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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 000-018760

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

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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, and the contract value would be based on estimated revenue. The value is expected to be circa £12m depending on fees and pricing model.

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