



**North
Northamptonshire
Council**

PROCUREMENT QUESTION LOG

NORTH NORTHANTS TENANT SATISFACTION SURVEY 2023/2024

PROCUREMENT QUESTION LOG

1. General Information

- 1.1. To offer information equally amongst potential suppliers, the Council are required to log any questions asked and answers provided.
- 1.2. Where we have been asked questions regarding this procurement, the answers to which may be relevant to all potential suppliers, these questions have been reproduced below along with the associated answers.

2. Question List and Answers

Date		Questions and Answers
1.	11-Oct-2023	Q: Could you please provide a breakdown of the council's housing by stock type?
		A: Currently the breakdown by type is 89% are general need tenants and 11% are sheltered housing tenants.
2.	11-Oct-2023	Q: Are there any particular characteristics among your relevant tenant population (e.g. age, ethnicity, geography etc) which are correlated (or you expect to be correlated) with tenant satisfaction levels?
		A: In terms of any characteristics, we are a new unitary authority, and therefore this will be the first time collecting this survey on this scale so are using this as our baseline data year. Historically though within the legacy authorities of Kettering and Corby higher satisfaction was recorded within our sheltered housing schemes.
3.	11-Oct-2023	Q: Do you hold phone numbers and email addresses for tenants (if so what proportion?) and would you consider additional / follow-up comms through these channels to secure a good response rate? [e.g. conducting telephone interviews with tenants and sending email and SMS reminders with survey links to those who had not responded to the initial letter]
		A: We don't propose to use these mechanisms on this occasion but will be something we look to do once we have one system for all our housing stock across both areas and tenant profiling information is up to date.
4.	17-Oct-2023	Q: The brief notes an 8-page questionnaire booklet. Can you please confirm whether the 8 pages includes the one page covering letter or whether this is separate?
		A: The covering letter is proposed to be separate to the 8-page booklet but happy to take recommendations on this depending on space.
5.	17-Oct-2023	Q: Can you please confirm the response quantities you received to the last census of tenants and whether this included a reminder mailout?
		A: We are a new unitary authority, and therefore this will be the first time collecting this survey on this scale as North Northants Council so this will be used as our baseline year. Historically within the legacy authorities of Kettering and Corby, for the last survey conducted it was:

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		Kettering – 25% response rate and a sampling method was used, and this included a reminder mailout to those who did not respond. Corby – 30% response rate and census approach undertaken which included a second mailout to those who did not respond.
6.	17-Oct-2023	Q: Did you offer the option of online completion in the last survey conducted?
		A: Yes, the last survey conducted by one of the legacy Councils included an option to complete the survey online, via a URL and unique reference number on the covering letter.
7.	17-Oct-2023	Q: Do you have a preference for the format of the written report – for example Word / PDF or Powerpoint?
		A: This can be finalised as part of the contract initiation meeting, but previous reports have been provided in pdf.
8.	16-Oct-2023	Q: Does the figure of 8,300 tenants stated in the Specification represent all tenants (including sole & joint tenants living at the same property) or individual addresses?
		A: The figure represents individual addresses and propose for there to be one survey per household.
9.	16-Oct-2023	Q: Should incentives be included in our cost and proposed approach, or are these to be considered as additional and something to be discussed with NNC on commissioning?
		A: These can be included as an additional cost but welcome recommendations on your proposed approach for this.
10.	16-Oct-2023	Q: Is NNC able to offer translation services should a tenant request a translated survey, or should we outline how we'd accommodate these ourselves in our proposal?
		A: If you could outline how you can accommodate this within your response please this will be helpful.