

«Correspondence_name»
«Address_Line_1»
«Address_Line_2»
«Address_Line_3»
«Address_line_4»
«Postcode»

23 September 2024

Dear «resp_salutation»,

Re: BeST Tenant Satisfaction Survey

I am writing to remind you that, Bespoke Supportive Tenancies (BeST) has asked Acuity to carry out an independent survey of tenants to help them to improve services.

We want to understand what are the most important issues and priorities for you, so please take a few minutes to give us your views.

Everyone who completes the survey will be entered into a prize draw. **We will select a response at random for a prize of £100 of shopping vouchers.**

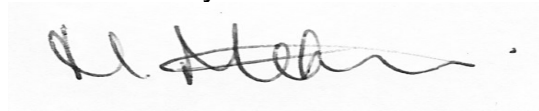
Please use the enclosed FREEPOST envelope to return your completed survey. If you would prefer to fill it in on-line go to www.starsurveys.co.uk/best and use your unique reference code which is «Resp_Code» or scan the QR code below.

If you have any questions or would like help completing the survey, please e-mail acuity@arap.co.uk or call me on 01273 287114.

What you tell us will be strictly confidential. We will report the findings to BeST without identifying any individual tenants, unless you give us permission to do so. We will not share your personal details with any other organisation.

If you are dissatisfied with the service provided by BeST, they do have a complaints process you can access by calling xxx, emailing xxx, or by completing a form on their website where you will find more information <https://www.xxx...>

Yours faithfully



Heather Metivier
Project Co-ordinator

«ShortLink QR
Code»

