



2023 Tenant Satisfaction Survey

Waltham Forest Housing Association (WFHA) have commissioned Acuity, a market research company who specialise in the social housing sector, to carry out a survey with their tenants.

What is the survey about?

The survey is a general satisfaction survey (perception survey) asking tenants what they think about their home and the Housing Services provided by WFHA. The survey is similar to other surveys carried out in the past and is based on standardised questions used by other landlords; and collects key Tenants Satisfaction Measures (TSMs) as required by for the Regulator of Social Housing. The survey is a census survey of our tenants and will take place in June and July this year.

Who are Acuity?

Acuity Research & Practice (Acuity) provide tenant satisfaction surveys and benchmarking services, helping housing providers to improve services and engage with their tenants through an understanding of satisfaction, performance and profiling data. They have been providing consultancy services to the social housing sector for over 25 years.

There are several ways tenants can take part:

Postal questionnaires – Tenants will receive an envelope containing a covering letter from Acuity, a questionnaire and a business reply paid envelope. The survey packs, will be individually addressed and arrive in June and July. Details on how to access help to complete the questionnaires will be provided in the covering letter.

Telephone survey – Depending on the response rate Acuity telephone a small number of tenants to invite them to complete the survey on the phone.

Are the surveys confidential and anonymous?

The surveys are strictly confidential and if a tenant requests, the results can be given back to WFHA anonymously without their name attached, if the tenant wishes to remain anonymous.

Are the surveys in line with data protection and what about quality standards?

Acuity is a company partner member of the Market Research Society and is registered with the Information Commissionaries Office, and in line with the Data Protection Act is not permitted to release any details to any other organisation. Under the Data Protection Act Acuity is not permitted to release any information that would allow an individual to be identified without their prior active consent to do so. Acuity holds ISO20252:2019, which is the quality standard for market research companies.

What happens to the questionnaires after the survey?

All the questionnaires that are returned to us are stored in a secure office for 3 months, after this period they are securely destroyed. A scanned copy of the completed questionnaires is stored for 12 months.

What address should I use if a tenant has misplaced the reply-paid envelope?

If a tenant is unable to locate the reply-paid envelope, simply return it to the following FREEPOST address: Freepost RTEH-CBRG-GEKY, Survey Replies, The Old Goods Shed, Station Yard, Ashburton, TQ13 7EF. You do not need a stamp.

Who should I contact at WFHA or Acuity if I have a query that is not addressed here?

If you have any queries about the survey, please contact Heather Metivier at Acuity on 01273 287114 or acuity@arap.co.uk or Linda Wright at WFHA (LindaW@wfha.org.uk).

