



Mr A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD


arpsurveys.co.uk/southway

scan me



your code:
9999mnmw

Resident Satisfaction **Survey 2023**

Dear Ms Sample

Your views are really important, and the enclosed survey is a chance for you to tell us what you think of our services. We want to make sure that we are inspired by our communities in everything that we do and the information that you provide by completing this survey will help us to understand what you like about Southway, and what you would like to see improved.

The Regulator of Social Housing, who set the standards for social housing landlords has recently introduced new Tenant Satisfaction Measures, which all Housing Associations must report on and publish every year. They are included in this survey.

The survey is being carried out for Southway by an independent specialist called ARP Research. Your answers are confidential and the information you give will not be linked with your name, unless you want it to be.

Please take 5-10 minutes to fill in the survey and return it in the enclosed envelope. Or, you can fill it in online using the link and code above. As a thank you, the unique (and confidential) code from all finished surveys will be entered into a free **prize draw**. One lucky person will win **£100** and four more will win **£50** in shopping vouchers.

If you have any questions about this survey, or need a copy in a different format, please visit the Southway website www.southwayhousing.co.uk or contact us in your preferred way.

Thank you for taking part, and good luck in the prize draw!

return by **Wednesday 28 June**

PRIZE DRAW! 1x £100 4x £50