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Award

## Tenant Satisfaction Survey

Wythenshawe Community Housing Group Limited

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

Notice identifier: 2025/S 000-036463

Procurement identifier (OCID): ocids-h6vhtk-04ec9d ([view related notices](#))

Published 1 July 2025, 2:54pm

### Scope

### Reference

692

### Description

WCHG is seeking to appoint a professional and experienced research organisation to deliver our Tenant Satisfaction Measures (TSM) perception survey in line with the requirements set out by the Regulator of Social Housing.

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### Contract 1. Tenant Satisfaction Survey

## **Supplier**

- KWEST RESEARCH LIMITED

## **Contract value**

- £89,003.74 including VAT

Below the relevant threshold

## **Award decision date**

27 May 2025

## **Earliest date the contract will be signed**

1 July 2025

## **Contract dates (estimated)**

- 1 July 2025 to 30 June 2026
- Possible extension to 30 June 2027
- 2 years

Description of possible extension:

Contract set up 1+1+1

## **Main procurement category**

Services

## **CPV classifications**

- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

## **Contract locations**

- UK - United Kingdom

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## **Information about tenders**

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

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## **Procedure**

### **Procedure type**

Below threshold - limited competition

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## Supplier

### **KWEST RESEARCH LIMITED**

- Companies House: 02400940
- Public Procurement Organisation Number: PBDZ-7888-DWYP

2nd Floor, The Towers Building Towers Business Park, 856 Wilmslow Road

Manchester

M20 2SL

United Kingdom

Email: [sales.manager@kwest.co](mailto:sales.manager@kwest.co)

Website: <http://www.kwestresearch.co.uk>

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Tenant Satisfaction Survey

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## **Contracting authority**

**Wythenshawe Community Housing Group Limited**

- Companies House: 08198590
- Public Procurement Organisation Number: PHPP-3148-QWPQ

Wythenshawe House 8 Poundswick Lane

Manchester

M22 9TA

United Kingdom

Email: [procurement@wchg.org.uk](mailto:procurement@wchg.org.uk)

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government