

Procurement Processes

September 2026

Home Group works with a wide range of suppliers to help us provide safe, high-quality homes and services for our customers. From repairing and maintaining homes, to delivering technology, customer services, professional services, facilities management and estate improvements. The products and services we buy play an important role in supporting our communities.

When we need to purchase something, we first look at whether an existing Home Group contract or approved supplier can meet our needs. This helps us make the best use of our resources, maintain consistent standards and work with suppliers we already know can deliver the quality and service we expect.

If we don't already have a suitable arrangement in place, we follow a procurement process that reflects the size and complexity of what we need to buy. For smaller purchases, we may ask a number of suppliers to provide quotations and carry out essential checks to make sure they meet our organisational standards. For larger high value or more complex contracts, we usually run a formal tender process to ensure suppliers have a fair opportunity to compete in order to get the best possible outcome.

We are committed to making our procurement processes open, fair and accessible to suppliers of all shapes and sizes. As part of the tender process, we clearly explain what we are looking for, how suppliers can apply, how their bid will be assessed and the timescales involved. Where appropriate, Home Group may involve customers in the tender evaluation process to help ensure the services we buy meet their needs and expectations. When choosing a supplier, we consider factors such as quality, value for money, customer service, sustainability, innovation and social value to ensure we achieve the best overall outcome for our customers and communities.

Suppliers can find opportunities to work with Home Group through our e-tendering platform [Proactis](#), and, for high value contracts, through the government's own platform [Find a Tender](#) service. Depending on the opportunity, suppliers may need to register on the relevant platform to access documents and submit their tender responses. Before awarding a contract, we carry out appropriate checks to make sure suppliers can deliver what they promise safely, responsibly and to the standards we expect. Once a contract is in place, we continue working closely with suppliers to monitor performance, encourage continuous improvement and ensure the services they provide deliver real benefits for our customers.