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Enq to: Julie Fletcher
Telephone: 01954 713 000
Email: julie.fletcher@scambs.gov.uk

M·E·L ID: [M·E·L ID]

November 2023

Dear [Tenant Name],

Tenant Satisfaction Survey 2023

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. South Cambridgeshire District Council 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 7th January 2024.

If you prefer, you can complete the survey online at <https://melresearch.welcomesyourfeedback.net/23070> 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 Love2Shop vouchers (if you tick the relevant box in the survey). Love2Shop 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 Rhannon.Pratt@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 Julie Fletcher at South Cambridge District Council by email on julie.fletcher@scambs.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.

This survey/information can be made available in other languages and formats upon request by contacting us via 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.

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.

BENGALI

এই জরিপ/তথ্য গুলো অন্য ভাষা ও ফরম্যাটপেছআমাদের সাথে যোগাযোগ করলেন রক্ষ করুন এই ঠিকানা: survey@melresearch.co.uk

PUNJABI

ਇਹ ਸਰਵੇ/ਜਿਣਕਰ ਫ਼ਿਸ ਖਤ survey@melresearch.co.uk ਉੱਤੇ ਬੇਨਤੀ ਕਰਨ ਰਹਾ ਹੀਰੇ ਬਲੀਐ ਅੰਤ ਬੇਨਤਰ ਵੱਚਿ ਵ ਚੀਤਿ ਜੀ ਸਕਦ ਹੀ ਿ

TURKISH

İstemek için 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.