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Award

## Customer Research Surveys

Karbon Homes

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-009569

Procurement identifier (OCID): ocds-h6vhtk-05ec7b ([view related notices](#))

Published 3 February 2026, 3:28pm

## Scope

## Reference

202507-GS138

## Description

Karbon Group are looking for an experienced research agency to deliver the customer survey element of Karbon's Customer Experience Framework (CEF). Karbon Group consists of Karbon Association including Byker Community Trust (BCT) and subsidiaries 54North Homes (54NH) and Leazes Homes. Karbon Group also provides services to other landlords (i.e. almshouses) as well as to Keelman Homes via our cost sharing vehicle, both of which is part of this tender.

Several customer survey types and methodologies make up our Customer Experience Framework:

- Perception surveys (Tenant Satisfaction Measures and Pulse)
- Transactional surveys (service specific following a transaction)

- Occasional ad hoc research surveys
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## **Contract 1**

### **Supplier**

- MEL RESEARCH LIMITED

### **Contract value**

- £330,000 excluding VAT
- £396,000 including VAT

Above the relevant threshold

### **Award decision date**

2 February 2026

### **Date assessment summaries were sent to tenderers**

2 February 2026

### **Standstill period**

- End: 12 February 2026

- 8 working days

### **Earliest date the contract will be signed**

20 February 2026

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

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

2 x 12 months extension periods.

### **Main procurement category**

Services

### **CPV classifications**

- 79342311 - Customer satisfaction survey

### **Contract locations**

- UKC - North East (England)
- UKE - Yorkshire and the Humber

## Information about tenders

- 4 tenders received
  - 4 tenders assessed in the final stage:
    - 4 submitted by small and medium-sized enterprises (SME)
    - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 3 suppliers unsuccessful (details included for contracts over £5 million)
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## Procedure

### Procedure type

Open procedure

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## Supplier

### MEL RESEARCH LIMITED

- Companies House: 03000946
- Public Procurement Organisation Number: PMTH-7256-VPZH

Somerset House, 37 Temple Street

Birmingham

B2 5DP

United Kingdom

Email: [info@melresearch.co.uk](mailto:info@melresearch.co.uk)

Website: <http://www.melresearch.co.uk>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

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## **Contracting authority**

### **Karbon Homes**

- Charity Commission (England and Wales): RS007529
- Public Procurement Organisation Number: PCDL-6326-LXPW

Number 5

Newcastle

NE12 8EG

United Kingdom

Email: [Procurement@Karbonhomes.co.uk](mailto:Procurement@Karbonhomes.co.uk)

Website: <https://www.karbonhomes.co.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government