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Enq to: Grace Andrews  
Telephone: 01954 713 000  
Email: [grace.andrews@scams.gov.uk](mailto:grace.andrews@scams.gov.uk)

M·E·L ID: [M·E·L ID]

January 2025

Dear [Tenant Name],

## Tenant Satisfaction Survey 2025

South Cambridgeshire District Council's Housing Service is carrying out a survey of its residents to find out what you think about the services you receive. **This is your chance to say what you think we're getting right and where we need to get better.** I'd be grateful if you could spare a few minutes to complete the survey. Your feedback will help us plan for the years to come and identify areas for improvement. This survey will also be used to calculate annual tenant satisfaction measures which will be published by SCDC in accordance with regulations set out by the Regulator of Social Housing.

We've asked an independent organisation, M·E·L Research, to carry out this survey on our behalf, in line with the Market Research Society Code of Conduct. Anything you tell M·E·L Research will remain confidential and will be used for research purposes only. SCDC will not see returned surveys but will get a report from M·E·L Research on their findings.

**To take part, please fill in the enclosed questionnaire and return it in the freepost envelope provided, by 28<sup>th</sup> February 2025.**

If you prefer, you can complete the survey online at <http://melresearch.co.uk/SouthCambs> or by scanning the QR code. When prompted, type in the following number: <M·E·L ID>.



**You will also be entered into a prize draw with the chance to win a prize – one of three £50 Global Gift Card vouchers** (if you tick the relevant box in the survey). These vouchers can be spent at over 20,000 high street stores and online.

If you need help filling in the survey, if you would prefer it in a different format, such as a large print version, or in a different language, please email [Ruth.Gosling@melresearch.co.uk](mailto:Ruth.Gosling@melresearch.co.uk) or call M·E·L Research for free on 0800 073 0348.

If you wish to check that this survey is genuine, please contact Grace Andrews at South Cambridge District Council by email on [grace.andrews@scams.gov.uk](mailto:grace.andrews@scams.gov.uk) or by calling 01954 713 000.

Thank you very much for your help, and good luck in the prize draw.

Yours sincerely,



Julie Fletcher  
Service Manager Housing Strategy

**YOUR PRIVACY:** Your details are being provided to M·E·L Research Ltd solely for the purpose of them contacting you in relation to this survey. They will not use or disclose them for any other purpose. Rest assured all responses will be treated in the strictest confidence by M·E·L Research and we (SCDC) will not be able to identify who has and hasn't completed the survey. You can find out more information about their surveys and what they do with the information they collect from their privacy notice. You can read their privacy notice at [www.melresearch.co.uk/privacypolicy](http://www.melresearch.co.uk/privacypolicy).

This survey/information can be made available in other languages and formats upon request by contacting us via [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk) or letting me know now.

**POLISH**

Tę ankietę/informacje można uzyskać w innych językach i formatach na żądanie, kontaktując się z nami pod adresem [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk).

**RUSSIAN**

Этот опрос/информация может быть предоставлен на других языках и в других форматах, если обратиться к нам с запросом по адресу [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk).

**BENGALI**

এই জরপ/তথ্যগল অনয ভষ ও ফরমযট পত জামদর সথ যগযগ কর অনরধ করন এই ঠকনয: [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk)

**PUNJABI**

ਇਹ ਸਰਵੇ/ਜਣਕਾਰ ਇਸ ਖਤ [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk) ਉੱਤੇ ਬਨਤ ਕਰਨ ਰਹ ਹਰ ਬਲਆ ਅਤ ਬਣਤਰ ਵਚ ਵ ਦਤ ਜ ਸਕਦ ਹ ।

**TURKISH**

İstemek için [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk) adresinden bizimle temas kurarak bu anket/bilgiler başka dillerde ve formatlarda da temin edilebilir.

**LITHUANIAN**

Šią apklausą / informaciją galime pateikti kitu formatu ir išversta į kitas kalbas, jei parašysite mums [survey@melresearch.co.uk](mailto:survey@melresearch.co.uk).