

Appendix 1 – Reference letter

STRICTLY PRIVATE AND CONFIDENTIAL: PLEASE RETURN BY 10:00 14 December 2020
Reference for Pre-Qualification Purposes

COMPANY REFERENCE IS FOR:

PROJECT:

Asbestos ACM Removals and associated works and services

Ref.		Score*
EM	Experience and Management:	
1	Applicant's ability to manage the contract adequately?	5
2	Applicant's provision of information on the progress of the project?	4
CC	Capability and Capacity:	
3	Applicant's appropriate level of resources to support you?	5
4	Problem and dispute resolution to sort issues quickly and in a satisfactory manner?	5
TC	Technical Competence:	
5	Applicant's appropriate professional and technical ability to support you on this contract?	5
6	Quality of ACM removal works?	5
7	Were you satisfied with the response times and time to complete works?	5
UD	User Involvement and Diversity?	
8	Did the Applicant at all times act in a professional and courteous manner?	5
9	Applicant's level of customer care?	4
P	Satisfaction:	
10	Please detail the overall percentage satisfaction rating for this contract (average over its duration)	_100____%
O	Other:	
11	Would you use this company again? (Yes / No)	yes
12	Overall how do you rate the services provided by the Applicant?	5
13	If you have any further information to add please attach on a separate sheet	

*Please insert overall score based on the following: **1** = very poor, **2** = poor, **3** = satisfactory, **4** = good, **5** = excellent. If you have answered "very poor" to any of the above questions please give a brief explanation.

NAME: ...Timothy Tyler.....
Borough Council

POSITION: Compliance Officer.....**ORGANISATION** Waverley

SIGNED: ... 

DATED: 10/12/2020

Please return to neil.biddiscombe@yhg.co.uk

Submit by 10am 14/12/2020