), then where a maximum limit for a particular charge has been set by the Fair Rent Officer, we will not charge you more than that.