



2022 Tenant Satisfaction Survey

What is the survey about?

The survey is similar to other surveys we have carried out in the past and is based on standardised questions used by other landlords and incorporates the Tenant Satisfaction questions which have to be reported to the Welsh Government each year.

What should I look out for?

In November tenants will receive an envelope containing a covering letter printed on the Grŵp Cynefin's letterhead paper, a questionnaire and a business reply paid envelope. Details on how to complete the survey online will also be included in the covering letter and a QR code will be printed on the front of the questionnaires. Acuity will also be emailing residents with a link to complete the survey online.

A few weeks later Acuity will also be telephoning around 400 tenants to ensure everyone has the opportunity to take part. Anyone who completes the survey will be entered into a prize draw which will be administered by Acuity.

Are the surveys confidential and anonymous?

The surveys are strictly confidential and if a tenant requests, the results can be given back to the Grŵp Cynefin 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 Commissionaires 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 also holds ISO20252:2019, which is the quality standard for market research companies; and holds Cyber Essentials Plus.

How is the survey confidential?

Acuity uses unique identifying codes for each postal survey to ensure the confidentiality of completed questionnaires; only the covering letter shows the tenants name and address details. It is not possible to identify an individual from a completed questionnaire. The questionnaires are returned directly to Acuity via a Freepost envelope and the data is re-linked. 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.

If you complete the survey online or as part of the telephone survey, you have the option to remain anonymous at the end of the survey.

What happens to the questionnaires after the survey?

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

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

If you have any queries about any of the surveys, please contact Ann Vaughan Jones at Grŵp Cynefin (ann.vaughan@grwpcynefin.org) or Heather Metivier at Acuity on 01865 594332 or acuity@arap.co.uk.

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 24 years.

Want to know more about Acuity?

Acuity Research & Practice Limited, www.arap.co.uk UK Tel: 01273 287114
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