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Contract

## Tenant Satisfaction Survey

Wythenshawe Community Housing Group Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-041526

Procurement identifier (OCID): ocds-h6vhtk-04eb97 ([view related notices](#))

Published 21 July 2025, 10:33am

## Scope

## Reference

692

## Description

The Tenant Satisfaction Measures introduced on 1st April 2023 consist of a set of perception measures and a set of management measures that all housing associations now need to report on.

We are looking to appoint a research company to conduct a survey with our tenants and customers in line with the TSM perception survey guidelines.

We have an internal data and insight team and will require access the raw data, as well as the analysis provided by the successful partner. We now have data available from; a trial TSM in October 2022, TSM 2023/24, TSM 2024/25 to measure against any changes.

This contract is for the delivery of the first survey in June/July 2025.

## **Contract 1. Tenant Satisfaction Survey**

### **Supplier**

- KWEST RESEARCH LIMITED

### **Contract value**

- £74,169.28 excluding VAT
- £89,003.74 including VAT

Below the relevant threshold

### **Date signed**

23 June 2025

### **Contract dates**

- 23 June 2025 to 22 June 2026
- Possible extension to 22 June 2028
- 3 years

Description of possible extension:

2x12 month extensions

**Main procurement category**

Services

**CPV classifications**

- 79311200 - Survey conduction services

**Contract locations**

- UKD - North West (England)

**Key performance indicators**

Name	Reporting frequency
Cost Transparency	1 months
Commitment to Completion Dates	1 months
Social Value	12 months

**Signed contract documents**

[692 - Contract with Kwest on TSMs June 2025 - Fully Signed.pdf](#)

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**Procedure****Procedure type**

Below threshold - unknown

## Special regime

Light touch

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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