

Our Ref: TSS 2026
Contact: Paul McLean
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Date: date as postmark



Mr John Fletcher
50 Corseford Avenue
Corseford
Johnstone
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Dear Tenant

Tenant Satisfaction Survey

Renfrewshire Council's Housing Service is committed to listening to our tenants, acting on their views and meeting the standards and outcomes of the Scottish Social Housing Charter introduced by the Scottish Government. To meet these objectives, we have commissioned an independent market research company, Research Resource, to carry out a satisfaction survey of our tenants. This survey will ask about your views on the services that we provide for you, the information that we provide to you and your satisfaction with your home and where you live.

The interviews will take place from late May to early July 2026 and will be conducted with approximately 10% of our tenants from all across our housing stock. The interviews will be face to face and last no longer than 15-20 minutes and will be carried out during the day, early evening and at weekends.

The interviewers will always carry identification and a copy of this letter. **Please ensure that you ask to see a copy of their identification.**

It is important to us that we monitor the services we give you and this survey will identify areas where we are getting it right and, more importantly, areas where we could improve. All the information you give to the interviewers will be kept confidential and no one at Renfrewshire Council's Housing Service will be aware of who has taken part or what any individual has said, so please answer the questions and give comments openly.

If you or someone you care for does not want to take part in the survey or you have any specific needs or require someone to support you in the interview, please contact Paul McLean at Renfrewshire Council at the number or e mail above.

As the Housing Service looks to continually improve their service, the completion of this survey is important, and I would like to thank everyone in advance for their co-operation and time in completing the survey.

Yours sincerely

A handwritten signature in black ink, appearing to read "Louise Feely".

Louise Feely
Head of Housing Services



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