Name

Address Line1

Address Line2

Address Line3

Address Line4

Postcode

Dear [Name]

**Tenant Satisfaction Measures Survey 2025 – Housing Services**

During February and March 2025, Tamworth Borough Council are carrying out a tenant satisfaction survey to find out what tenants think about the housing services they have received from the Council in the past 12-month period.

Tamworth Borough Council as part of their commitment to service improvement, has asked M·E·L Research to carry out this independent tenant satisfaction survey to find out what Tamworth Borough Council tenants think about the housing services they receive from them.

This survey will be used to calculate annual Tenant Satisfaction Measures (TSMs) that all social housing landlords must publish and give to the Regulator of Social Housing each year. The Regulator of Social Housing set the questions for this survey, which will take around 10 minutes to complete.

More importantly, this is your opportunity as a Tamworth Borough Council tenant to say what you think the Council are getting right, and where you think they need to improve its housing services.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Tamworth Borough Council with your express permission.

Please complete the enclosed survey and return it to M·E·L Research in the pre-paid envelope enclosed, we respectfully ask that the survey is posted back to us no later than Sunday 23rd March 2025**.**

If you have any questions, you can contact the free and confidential M.E.L Research helpline on 0800 073 0348 or email gayle.higginson@melresearch.co.uk. Alternatively, you can contact the Council on telephone 01827 709709 or email [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)

Thank you in advance.

Yours sincerely

Lee Hughes signature



Mr Lee Hughes

Tenants Voice Manager