

STATUS Survey 2009

SNH are currently surveying all of their tenants to find out how satisfied their customers are with the services provided by SNH. Please complete and return before the deadline to be in with a chance to win £150, £100 or £50 in our prize draw.

You can also complete the survey online by using the following website links and entering the password found in the top right-hand corner of the letter sent to you by BMG with the survey:

- General Needs - <https://surveys.bmgresearch.co.uk/surveys/077801/>
- Sheltered - <https://surveys.bmgresearch.co.uk/surveys/077802/>

Customer Profiling 2009

Additionally, SNH will also be contacting you to learn more about the specific requirements of your household. The purpose of this second survey is to help us to get to know our customers better so that where possible we can tailor services to meet individual needs. This survey is being carried out in November by telephone by a company called Synergy Connections.

The responses you provide to both these surveys will be completely confidential and help SNH to plan further improvements. We would therefore encourage you to participate and share your views.

For further information about either of these surveys please contact Mandy Quarmby, Governance and Performance Manager, on 01767 685851.