

Policy and Partnerships Service  
Town Hall, Rose Hill  
Chesterfield  
Derbyshire S40 1LP  
E-Mail: [allison.potter@chesterfield.gov.uk](mailto:allison.potter@chesterfield.gov.uk)

NAME  
ADDRESS  
ADDRESS  
ADDRESS  
ADDRESS  
POST CODE

Please ask for: Allison Potter  
Direct Line: 01246 936793  
Date: as postmark  
Your unique No: xxxxxx

Dear Name,

## **Chesterfield Borough Council Tenant Satisfaction Survey 2023**

### What is the Tenant Satisfaction Survey?

The Regulator of Social Housing has developed a new survey for assessing how well housing landlords in England are doing at providing good quality homes and services.

By completing the enclosed tenant satisfaction survey, which has been sent to a random selection of our tenants, you will help us to find out where we are doing well as your landlord and where we need to improve. Results from this survey will be used to calculate annual Tenant Satisfaction Measures which will be published next year.

### What's in it for you?

All those who return their surveys can choose to be entered into a prize draw with an opportunity to win a £50 Love2Shop High Street shopping voucher, which can be spent in-store at shops including Boots, Wilko and WHSmith.

Please take this opportunity to have your say. The survey should take no more than 10 minutes to complete. It doesn't matter if you've only just moved into your home or don't use all of the services discussed. It is important that we hear everybody's views.

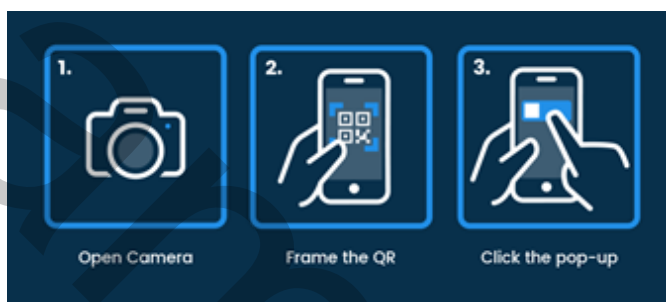
All of your answers will be treated in the strictest confidence and will only be used to monitor the quality of the Housing Service provided to you by Chesterfield Borough Council.

### Any questions?

If you have any questions about this survey or if you need the survey in a different format like large print, easy read, British Sign Language, braille or translating into another language, please do not hesitate to contact Allison Potter on 01246 936793 or e-mail [allison.potter@chesterfield.gov.uk](mailto:allison.potter@chesterfield.gov.uk) who will be happy to help you. Further guidance and support is also available on our webpage: <https://www.chesterfield.gov.uk/housing/council-tenants/tenant-satisfaction-measures>.

### Thank you for taking part

I very much hope you will be able to take part and thank you in advance for your help. Please return the completed questionnaire in the pre-paid envelope provided as soon as possible or by Monday 10<sup>th</sup> July 2023 at the latest. If you would prefer to complete the survey online please scan the QR code below or follow the link from our webpage: <https://www.chesterfield.gov.uk/housing/council-tenants/tenant-satisfaction-measures>, quoting your Unique Reference Number.



**Unique Ref:** xxxxx

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J. Davies'.

Service Director – Housing