



Enquiries to: Tenant Engagement Team

Direct Dial: 024 7637 6376

Direct Email: tenant.engagement@nuneatonandbedworth.gov.uk

Date:

Dear

Tenant Satisfaction Survey

I am writing to you to ask that you complete and return the enclosed Tenant Satisfaction Survey to give feedback on the housing services we provide to you.

In 2023, the Regulator of Social Housing created a system for assessing how well social housing landlords in England are doing at providing good quality homes and services to their tenants. This involved sending a set of survey questions known as the Tenant Satisfaction Measures to our tenants in summer 2023 and 2024.

The Council now has the results of last year's survey, and they are going to be published on our website in the coming weeks. They will also be published in the summer edition of our tenant's newsletter, 'InHouse'. The Council also have the responsibility of reporting the responses to the Regulator of Social Housing by 30 June 2025. You will be able to use these measures to understand how well Nuneaton and Bedworth Borough Council is performing as your landlord.

The tenant satisfaction measures should:

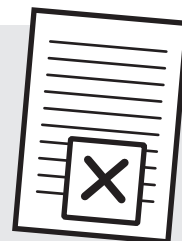
- let tenants see how well their landlord is doing
- provide an overview to the Regulator of Social Housing of which landlords might need to improve things.

This means that we must survey our tenants again this year. This is to identify how satisfied you are with the housing services we provide to you. The results of this year's survey will then be reported back the Regulator of Social Housing by summer 2026.

Included within this letter is the survey that I ask to 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 14 July 2025.

If you return your completed survey by this date, you will be entered into a prize draw to win a £25 ASDA voucher. There will be 20 vouchers available for our tenants to win (limited to 1 voucher per household).



Surveys can be sent back to us after 14 July 2025, but they must be completed and returned by Friday 26 September 2025.

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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, how satisfied you are with:

- the Anti- Social Behaviour service we provide
- the Repairs service we provide
- Communal Cleaning in your block (if applicable)
- whether you feel your home is safe.

The questions **should not** be confused with your overall satisfaction with other services the Council provide such as:

- Bin collections
- Town centre cleaning/issues
- Homelessness
- Environmental health
- Council Tax queries

Feedback on matters not relating to the housing services we provide are not included within the Tenant Satisfaction Measures survey.

If you have any questions about the survey, please contact our Tenant Engagement Team on 024 7637 6376 and they will be happy to help you.

May I take this opportunity to thank you for you co-operation and I will look forward to sharing the results with you in due course.

Yours sincerely

Nicola Botterill
Assistant Director – Social Housing & Community Safety

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This is just a reminder that you have the right to raise any 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, impartial advice and support. Their contact details are as follows:



Email: info@housing-ombudsman.org.uk



Phone: 0300 111 3000

Phonelines are open Monday to Friday 9am to 5pm.

Lines will be closed for staff training every Thursday from 3.30pm to 5pm.

Calls are recorded for training and monitoring purposes.



Write to:

Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Fax: 020 7831 1942

Please note: We would strongly encourage customers to use email or the online complaint form which can be found at <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/online-form> rather than sending post to the Housing Ombudsman Service PO Box address in Preston as there will be delays. Please do not send original documents by post as the Housing Ombudsman Service are unable to post them back to you. Also, please note that the Housing Ombudsman Service will not be able to deal with large bundles of documents by post.

You can make a formal complaint to the Council in the following ways:

Via the Council's website www.nuneatonandbedworth.gov.uk/feedback

Email: customer.services@nuneatonandbedworth.gov.uk

By contacting an officer directly.

Phone: 024 7637 6376.

By letter.

In person at the Town Hall by pre-booking an appointment (the Town Hall is open from 10 a.m. – 2 p.m. for pre-booked appointments only)

By Typetalk (0800 515 152).

Through your local Councillor, Solicitor, nominated friend or relative.