

TENANT SATISFACTION SURVEY 2024

Tamworth Borough Council want to hear from you!

During January and February 2024, Tamworth Borough Council will be running a Tenant Satisfaction Survey (TSM), to gain an understanding of tenants' satisfaction with their homes and associated service provided.



This will be an opportunity for you to feedback on the housing services Tamworth Borough Council provide and will help shape how we deliver services to you.



You'll be asked for feedback on the quality and safety of your safety of your home, our Repairs Service and how well we well we communicate and listen to your views.



In addition, we would also like to hear how we handle things like complaints or anti-social behaviour



Tamworth Borough Council have commissioned M.E.L Research to carry out this survey. MEL Research are an independent research agency, who act in accordance with the Market Research Society's Code of Conduct, and means you can be sure that your responses will be kept confidential and your personal information will not be used for anything beyond the survey.



M.E.L will be in contact with you either by phone or post to hear your views.



If you have any questions you can contact the free and confidential MEL Research helpline on 0800 073 0348 or email gayle.higginson@melresearch.co.uk. Alternatively you can contact the Council on telephone 01827 709709 or email tenantparticipation@tamworth.gov.uk

We look forward to hearing your thoughts