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Tender

## **Provision on Tenant Satisfaction Measures (TSM)**

Together Housing Association Limited

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

Notice identifier: 2026/S 000-008048

Procurement identifier (OCID): ocds-h6vhtk-06120b

Published 29 January 2026, 1:28pm

### **Scope**

### **Description**

Together Housing Association (THA) require the services of an Agency Partner to assist us in the administration and running of our Tenant Satisfaction Measures Survey (TSMs), as to be compliant with the conditions set out by the Housing Regulator. This will involve the collection, analysis and presentation of customer satisfaction data as set out by the Regulator of Social Housing. Details are set out publicly by the Regulator for Social Housing (RSH) at [www.gov.uk/rsh](http://www.gov.uk/rsh).

The communication and customer experience team are procuring Tenant satisfaction Surveys via an Open Tender under the Procurement Act 2023.

Together Housing Association Limited (THA) intend to enter into an Agreement with one organisation for a Contract Term of Two (2) years with the option to extend for two twelve (12) month periods to be exercised at the sole discretion of Together Housing subject to the terms of the Contract being met. The maximum contract duration is therefore four (4) years from the 1st July 2026 to 30th June 2030.

The Purpose of the agreement is to align the needs of THA with Regulator requirements and for a Third-Party Agency to be appointed to conduct fieldwork, analysis and results interpretation within the boundaries of THA and the Regulator, and to conduct all market research within the Code of Conduct of the Market Research Society (MRS).

### **Total value (estimated)**

- £0 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 July 2026 to 30 June 2028
- Possible extension to 30 June 2030
- 4 years

Description of possible extension:

Two x 12-months optional extension periods

### **Main procurement category**

Services

### **CPV classifications**

- 79300000 - Market and economic research; polling and statistics
  - 79311000 - Survey services
  - 79342310 - Customer survey services
  - 79342311 - Customer satisfaction survey
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## **Submission**

### **Enquiry deadline**

13 February 2026, 11:59pm

### **Tender submission deadline**

6 March 2026, 5:00pm

### **Submission address and any special instructions**

Submission are to be submitted electronically at <https://in-tendhost.co.uk/together-housing/asp/Home>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

5 May 2026

### **Recurring procurement**

Publication date of next tender notice (estimated): 13 May 2026

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## Award criteria

Name	Description	Type
Simple description	Award criteria will detailed within the ITT documents	Price

## Weighting description

Award criteria will detailed within the ITT documents

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Documents

## Associated tender documents

<https://in-tendhost.co.uk/together-housing>

Tender documents can be viewed and downloaded by registering as a supplier on our In-tend Portal using the above link.

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## Contracting authority

### Together Housing Association Limited

- Charity Commission (England and Wales): 28687R

Bull Green House

Halifax

HX1 2EB

United Kingdom

Email: [thg.procurement@togetherhousing.co.uk](mailto:thg.procurement@togetherhousing.co.uk)

Website: <https://www.togetherhousing.group>

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)