



# The Tenant Satisfaction Survey Is Here!

**We want to hear what you think about the services we provide and how these should be improved. Remember that it was your input that shaped the outcome of the Housing Support services Review, so make sure you tell us what matters to you.**

We know what a difficult year it has been for many of our tenants and here at Viewpoint Housing Association we have done our best to adapt and deliver key services to you. We now want to hear what you think about the services we provide, how these should be improved, and how we might need to deliver our services differently in the future.

To help us do this, we have engaged the services of an experienced market research company, Knowledge Partnership. We have asked them to carry out a Tenant Satisfaction Survey on our behalf to gather your views.

You will receive a survey questionnaire, letter and a free post envelope at the end of January/beginning of February. If you have already given Viewpoint your e-mail address, Knowledge Partnership will also send you a questionnaire by e-mail to give you the option of either returning the survey by post or completing it online.

Please return your completed questionnaire in the envelope provided, or complete online as soon as possible or by **Wednesday 16th February 2022**. If you require assistance to complete the survey there will be a number on the letter for you to contact Knowledge Partnership for help.

Once the postal survey and online survey option is completed, Knowledge Partnership will contact all remaining tenants during February and March 2022 by telephone to make sure that everyone has been given the opportunity to provide their view.

Please note that if you currently receive Newspoint in audio format you will automatically be telephoned. We also have a list of some tenants who require an

interpreter and Knowledge Partnership will arrange for these surveys to be carried out by telephone.

As a thank you for taking part, Knowledge Partnership will enter all completed questionnaires into a prize draw. **This gives you the chance to win a £50 shopping voucher to use online or in person in selected stores. Full terms and conditions are below.**

**Viewpoint Housing Association Tenant Satisfaction Survey 2022  
Free Prize Draw – Terms and Conditions.**

1. *The draw is open to current Viewpoint Housing Association Tenants. Only one entry per household is permitted.*
2. *Entries only apply to, and must be made by, participating and completing the survey either by using the paper survey, online or by telephone.*
3. *The winners of the prize draw will receive a One4All gift card with £50 credit, which can be redeemed in participating shops, a list of which can be found by visiting; <https://www.one4all.com/retailer.html>*
4. *Viewpoint Housing Association reserves the right to substitute a prize of equal value if this is necessary for reasons beyond its control.*
5. *Entry to the draw is open from 28 January 2022 and will close on 14 March 2022.*
6. *The draw will take place no later than the 28 March 2022.*
7. *The winners will be notified by 11 April 2022.*
8. *No cash alternatives will be offered, and prizes are non-transferrable.*
9. *Viewpoint Housing Association reserve the right to re-draw a winner if they cannot be contacted within a reasonable period. Also, the right to disqualify any entrant, or select an alternative winner, if it believes that any entrant has contravened these Terms and Conditions.*
10. *Submitting an entry to this prize draw is deemed acceptance by the entrants of these Terms and Conditions. Viewpoint Housing association reserves the right to alter, amend or foreclose this prize draw without prior notice, if unforeseen circumstances make this unavoidable.*
11. *Viewpoint Housing Association accepts no responsibility for any loss, damage, injury or disappointment suffered by any entrant resulting from entering this prize draw, or by the entrant's acceptance of the prize.*
12. *GDPR – The information you submit which allows you to be entered into the Prize Draw will be processed by Knowledge Partnership.*