



A complete, compliant, digital-first TSM service

Designed to meet the Regulator of Social Housing's requirements for TSM perception surveys.

GovMetric TSM service pricing

	GovMetric CX customers	Organisations without GovMetric CX
Access to GovMetric CX platform for TSMs	Included	£7,999 per annum
Per survey costs		
Digital (email)	Free	
Digital (SMS)	£0.05	
Telephone (<i>partially completed</i>)	£2.25	
Telephone (<i>completed</i>)	£3.75	
Post (<i>issued</i>)	£2.00	
Post (<i>returned and transcribed</i>)	£8.50	
Programme management & methodology assurance	£1,999.00	
Executive written report	£750.00	

Telephone surveying is delivered via an AI agent

Upgrade to GovMetric CX

Organisations using the TSM-only annual subscription may upgrade to a full GovMetric CX subscription at any time during the contract period. A pro-rata credit will be applied based on the GovMetric CX platform element of the TSM service.

Our portfolio

GovMetric builds software that solves real customer problems across public-sector automation, compliance and citizen experience. Spanning citizen feedback, complaints management and compliance automation, our products work together to improve efficiency, reduce risk and deliver better citizen outcomes.



GovMetric CX

Citizen feedback
and experience
management



CaseTracker

Complaints and
correspondence
management



Octavia

AI-powered
complaint
handling



Nexa

Automated
document drafting
for compliance

What next?

If you're exploring ways to streamline feedback management, you can visit our website to:

- Find more case studies from public-sector organisations
- Watch video testimonials from customers
- Learn about emerging trends in AI and public sector automation and compliance.
- Find upcoming webinars and events

When you're ready, get in touch for a conversation about how we can help.

govmetric.com

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