

**Portal Contract Reference:** tbc  
**Internal Contract Reference:** THH5410  
**Contract Title:** THH Resident Satisfaction Survey Programme  
**Expressions of interest start date:** 7 February 2019  
**Return of tenders/bids end date:** 11 March 2019  
**Initial Contract Duration:** 24 months  
**Extensions:** 12 months x2  
**Estimated Contract Value (including extensions):** £400k

### **Description:**

Tower Hamlets Homes [THH] is an Arm's Length Management Organisation [ALMO] set up by the London Borough of Tower Hamlets in July 2008 to provide housing services for approximately 21,000 homes. Of these 11,500 are currently tenanted properties and the other 9,500 are leasehold.

THH manages the housing stock under contract to the Council and, in summary, is responsible for the following services:

- managing tenancies and leases
- collecting rent and service charges and dealing with arrears
- repairing, improving and modernising homes
- helping people to get involved in managing homes
- handling 'right-to-buy' applications for the Council
- estate maintenance and cleaning
- dealing with empty properties

### **What we are looking for:**

THH is seeking a supplier to undertake a programme of resident surveys which will inform our performance against key indicators within a demographically challenging environment. We are seeking suppliers with experience of large scale survey programmes within the housing sector using a range of methods. Recent experience with conducting satisfaction surveys via a variety of methods in a culturally diverse inner city environment is essential.

**The anticipated contract start date:** 15<sup>th</sup> April 2019  
Lead in period to commence 1<sup>st</sup> April 2019

**The estimated value of the contract is:** £400,000k

**For a period of:** 2 years (with options to extend for a further 2 years by  
Way of 1 year extensions

### **Additional Information:**

The London Borough of Tower Hamlets (LBTH) is seeking expressions of interest from interested organisations for the above services and / or goods.

Organisations wishing to express their interest are requested to **register** on the London Tenders Portal ([www.londontenders.org](http://www.londontenders.org)) where the opportunity documentation will be available for download. You will be required to complete an online questionnaire.

Organisations must ensure that access to the system is available to their representatives dealing with the contract and that this contact is updated as and when required.

The council will not be liable for the lack of delegated access within the organisation and will not send any documentation regarding the opportunity, which shall be exclusively available through the portal.

Suppliers are responsible for allowing sufficient time to submit their Application. The Council accepts no liability whatsoever for tenders that are not submitted due to internet connectivity issues, transmission delays or errors.

Council is an Equal Opportunities Employer and a supporter of Ethical Governance, our protocol can be found [HERE](#) Or via <http://www.towerhamlets.gov.uk/>

If you require any further information prior to submit and expression of interest please contact the Council via email [procurement@towerhamlets.gov.uk](mailto:procurement@towerhamlets.gov.uk) quoting the internal contract reference number.