



Housing Services

Lisa Barker – Head of Service

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Ref: TSMSurvey

XXX

Dear [Name]

Tenant Satisfaction Measures 2024/25 – Your chance to have your say

Warwick District Council have asked an independent research company called Service Insights Ltd, working with Housemark, to collect tenant feedback on the housing services and properties we provide.

Your feedback will help improve our services provided to you, and the 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 enclosed questionnaire should take about **10 minutes to complete**. Your responses remain completely anonymous to the Council unless you choose to identify yourself in the survey. If you prefer, you can complete this survey online by typing the following link into a web browser: XXX

If you have a specific concern about our services, please note this survey does not serve as a formal complaint. To make a complaint about our services, please email complaints@warwickdc.gov.uk or phone 01926 958845.

Please return your survey by post by XXX using the freepost envelope enclosed. If you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, on Freephone 0800 193 1174 or email info@serviceinsights.co.uk

Yours sincerely,

Lisa Barker
Head of Housing Services