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Award

## **Britannia Phase 2b - Shoreditch Parkside Customer Care Services Procurement**

London Borough of Hackney

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

Notice identifier: 2025/S 000-055998

Procurement identifier (OCID): ocds-h6vhtk-0500e5 ([view related notices](#))

Published 11 September 2025, 9:22pm

### **Scope**

### **Reference**

DN775680

### **Description**

The procurement is for Customer Care Services relating to the Council's Shoreditch Parkside

residential development. The initial procurement will be for a period of 2 years from practical

completion and will include any mobilisation prior to completion of the residential buildings.

Shoreditch Parkside is a mixed-use scheme located next to Shoreditch Park in the Hoxton area of Shoreditch in the London Borough of Hackney. The scheme is part of a mixed use

development, where Hackney Council is the developer, and pertains to the management of

the two 20 and 25 storey towers which will accommodate 290 private and 30 shared

ownership occupiers. There is one commercial unit at the ground floor of one of the blocks,

which will be retained by the Council. Recovery of Service Charge will be direct with private

owners, and through Hackney leaseholder services for the shared ownership homes.

The primary role of customer care is to be the customer facing role for the purchasers. The

customer care team will assist with the completions processes, undertake key handovers

and assist with the move-in process for all residents. They will oversee the management of all

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snagging and defects in residents' apartments and will manage the rectification of in-

apartment defects through communication channels with the principal contractor and any

sub-contractors. It is important to have a well-established CRM system to track, manage and

report on all customer experience related issues and tasks. This system will be used for client

reporting and further monitor the performance of the customer care team against the pre-

determined KPIs.

Customer Care services for the 51 social rent homes which are also being delivered (as two

separate blocks) in this masterplan are not included in this tender, and will be managed by

Hackney Council as RSL.

## **Contract 1. Shoreditch Parkside Customer Care**

### **Supplier**

- ZephyrComplete Limited

### **Contract value**

- £502,978 excluding VAT
- £603,573 including VAT

Above the relevant threshold

### **Award decision date**

11 September 2025

### **Date assessment summaries were sent to tenderers**

11 September 2025

### **Standstill period**

- End: 22 September 2025
- 8 working days

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

17 October 2025

### **Contract dates (estimated)**

- 20 October 2025 to 20 April 2028
- Possible extension to 20 April 2029
- 3 years, 6 months, 1 day

Description of possible extension:

The initial period is to cover the two year new home warranty defects period following completion of the final building. This could be extended by up to one year, subject to agreement.

### **Main procurement category**

Services

### **CPV classifications**

- 79342300 - Customer services

### **Contract locations**

- UKI41 - Hackney and Newham

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## Information about tenders

- 2 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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## Submission

### Submission type

Requests to participate

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

## **ZephyrComplete Limited**

- Public Procurement Organisation Number: PZQC-1595-QQJR

167-169 Great Portland Street, Fifth Floor

London

W1W 5PF

United Kingdom

Email: [hello@zephyrcomplete.com](mailto:hello@zephyrcomplete.com)

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: Yes

Public service mutual: No

Contract 1. Shoreditch Parkside Customer Care

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## **Contracting authority**

### **London Borough of Hackney**

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

Hackney

E8 1DY

United Kingdom

Contact name: Giles Bartlett

Telephone: 02083562223

Email: [giles.bartlett@hackney.gov.uk](mailto:giles.bartlett@hackney.gov.uk)

Website: <http://www.hackney.gov.uk>

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government