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Award

Tenant Satisfaction Measure Surveys

Thrive Homes

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-021205

Procurement identifier (OCID): ocds-h6vhtk-0512eb

Published 14 May 2025, 12:05pm

Scope

Reference

TH 3138

Description

Thrive Homes are seeking a provider of customer research services with proven experience of carrying out tenant satisfaction measure questionnaires and ensuring that all of the requirements of the Regulator of Social Housing Tenant Satisfaction Measure surveys are met.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=947621316>

Contract 1. TSM Surveys

Supplier

- [Emotional Logic Ltd](#)

Contract value

- £180,000 including VAT

Below the relevant threshold

Award decision date

7 May 2025

Earliest date the contract will be signed

21 May 2025

Contract dates (estimated)

- 21 May 2025 to 19 May 2028
- Possible extension to 19 May 2030
- 4 years, 11 months, 30 days

Description of possible extension:

Initial three-year period with the option to extend by a further two years

Main procurement category

Services

CPV classifications

- 79311000 - Survey services
- 79342311 - Customer satisfaction survey

Information about tenders

- 5 tenders received
- 4 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - limited competition

Supplier

Emotional Logic Ltd

Studio 25/26, Walker Road

Newcastle

NE6 1AB

United Kingdom

Email: team@emotional-logic.co.uk

Region: UKC22 - Tyneside

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. TSM Surveys

Contracting authority

Thrive Homes

- Public Procurement Organisation Number: PHBB-8926-WHGM

Westside, London Road

Hemel Hempstead

HP3 9TD

United Kingdom

Contact name: Jenny Johnson

Telephone: 0800 917 6077

Email: Procurement@thrivehomes.org.uk

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government