

Tenant Satisfaction Survey

I am writing to advise you that the Regulator of Social Housing is creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services to their tenants. This involves sending a set of questions known as the Tenant Satisfaction Measures to all of our tenants. After we have collated all of the responses then we must report these back to you and the Regulator. You will be able to use these measures to understand how well Rugby Borough Council is performing as a landlord.

The Tenant Satisfaction Measures should:

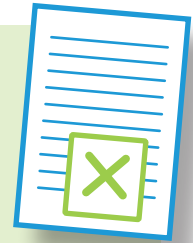
- Let tenants see how well their landlord is doing
- Provide an overview to the Regulator of Social Housing of which landlords might need to improve things

This means that we must survey all of our tenants on an annual basis from April 2023. This is to identify how satisfied you are with the housing service we provide to you.

The results of the survey will be reported back to the Regulator of Social Housing by March 2024 and the results will be published in Autumn 2024.

continued overleaf...

Included within this letter is the survey I would ask you to complete, it should take approximately 5 minutes to complete. We have included a freepost return envelope for your convenience.



Please can you get your survey back to us by 13 November 2023. If you return the survey by this date, then you will be entered into a prize draw to win a £25 shopping voucher. There will be a total of 20 vouchers available for tenants to win (limited to 1 voucher per household).

When you answer the questions, it is important that you base your answer purely on the housing services that the council provides to you. For example, if you are satisfied with:

- The Repairs service we provide
- The Anti-Social Behaviour Service we provide
- Communal Cleaning in your block of flats (if applicable)
- Whether you feel your home is safe.

This survey is not for other council services such as:

- Bin Collections
- Homelessness
- Environmental Health
- Council Tax queries

If you have any questions about the survey, please contact our **Contact Centre on 01788 533533** and they will be happy to help you.

May I take the opportunity to thank you for your cooperation and I will look forward to sharing the results with you in due course.

Yours sincerely

Mary Jane Gunn

Communities & Projects Manager

Rugby Borough Council



This is just a reminder that you have the right to raise any housing issues with the Housing Ombudsman at any point if you are not satisfied with the service you have received from our teams.

The Housing Ombudsman can provide you with free, independent advice and support. Their contact details are as follows:



www.housing-ombudsman.org.uk



Telephone: 0300 111 3000



Or you can write to them at:
Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ