

Win one
of five
£50 cash
prizes!

Tenant Satisfaction Survey 2018

How satisfied or
dissatisfied are
you?

We want your views!

What matters most to you?

Where do
we need to
improve?

We are carrying out a large scale tenant satisfaction survey during January - March.

Independent market researchers Knowledge Partnership are carrying out the survey on our behalf. They will be visiting a number of tenants to ask various questions about our homes and services. If selected you will receive a letter inviting you to take part.

If you live in one of the following areas, you may also be asked to complete the survey, but will receive a copy of the questionnaire by post:

Kinloch Rannoch	Almondbank	Bridgend, Perth	Little Ballinluig
Carnoustie	Luncarty	Anstruther	Stanley
Blair Atholl	Kirkmichael	Bankfoot	Broughty Ferry
Kenmore	Inveraldie	Ardler (Perthshire)	Kinfauns
Spittalfield	Burrelton	Glenlyon	Kirriemuir

If invited to take part we hope that you can help by telling us what you think.

We are offering five x £50 cash prizes

Knowledge Partnership will enter all tenants that agree into a draw.

Essential Information

- All interviewers will carry photographic ID. They must show you this before asking you to take part. They will try to meet any specific communication or other requirements that you have.
- Both the face to face interview and the postal survey will take around 20 minutes to complete.
- All responses to this survey are voluntary and will be kept confidential. Unless you choose to provide your name and contact details your response will remain anonymous. All the information collected will be kept secure and in accordance with our Data Protection Policy and the Data Protection Act 1998. Survey responses will only be shared with the Caledonia Group and Knowledge Partnership, who are completing the survey on behalf of the Group.
- **For further information or if you have any questions about the survey, please call Knowledge Partnership on 0800 169 9376 and ask for Tom Draper or Jack MacLeod.**