Correspondence Name
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Housing Delivery and Asset Management
City of York Council
West Offices
Station Rise
York
YO1 6GA

25 September 2025
ID Number: <<*ID Number*>>

Tenant Satisfaction Survey 2025 - 2026

Dear <<*Letter Name*>>

City of York Council's Housing Services are committed to working with our tenants. We are contacting you to ask for your opinions, thoughts and comments on the housing services we have provided to you as set out in The Regulatory Framework for Social Housing in England. The results will be used to calculate our Tenant Satisfaction Measures.

We are inviting all households to take part in a survey asking how satisfied you are with your home and the landlord services we provide. It is being conducted independently of Housing Services so your responses are confidential.

The Privacy Notice enclosed with this letter outlines how we will process and use the information you give us.

Please take 10 minutes to complete this survey and return it to us in the enclosed **FREEPOST** envelope **by 21 November 2025.**

If you would prefer not to take part, and do not wish to be contacted for further surveys, please tell us by email – **business.intelligence@york.gov.uk** - quoting your ID number.

If you would prefer to complete the survey online please use this link and remember to enter your ID Number: **www.surveymonkey.com/r/TSS25-26**.

If you have any questions about the survey, please call 01904 555556 or email **housing.serviceimprovements@york.gov.uk**.

You can find out more information about the council's Housing Service on our website **www.york.gov.uk/housing/residents**. Thank you very much for your views and your feedback.

Please note, from April 2026 we are planning on changing the way we collect our Tenant Satisfaction Measures to improve the information that we receive. We plan to conduct surveys by phone on a periodic rolling basis over the year. This will allow us to ask more detailed follow up questions and routinely act on your feedback and improve performance. We will be back in touch with tenants in the Spring of 2026 to let all know about this new process.

Yours sincerely,

Head of Housing Delivery and Asset Management

City of York Council