TENANT SATISFACTION SURVEY

I am writing to advise you it is time for our annual tenant satisfaction survey.

Our annual Tenant Satisfaction Survey is part of a system called the Tenant Satisfaction Measures, it is a system for assessing how well social landlords in England are doing at providing good quality homes and services to their tenants.

After we have collated all the responses, we report them back to you and to the Regulator of Social Housing. The results of the 2024/2025 Tenant Satisfaction Survey were contained in our Summer 2025 Tenants Newsletter, which was posted out to every household in September 2025 and we reported our results to the Regulator of Social Housing in June 2025.

The Regulator of Social Housing will report on the results of all social housing providers in England. You can use these results 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 June 2026, we will report the results to our tenants in the Summer of 2026.

Included within this letter is the survey I would ask you to complete, it is one survey per household addressed to the lead tenant and 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 14 November 2025. 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).

We address the survey to the lead tenant so that we can analyse the results of the survey.

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
- Our approach to handling anti-social behaviour.
- 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 & Project Manager

Continue overleaf...

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 1484
Unit D
Preston
PR2 0ET