

Tenant Satisfaction Survey 2023



High Peak Borough Council



Give us your feedback

Don't miss your chance to pass on your views about High Peak Borough Council's Housing Services.

Our specialist market research company, Acuity, will contact you with this year's tenant satisfaction survey.

To find out more, contact High Peak Borough Council (engagement@highpeak.gov.uk; 07583 695 572), or phone Acuity's Heather Metivier on 01273 287114 or email acuity@arap.co.uk



Help us to improve your services

Our 2023 survey asks you how satisfied you are with:

- Your home
- Your neighbourhood, and
- The services we provide

The survey results will tell us:

- What's working well, and
- What could be improved

The questions will take into account the Government's new Tenant Satisfaction Measures, designed to make social housing providers more transparent and accountable.

What to expect

We have asked a specialist company called Acuity to run the survey for us.

They will call a random sample of 522 tenants between 20 November and 16 December. The survey will only take 8 to 10 minutes to complete.

Tenants will only be called between 9am-8pm on weekdays, or 10am-6pm on Saturdays. If you miss their call, the number will show as 01298 385008.

Find out more

To find out more about this survey, email High Peak Borough Council at engagement@highpeak.gov.uk, or phone on 07583 695 572.

Alternatively, you may phone Acuity's Heather Metivier on 01273 287114 or email acuity@arap.co.uk.

Your details are safe with Acuity

Acuity works to strict data protection guidelines approved by the Council. Any answers or personal information you give will be treated as **confidential**. Acuity will only give High Peak Borough Council your name if you agree. They will not share your details with any other organisation.

