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**Pipeline** 

## **Ombudsman - New Homes**

Ministry of Housing, Communities & Local Government

UK1: Pipeline notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-018128

Procurement identifier (OCID): ocds-h6vhtk-050a91

Published 30 April 2025, 4:01pm

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## Scope

#### Reference

CPD4126086

## **Description**

New Homes Ombudsman Scheme to provide redress for new build homeowners. Membership of the scheme will be mandatory for all housing developers and will have authority to impose civil sanctions and redress. This is expected to be a concessionary arrangement

## **Total value (estimated)**

• £12,000,000 excluding VAT

• £14,400,000 including VAT

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

- 7 September 2026 to 6 September 2031
- Possible extension to 6 September 2033
- 7 years

### Main category

Services

### **CPV** classifications

• 75112000 - Administrative services for business operations

### **Contract locations**

- UKC North East (England)
- UKD North West (England)
- UKE Yorkshire and the Humber
- UKF East Midlands (England)
- UKG West Midlands (England)
- UKH East of England
- UKI London
- UKJ South East (England)
- UKK South West (England)

# **Participation**

# Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

# **Submission**

# Publication date of tender notice (estimated)

27 February 2026

# **Procedure**

# **Procedure type**

Open procedure

# Special regime

Concession

### Above or below total value threshold

Above or equal to threshold

# **Contracting authority**

## Ministry of Housing, Communities & Local Government

Public Procurement Organisation Number: PWCX-8281-CLPR

2 Marsham Street

London United Kingdom

SW1P 4DF

**United Kingdom** 

Email: commercial@communities.gov.uk

### Website:

https://www.gov.uk/government/organisations/ministry-of-housing-communities-local-government

Region: UKI32 - Westminster

Organisation type: Public authority - central government