

Policy and Partnerships Service  
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Chesterfield  
Derbyshire S40 1LP  
E-Mail: [policyteam@chesterfield.gov.uk](mailto:policyteam@chesterfield.gov.uk)

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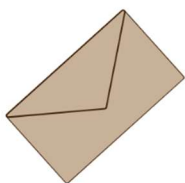
Please ask for: Allison Potter  
Direct Line: 01246 936793  
Date: as postmark  
**Your unique No:** xxxxx

Dear Name,

## Tenant Satisfaction Survey 2024/25

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

We want your views on repairs, your neighbourhood, complaints and more. It doesn't matter if you've only just moved in, or if you don't use all the services mentioned. Your views matter. Please return the completed survey as soon as possible and by Tuesday 18<sup>th</sup> March 2025.



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

or



Complete it online  
by scanning this  
QR code



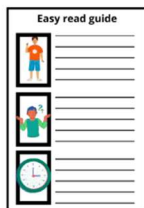
The survey should  
take less than 10  
minutes to complete

Your answers will be used to monitor the quality of the housing service provided to you and treated in the strictest confidence. We won't share your information with anyone else.

### Prize draw

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**.

Any questions or need a different format?



**easy read**



**another  
language**



**large print**



**Braille**



**British Sign  
Language**

Please contact Allison Potter on 01246 936793 or e-mail [policyteam@chesterfield.gov.uk](mailto:policyteam@chesterfield.gov.uk)

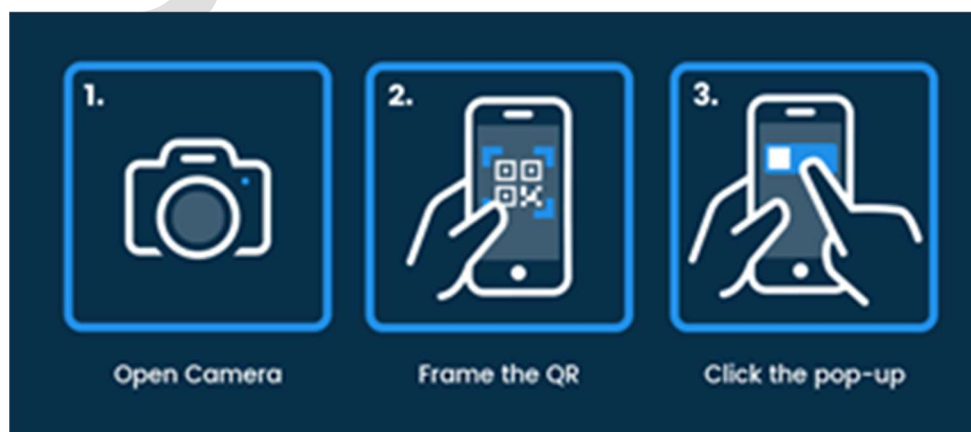
Further guidance and support can be found on our webpage:

<https://www.chesterfield.gov.uk/housing/council-tenants/tenant-satisfaction-measures>

We hope you will be able to take part and thank you in advance for your valuable contribution. It is very important we hear about everyone's views. Results will be published later in 2025.

Yours sincerely,

Service Director – Housing



Unique survey reference: XXXXX