

Policy and Partnerships Service
Town Hall, Rose Hill
Chesterfield
Derbyshire S40 1LP
E-Mail: policyteam@chesterfield.gov.uk

NAME
ADDRESS
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POST CODE

Please ask for: Allison Potter
Direct Line: 01246 936793
Date: as postmark

Your unique Tenant Satisfaction Measures survey number: XXXXXX

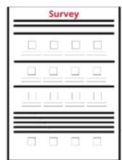
Dear Name,

Tenant Satisfaction Survey 2026/27

Every year we randomly select tenants to take part in a tenant satisfaction survey. The results are used to calculate our annual Tenant Satisfaction Measures and help us understand how you feel we are doing as your landlord, and where we need to improve.

We would like to hear your views about the housing service, including repairs, anti-social behaviour and complaints. It does not matter if you have only just moved in, or if you do not use all the services mentioned. Your views are important to us.

Please return the completed survey to us before **Monday 31st August 2026**.



or



Complete the survey and return it to us in the pre-paid envelope

Complete it online by scanning this QR code

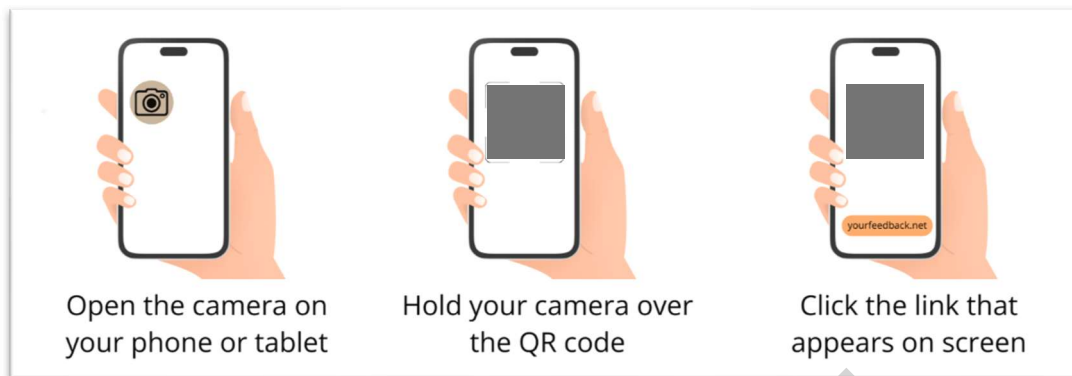
The survey should take less than 10 minutes to complete



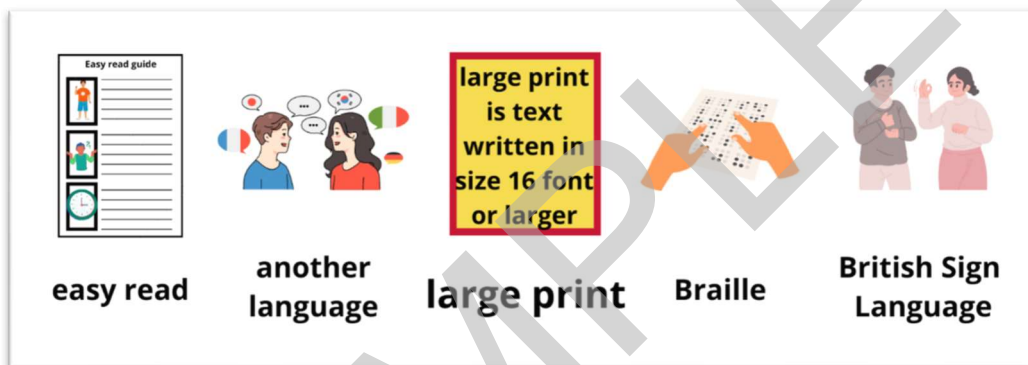
When you complete the survey, you can choose to be entered into a prize draw for the chance to win **one of four £50 Love2Shop vouchers**.

Your answers will be used to monitor the quality of the housing service and treated in the strictest confidence in accordance with our data protection policy.

How to scan the QR code:



Any questions about this survey or need a different format?



Please contact Allison Potter:



By telephone: 01246 936793



By email: policyteam@chesterfield.gov.uk



Further guidance, information and previous survey results can be found on our webpage: <https://www.chesterfield.gov.uk/tenant-satisfaction-measures>

For any enquiries related to your tenancy or property please contact our Customer Services:



By telephone: 01246 345345

We hope you will be able to take part and thank you in advance for your contribution. It is very important we hear about everyone's views. The results of the survey will be published on the council's website.

Yours sincerely,

Service Director – Housing