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Planning

## **00534-CS – Transactional Customer Feedback**

Stonewater Ltd

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

Notice identifier: 2025/S 000-017396

Procurement identifier (OCID): ocds-h6vhtk-05089a

Published 28 April 2025, 4:05pm

### **Scope**

### **Description**

Stonewater is one of the UK's largest social housing providers, dedicated to creating places that people can truly call home. With 40,000 homes, we proudly serve more than 93,000 customers from diverse backgrounds across the country.

With an annual turnover of £239 million and £2.4 billion in fixed assets, Stonewater holds a strong credit rating from S&P Global Ratings and maintains top G1/V1 rankings for governance and viability.

If you would like to know more about Stonewater, please visit our website: [www.stonewater.org](http://www.stonewater.org)

Stonewater Group has identified the need for a robust feedback mechanism to better understand customer experiences and identify areas for improvement. This program will help us collect valuable insights directly from customers at the point of transaction.

The programme should cover the following customer transactions/journeys:

Responsive repairs

Cyclical checks

Planned capital investment/maintenance

Grounds maintenance

Complaints

ASB

Customer service centre contact

Lettings

Shared ownership sales

Mutual exchange

Tenancy termination

Housing operations.

In addition, other transactions may be introduced including digital engagement (website and customer portal) where a "pop-up" survey would be required.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=945276918>

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

- £0 excluding VAT
- £0 including VAT

Below the relevant threshold

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

- 1 April 2026 to 1 April 2027
- Possible extension to 1 April 2028
- 2 years, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 73300000 - Design and execution of research and development

## **Contract locations**

- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKH - East of England
- UKK - South West (England)
- UKJ - South East (England)
- UKC - North East (England)
- UKD - North West (England)

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## **Engagement**

### **Engagement deadline**

10 May 2025

## **Engagement process description**

Prior to initiating the procurement, Stonewater wishes to explore the level of market interest in the forthcoming procurement process. This PME does not form part of a formal procurement process at this stage.

The purpose of this pre-market engagement is to;

Develop the requirements and approach to the procurement.

Design the procedure, conditions of participation or award criteria.

Identifying suppliers that may be able to supply the goods, services or works required.

Understand the costings.

Stonewater anticipates suppliers providing demonstrations of their solutions.

Any submission received in response to this exercise will not constitute any contractual agreement between the respondent and Stonewater

The receipt of a response does not automatically include the respondent in the procurement process.

A Tender Notice will be issued to the market which will provide details of how the relating procurement documentation can be accessed and timescales for submission of the said tender response.

Interested parties shall bear their own costs of participation in this Market Engagement of whatever nature. Stonewater shall not be liable for the costs, expenses or losses howsoever arising (including, without limitation, any loss of profit or other economic loss incurred), regardless of the outcome of the Market Engagement.

Please contact Donna Monroe if you would like to be part of the PME.

[donna.monro@stonewater.org](mailto:donna.monro@stonewater.org)

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## Contracting authority

### Stonewater Ltd

- Public Procurement Organisation Number: PVMT-4274-HPBN

Suite C Lancaster House, Grange Business Park, Enerby Road

Leicester

LE8 6EP

United Kingdom

Contact name: Donna Monro

Email: [donna.monro@stonewater.org](mailto:donna.monro@stonewater.org)

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - sub-central government