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Contract

Tenants Satisfaction Measures Survey

Leicester City Council

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

Notice identifier: 2025/S 000-084189

Procurement identifier (OCID): ocds-h6vhtk-05a04e ([view related notices](#))

Published 18 December 2025, 10:15am

Scope

Reference

PAN3405

Description

To undertake an independent satisfaction measures survey of the tenants at Leicester City Council to collect data on their opinions of, and attitudes towards, their landlords and the services provided, as well as to act as a baseline to compare future surveys against.

Contract 1. PAN3405 Tenants Satisfaction Measures Survey

Supplier

- Acuity Research & Practice

Contract value

- £85,390 excluding VAT
- £102,468 including VAT

Below the relevant threshold

Date signed

10 November 2025

Contract dates

- 10 November 2025 to 9 November 2027
- Possible extension to 9 November 2029
- 4 years

Description of possible extension:

2 x 12 months optional extension period

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

2 x 12 months optional extension period

CPV classifications

- 79311000 - Survey services

Contract locations

- UKF21 - Leicester

Procedure

Procedure type

Below threshold - open competition

Supplier

Acuity Research & Practice

- Public Procurement Organisation Number: PVRC-2417-GNHG

35 Mount Pleasant, Bishops Tawton

Devon

EX32 0AQ

United Kingdom

Telephone: 01273059977

Email: adam.jewitt@arap.co.uk

Region: UKK43 - Devon CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. PAN3405 Tenants Satisfaction Measures Survey

Contracting authority

Leicester City Council

- Public Procurement Organisation Number: PXRT-5737-VBQD

City Hall (4th Floor)

Leicester

LE1 1FZ

United Kingdom

Contact name: Godfred Boakye-Srampa

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Website: <https://www.leicester.gov.uk>

Region: UKF21 - Leicester

Organisation type: Public authority - sub-central government