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Award

Tenant Satisfaction Survey

South Tyneside Borough Council

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

Notice identifier: 2025/S 000-084559

Procurement identifier (OCID): ocds-h6vhtk-05e2c5 ([view related notices](#))

Published 18 December 2025, 3:53pm

Scope

Reference

F8107

Description

South Tyneside Council wishes to carry out a tenant satisfaction measures (TSM) survey to understand the views of our customers. The council currently has 16,000 tenancies.

We would like the successful provider to use the government's set TSMs questions as the basis for carrying out a tenant satisfaction survey with a representative sample of the council's tenants. The survey may need to be reviewed and amended should the content of the TSMs change during the period but must include:-

- Separate covering letter
- All required TSM questions
- Two additional open text questions

- Six demographic questions (9 options max per question, previously one A4 side)
-

Contract 1. Tenant Satisfaction Survey

Supplier

- ARP RESEARCH LTD

Contract value

- £46,785 excluding VAT
- £56,142.20 including VAT

Below the relevant threshold

Award decision date

18 December 2025

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 1 February 2026 to 31 January 2029

- Possible extension to 31 January 2030
- 4 years

Description of possible extension:

An extension would be approved if the Council is satisfied with the service that has been provided throughout the initial contract period,

Main procurement category

Services

CPV classifications

- 71355000 - Surveying services

Contract locations

- UKC22 - Tyneside

Information about tenders

- 3 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)

Procedure

Procedure type

Below threshold - open competition

Supplier

ARP RESEARCH LTD

- Companies House: 07342249
- Public Procurement Organisation Number: PDDR-6788-XXPZ

1 Dickenson Court

Sheffield

S35 2ZS

United Kingdom

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

Website: <http://www.arp-research.co.uk>

Region: UKE32 - Sheffield

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Tenant Satisfaction Survey

Contracting authority

South Tyneside Borough Council

- Public Procurement Organisation Number: PYPB-8737-VBHG

Town Hall and Civic Offices, Westoe Road

South Shields

NE33 2RL

United Kingdom

Email: strategic.procurement@southtyneside.gov.uk

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government