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Planning

## **New Build Customer Journey Support**

Peabody Trust

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

Notice identifier: 2025/S 000-017652

Procurement identifier (OCID): ocds-h6vhtk-050947

Published 29 April 2025, 2:39pm

### **Scope**

### **Description**

The contracted service requirement is to create and deliver a satisfying customer journey for new build customers ensuring they feel informed, supported and valued throughout the entire process. The service is to provide end to end implementation and oversight of customer journey touchpoints across new housing developments, ensuring a consistent, high-quality experience for residents across all the various tenures including social rented, shared ownership and market sale. The aim is to deliver an industry-leading customer experience across the entire new build journey which is crucial in strengthening our reputation.

The service will support internal teams by taking on the delivery of customer facing touchpoints which will allow Peabody colleagues to focus on their core roles whilst ensuring that the customer experience is elevated, consistent and aligned with Peabody's organisational values.

The process to be developed is to include, but is not limited to:

- Site set up

- Asset Development & Adaptation
- Onsite Support
- Measurement & review
- Project Management & Reporting
- Detailed Asset Development & Management

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-title/3R6YFH4XPE>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/3R6YFH4XPE>

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

- £500,000 including VAT

Above the relevant threshold

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

- 1 July 2025 to 1 July 2026
- Possible extension to 1 July 2027
- 2 years, 1 day

### **Main procurement category**

Services

## **CPV classifications**

- 79400000 - Business and management consultancy and related services
- 79413000 - Marketing management consultancy services

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## **Engagement**

### **Engagement deadline**

16 May 2025

### **Engagement process description**

At the moment we are seeking EOI from potential providers interested and capable of providing these services with a view to understanding market interest and options, cost structures and developing our specification before we go out to the market. Providers interested should email [damon.pickard@peabody.org.uk](mailto:damon.pickard@peabody.org.uk)

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## **Contracting authority**

### **Peabody Trust**

- Public Procurement Organisation Number: PYJY-3925-DVJD

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London

SE1 7JB

United Kingdom

Contact name: Damon Pickard

Email: [damon.pickard@peabody.org.uk](mailto:damon.pickard@peabody.org.uk)

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government