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Tender

LDC & EBC - Tenant Satisfaction Measures

Eastbourne Borough Council
Lewes District Council

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

Notice identifier: 2026/S 000-013015

Procurement identifier (OCID): ocds-h6vhtk-0652f0

Published 12 February 2026, 3:10pm

Scope

Reference

EBBC - 038884

Description

Lewes District and Eastbourne Borough Councils wish to invite quotes for the supply of services in respect of conducting Tenant Satisfaction Surveys of Council tenants in a prescribed way. This is called the Tenant Satisfaction Measures (TSM).

Tenant Satisfaction Measures have to be collected by Social Landlords according to requirements set by the Regulator of Social Housing in the Transparency, Influence and Accountability Standard. TSMs are intended to be a tool which allows tenants to scrutinise their landlord's performance, provide insights to landlords on where they can improve their services, and provide a source of intelligence to the regulator on how far landlords are meeting the outcomes of the new consumer standards.

The regulatory framework for social housing in England underpins the collection of TSM data and include information from tenant surveys and management information held by

landlords on areas including repairs and maintenance, complaints and engagement, respectful and helpful engagement and building safety. The first national results were published in 2024 and will continue to be published annually by the Regulator to support their operational approach to regulating the consumer standards set out in the regulatory framework for social housing in England.

Total value (estimated)

- £150,000 excluding VAT
- £180,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

Optional 1 year extension

Main procurement category

Services

CPV classifications

- 79311210 - Telephone survey services

- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UKJ22 - East Sussex CC

Submission

Tender submission deadline

11 March 2026, 11:59pm

Submission address and any special instructions

<https://in-tendhost.co.uk/sesharedservices.aspx/Home>

Tenders may be submitted electronically

Yes

Award criteria

40% Price

60% Quality

Procedure

Procedure type

Below threshold - open competition

Contracting authorities

Eastbourne Borough Council

- Public Procurement Organisation Number: PYYT-2735-CVVJ

Town Hall

Eastbourne

BN21 4UG

United Kingdom

Email: james.white@lewes-eastbourne.gov.uk

Region: UKJ22 - East Sussex CC

Organisation type: Public authority - sub-central government

Lewes District Council

- Public Procurement Organisation Number: PPZM-9295-YZXX

6 High Street

Lewes

BN7 2AD

United Kingdom

Email: james.white@lewes-eastbourne.gov.uk

Region: UKJ22 - East Sussex CC

Organisation type: Public authority - sub-central government

Contact organisation

Contact [Eastbourne Borough Council](#) for any enquiries.