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Contract

Provision of Tenant Satisfaction Surveys

Caerphilly County Borough Council

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

Notice identifier: 2025/S 000-060109

Procurement identifier (OCID): ocds-h6vhtk-05299f ([view related notices](#))

Published 26 September 2025, 12:17pm

Scope

Reference

CCBC/PS2784/25/KT

Description

Caerphilly Homes has appointed a suitably qualified and experienced consultant to undertake 2 tenant satisfaction surveys based on the STAR model developed by HouseMark (using the 12 core questions required by Welsh Government) plus additional supplementary questions specific to Caerphilly Homes. In addition 6 mini surveys are also required to be undertaken to gauge satisfaction on specific topics as decided by Caerphilly Homes. 3 in 12 month period after each main survey.

Contract 1. Provision of Tenant Satisfaction Surveys

Supplier

- ARP Research Ltd

Contract value

- £108,100 excluding VAT
- £129,720 including VAT

Below the relevant threshold

Date signed

19 August 2025

Contract dates

- 3 September 2025 to 31 August 2027
- Possible extension to 31 August 2029
- 3 years, 11 months, 28 days

Description of possible extension:

Option to extend for a further two years

Main procurement category

Services

CPV classifications

- 79311000 - Survey services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UKL - Wales

Procedure

Procedure type

Below threshold - open competition

Supplier

ARP Research Ltd

- Public Procurement Organisation Number: PDDR-6788-XXPZ

1 Dickinson Court

Sheffield

S35 2ZS

United Kingdom

Email: adam.payne@arp-research.co.uk

Region: UKE32 - Sheffield

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Tenant Satisfaction Surveys

Contracting authority

Caerphilly County Borough Council

- Public Procurement Organisation Number: PWHP-2369-JPYL

Penallta House, Tredomen Park

Hengoed

CF82 7PG

United Kingdom

Contact name: Kate Thompson

Telephone: +44 1443 866219

Email: thompk3@caerphilly.gov.uk

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

Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales