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Tender

Customer Perception Surveys

LONDON & QUADRANT HOUSING TRUST

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-007414

Procurement identifier (OCID): ocds-h6vhtk-061078

Published 28 January 2026, 9:59am

Scope

Description

L&Q is seeking an independent, experienced research supplier to deliver a three?year programme of Tenant Satisfaction Measures (TSM) surveys in line with the Regulator of Social Housing's requirements. The supplier will be responsible for managing the end?to?end survey process for all resident tenure groups (LCRA, LCHO and Leaseholders), ensuring results are accurate, representative, compliant, and delivered within regulatory deadlines.

Total value (estimated)

- £345,000 excluding VAT
- £414,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2029
- 3 years, 1 day

Main procurement category

Services

CPV classifications

- 79310000 - Market research services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

10 February 2026, 12:00pm

Tender submission deadline

25 February 2026, 12:00pm

Submission address and any special instructions

Please register on our portal In-Tend and search for Customer Perception Surveys

<https://www.in-tendhost.co.uk/lqsupplychainmanagement/asp/Home>

<https://www.in-tendhost.co.uk/lqsupplychainmanagement/asp/ProjectManage/1930>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

9 March 2026

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Price	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://www.intendhost.co.uk/lqsupplychainmanagement.aspx/ProjectManage/1930>

Contracting authority

LONDON & QUADRANT HOUSING TRUST

- Companies House: IP030441
- Public Procurement Organisation Number: PJQV-6311-TQXL

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London

E15 4PN

United Kingdom

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Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government