

SUBJECT HEADER: Warwick District Council Tenant Satisfaction Survey - Your chance to have your say!

Dear XXX,

Warwick District Council Housing Services has asked independent research company, Service Insights Ltd (working with Housemark), to collect feedback on what you think about your housing services. Your feedback is important and will help us make improvements to our housing services.

This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by the Council as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete, and your responses can remain completely anonymous to Warwick Council.

To start, please XXX.

Please complete your survey by XXX. If you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, on Freephone 0800 1931174 or email info@serviceinsights.co.uk.

Regards,

Simon

Dr Simon Williams

Managing Director

Service Insights Ltd (working on behalf of Warwick District Council*)**

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The validity of Service Insights Ltd as a research supplier can be checked for free by calling the Market Research Society Freephone verification service on 0800 975 9596 or checking our listing on the Market Research Society's website <https://www.mrs.org.uk/standards/online-register>