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Planning

Tenant Satisfaction Survey

Wythenshawe Community Housing Group (WCHG)

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009172

Procurement identifier (OCID): ocids-h6vhtk-04ec9d ([view related notices](#))

Published 13 March 2025, 11:47am

Scope

Reference

692

Description

The Tenant Satisfaction Measures introduced on 1st April 2023 consist of a set of perception measures and a set of management measures that all housing associations now need to report on.

We are looking to appoint a research company to conduct a survey with our tenants and customers in line with the TSM perception survey guidelines.

We have an internal data and insight team and will require access the raw data, as well as the analysis provided by the successful partner. We now have data available from; a trial TSM in October 2022, TSM 2023/24, TSM 2024/25 to measure against any changes.

This contract is for the delivery of the first survey in June/July 2025.

Contract dates (estimated)

- 15 April 2025 to 16 April 2026
- 1 year, 2 days

Main procurement category

Services

CPV classifications

- 79311200 - Survey conduction services
- 79311210 - Telephone survey services
- 79342311 - Customer satisfaction survey
- 79311000 - Survey services

Contract locations

- UKD3 - Greater Manchester

Engagement

Engagement deadline

1 April 2025

Engagement process description

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We have an internal data and insight team and will require access the raw data, as well as the analysis provided by the successful partner. We now have data available from; a trial TSM in October 2022, TSM 2023/24, TSM 2024/25 to measure against any changes.

We are looking for a partner that is able to deliver the first survey in June/July 2025.

Procedure

Special regime

Light touch

Contracting authority

Wythenshawe Community Housing Group (WCHG)

- Public Procurement Organisation Number: PHPP-3148-QWPQ

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Manchester

M22 9TA

United Kingdom

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Website: <https://www.wchg.org.uk/>

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government