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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): ocds-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.

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

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)

Procedure

Procedure type

Below threshold - limited competition

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

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

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

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government