

## Greatwell Homes – TSM survey invite

Email subject: Greatwell Homes Tenant Satisfaction Survey with research partner TLF Research

Dear [VAR\_NAME]

We, TLF Research, are carrying out Greatwell Homes' tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures for the Regulator of Social Housing. The measures form part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services to tenants.

Greatwell Homes have asked us to conduct this survey on their behalf to ensure impartiality and confidentiality of the results. Results from the survey will be published by Greatwell Homes.

We follow the Market Research Society Code of Conduct and ensure we are GDPR compliant, and your answers will be subject to the normal market research rules of confidentiality. We will not share your details with Greatwell Homes without your permission.

You will need around 5 minutes to complete this survey about your experiences as a tenant. Please click on the link below and you will be taken to the survey - this will work on smart phones, tablets, and personal computers. Should the survey link not work for any reason, please select the whole link, and copy and paste it into your internet browser. Please complete the survey by 28th September 2023.

Many thanks in anticipation of your help.

Yours sincerely  
TLF Research

Please do not reply to this email address as your response will not get picked up. However, if you wish to contact TLF please email [technicalsupport@leadershipfactor.com](mailto:technicalsupport@leadershipfactor.com).