



North Wales Housing Tai Gogledd Cymru  
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## Tenant Satisfaction Survey 2015 | Frequently Asked Questions (FAQ's)

### Q. I don't want to take part, take me off your list

If you wish to be removed from the list you can inform us by calling 01492 572727 or emailing us on [customerservices@nwha.org.uk](mailto:customerservices@nwha.org.uk).

### Q. Can I have a replacement questionnaire?

Yes. To request a replacement questionnaire contact Customer Services on 01492 572727 or via on [customerservices@nwha.org.uk](mailto:customerservices@nwha.org.uk).

Alternatively, the survey can be completed online at [www.arpsurveys.co.uk/nwh](http://www.arpsurveys.co.uk/nwh)

### Q. Can I have a replacement freepost envelope?

The questionnaire can be sent back in any envelope to the following address:

Freeport RTAL-XLZZ-CYAR  
A R P Research  
Data Solutions Centre  
SHEFFIELD  
S95 1AF

If you would still like a replacement envelope contact Customer Services on 01492 572727 or via email on [customerservices@nwha.org.uk](mailto:customerservices@nwha.org.uk).

### Q. I am having trouble accessing the online survey.

Technical support is available by e-mail to [support@arpsurveys.co.uk](mailto:support@arpsurveys.co.uk) or by telephone on 0800 020 9564.

### Q. Why have you given my contact details to a different company?

To make sure that our survey is independent, we have asked ARP Research to carry it out for us. ARP specialise in running surveys like this for housing providers across the country. ARP are not allowed to use your contact details for any reason other than running this survey, and conform to the Data Protection Act and the Market Research Society Code of Conduct.

### Q. How do I enter the prize draw?

Simply return the questionnaire in the freepost envelope, or complete the survey online, and your unique code will be automatically entered into the draw.

### Q. How is the survey confidential if you know who I am?

ARP Research uses your unique code to remove your address from any further mailings or messages if you have already sent back your questionnaire, and to run the prize draw. Any link between your identity and the answers that you give is removed as soon as possible by ARP, and North Wales Housing will never see who you are unless you give your explicit consent.

### Q. Why are you doing this survey?

We want to know how you feel about the services we provide and will use the results to plan service improvements. Other landlords ask similar questions in their surveys, so we can also use the results to compare how we are doing against others.



**Q. This is a waste of time, as you didn't do anything after the last survey.**

We last did this type of survey in 2008. We will be publishing results to tenants and will be using these to shape future services.

**Q. How much money have you spent on this survey/why are you wasting money etc.?**

It is very important that we spend money wisely by providing you with the right services in the right way. This survey helps us to find this out. We get a research company to carry it out to make sure the survey is independent and reliable. We asked several organisations to tender for the work and selected the one that provided best value for money.

**Q. I want to know specific details about how the survey has been designed or is being run, or want to speak to ARP Research directly.**

Please telephone ARP Research on Freephone 0800 020 9564, or email [support@arp-research.co.uk](mailto:support@arp-research.co.uk)