

DECISION UNDER DELEGATED POWERS

Subject	Appointment of contractor to undertake a Tenants Survey, in line with the requirements of the Regulator of Social Housing (RSH)
Officer Requesting Decision	Communities & Projects Manager
Officer Making the Decision	Chief Officer Communities & Homes
Authority for Decision	Delegated authority under paragraph 2.5 (i) of Part 2B of Rugby Borough Council's Constitution – Each Chief Officer is authorised to invite and accept tenders or quotation for contracts, subject to contract standing orders, financial standing orders, financial regulations and financial instructions,
Recommendation	To appoint Integrity Connect to undertake a census Tenants Survey, in line with the requirements of the RSH and enter into a contract for the same.
Alternatives considered and rejected	<ol style="list-style-type: none"> 1. To appoint an alternative contractor to undertake a Tenants Survey. 2. To undertake the Tenants Survey using our own internal resource. 3. To not undertake a Tenants Survey and to be in breach of the requirements of our regulator.
Decision	Approve
Reason	Integrity Connect are a well-regarded organisation with a good track record of delivering Tenants Surveys and other communications for housing providers, they are undertaking the Nuneaton & Bedworth Tenants Survey.

	<p>They can deliver the project from start to finish including the analysis of the data that is collected from the postal surveys they will administer.</p> <p>They can deliver the project within the timescales required.</p>
Date	20 September
Background Papers	<p>Tenant Satisfaction Measures Standard (The requirements of the RSH)</p> <p>PfH RBC/Integrity Print Ltd/Integrity Connect. Call off Contract for Lot1A, Print, Mailing, and Digital Communications.</p>
Decision record kept until	20 September 2029
Background papers kept until	20 September 2027

Signed:



Dated: 20 September 2023