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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