

Briefing on the tenants' satisfaction survey

A major opinion survey of Lambeth tenants will soon be carried out by Ipsos Mori, an independent market research agency. From Monday, 15 September and for a period of two months, approximately 3,000 tenants will receive a questionnaire asking them for their views and experiences about the range of services provided. All tenants have been selected at random. This means that each tenant has an equal chance of being selected and should provide a representative sample of all our tenants.

This triennial statutory survey is very important as the results will provide six Best Value Performance Indicators, which will be used as part of the Council's CPA score for the next three years.

The questionnaire will be sent together with a covering letter signed by Chris Lee, Housing Executive Director and a translation sheet in nine key languages offering tenants the possibility of using a freephone number (**0808 238 5402**) to receive help completing the questionnaire in a different language.

All completed questionnaires will be treated in confidence. Lambeth Housing will not be able to identify individuals from their responses to the survey.

Timescale

- 15 September mailout to 3,000 randomly selected tenants
- 6 October: First reminder mailout to tenants who have not returned their questionnaire
- 27 October: Second reminder mailout

Contacts

For questions or concerns about the survey, tenants can contact the Ipsos MORI helpline on freephone **0808 238 5402**, or Lambeth Housing on 020 7926 3448.

Should you receive any queries from tenants who have received the survey, please encourage them to complete the questionnaire as their views and comments are important and will be used when formulating future plans. Additionally, all completed questionnaires will be entered into a prize draw to win one of two £100 or one of ten £20 vouchers.