

How We Buy Goods, Works and Services

Our approach to procurement at Midland Heart

At Midland Heart, we spend money on lots of different things to help us deliver services to our tenants. This includes repairs and maintenance, improving homes, building new homes, technology, and specialist support.

Whenever we buy goods or services, we want to make sure we're getting good value for money, providing high-quality services to our tenants, and making a positive difference in the communities we serve.

Putting tenants first

Our tenants are at the heart of every decision we make.

When selecting contractors and suppliers, we look for organisations that share our commitment to keeping tenants safe, treating people with respect, and providing reliable services.

This means we don't just look at cost. We also consider how suppliers will:

- deliver a good service
- respond when things go wrong
- behave in tenants' homes
- support positive experiences for our tenants

We expect everyone who works on our behalf to treat tenants with the same professionalism, care and respect that we expect from our own colleagues.

What matters to us

In addition to tenant satisfaction, it is important that we achieve:

- Fairness and transparency - treating all suppliers equally, providing clear information about opportunities to work with us, and being clear about how decisions are made.
- Value for money - balancing cost, quality and long-term outcomes, rather than simply choosing the cheapest option.
- Integrity - acting ethically, avoiding conflicts of interest, and holding ourselves and our suppliers to high standards of conduct.
- Accountability - keeping clear records and being able to explain the decisions we make.

Achieving Value for Money

We carefully plan what we buy and look at different options before making decisions.

While cost is important, we don't simply choose the cheapest option. We also consider things like:

- the quality of the service or product
- how reliable a supplier is
- the long-term costs of maintaining or running something
- environmental impact
- the benefits a supplier can bring to local communities

We also regularly review the performance of our contractors and suppliers to make sure they deliver what they've promised.

Following the Law

We follow the requirements of the Procurement Act 2023 when buying goods, works and services.

This means we:

- run fair and transparent procurement processes
- publish information about contracts where required
- identify and manage any conflicts of interest
- give suppliers, including smaller and local businesses, the opportunity to bid for work
- keep clear records of our decisions

These rules help make public procurement more open and easier for people and organisations to understand.