



PRIVATE & CONFIDENTIAL

CONFIDENTIAL REFERENCE FOR ARBORICULTURAL MAINTENANCE SERVICES CONTRACT (TREE WORKS) 2022 - 2025

Dear Sir or Madam

Your contact details have been provided to us in respect of the above Contract which we are in the process of tendering and we would be grateful if you could kindly complete this reference and return it by email to contracts@havebury.com by the return deadline of 19th May 2022, thank you.

If you have any queries, please feel free to contact me either by email or telephone 01284 722031.

Your assistance in completing this reference is very valuable to us and I would like to thank you in advance.

Kind Regards

Debra McLean
Procurement Manager

Telephone: 0300 330 0900 Website: www.havebury.com
Havebury House, Western Way, Bury St Edmunds, Suffolk, IP33 3SP

The Havebury Housing Partnership is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014 (7648)

Regulated by the Homes & Communities Agency (LH4339)

Contract Details:

The contract will comprise of:

- Provision of various tree maintenance services
- Reactive and planned tree pruning works
- Planting of new and replacement trees
- Tree felling and stump removal
- Provision of 24-hour emergency call-out service

Reference being provided for:
[Company Name]

Name of your Company:
[Referee]

Name of person completing:

Position:

Address:

Email: Telephone number:

KEY

Please rate the contractor's performance against the statements below.

PERFORMANCE SCALE

Strongly Disagree	0 marks
Disagree	1 mark
Neither Agree nor Disagree	2 marks
Agree	3 marks
Strongly Agree	4 marks

NB Please indicate your chosen response to each question by placing a mark in the box below the corresponding measure.

1. CONTRACT DETAILS

Please indicate the range of works/services/supply which have been or are currently undertaken by this organisation in connection with the above contract:

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.....
.....

Contract commencement date:

Contract length:

2. CONTRACT MANAGEMENT

a) Responsive, timely and positive attitude to client instructions

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....
.....

b) Provision of effective and timely information and contract performance or meeting any KPI's

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....
.....

3. RESOURCES

- a) Organisation demonstrated the capabilities to resource and support the works/services/supply required within the contract

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

- b) Demonstrated ability and effectiveness to achieve required quality standards when carrying out works/services/supply and meeting deadlines.

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

- c) Required standards of efficiency and speed of provision of accurate and timely contract invoices are achieved.

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

4. COMMUNICATION

a) There is an effective working relationship with the organisation?

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

b) The organisation’s communication in respect of keeping you informed of contract progress, contract updates, including completion of any works/services/supply and provision of certification or documentation is prompt & effective

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

5. CUSTOMER CARE

a) The organisation’s customer care standards are high and reflect those of your company.

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

b) There is a good attitude from staff towards customers/clients

Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree

Comments:

.....

.....

6. GENERAL

a) Have you any other comments regarding this organisation which you may feel to be of help or interest?

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b) Would you recommend employing this organisation again?

Please tick as appropriate:

YES		4 marks
NO		0 marks

If NO, please explain why?

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**Thank You Very Much
For Your Time and Assistance**