



North Tyneside
Council

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD



Dear {name}

8 September 2023

Tenant Satisfaction Survey 2023

As a tenant of North Tyneside Council we value your feedback. We want to know how satisfied you are with your home and the services you receive from the council as your landlord.

To help us understand our tenants better, we are carrying out a Tenant Satisfaction Survey. This is also part of the government's new Tenant Satisfaction Measures that North Tyneside Council will publish every year. We have asked ARP Research to carry out this survey on our behalf.

You are receiving this letter because you have been selected to take part in this survey. Please can we ask you to take five minutes to complete the survey by either:

- Completing the enclosed survey and returning via the Freepost envelope provided,
- Visiting **www.arpsurveys.co.uk/ntc** or,
- Using your smartphone to scan the barcode in the top corner and following the link to the survey

Your personal code is **9999mwmw**

Please can you return the survey by **Tuesday 26 September**.

The survey is completely confidential. Your data will only be used for this survey and ARP Research will only store this for as long as it necessary. However, if you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please email support@arp-research.co.uk or ring ARP Research on 0800 020 9564.

Yours sincerely

Peter Mennell
Director of Housing and Property Services