24 November 2026

Lochfield Park
Housing Association
Limited

Help us build it



Help us keep it!

Dear Resident,

TENANT SATISFACTION SURVEY – Research Resource

We want to hear what you think about the services we provide and how these might be improved in the future. As a result, we are asking Research Resource, who are independent market researchers, to carry out a Tenant Satisfaction Survey on our behalf.

Research Resource will be carrying out the survey using a face-to-face method.
If you don't want to be surveyed, or if you wish to participate but you do not want to be visited by an interviewer, please let Research Resource know by calling FREEPHONE 0800 121 8987 or email info@researchresource.co.uk . The company can then arrange a call back to complete the survey with you over the telephone. Please contact Research Resource as soon as possible after receiving this letter if you do not want to be visited by an interviewer.

During the survey, the interviewer will ask a series of questions lasting no longer than 10 minutes. Visits will be made Monday to Friday (10am to 7pm), Saturday 11 am to 6 pm, and Sunday 12 pm to 5 pm. Research Resource will delete any personal information two months after the completion of the survey and will only pass anonymised data to Lochfield Park Housing Association.

We hope that you are able to take part.

Who are Research Resource?
Research Resource is an independent Market Research Company commissioned by Lochfield Park Housing Association to conduct this tenant survey. When you complete your questionnaire, Research Resource will combine your feedback with that of other tenants and provide a survey report for the Association's Management Committee.

The survey is completely confidential, and you can provide your answers anonymously. Research Resource will only collect personal information about you if you request to be contacted as a follow up to the survey. Any personal data that is collected as part of this survey will be treated in accordance with Research Resource's privacy policy.

At all times, Research Resource will comply with the Market Research Society Code of Conduct and the Data Protection Act.

If you require the survey to be provided in a different format or language, or if you have any questions relating to the survey, please contact Research Resource on FREEPHONE 0800 121 8987 or contact; info@researchresource.co.uk.

Thank you for your attention to this important matter.

Your sincerely,

Liz McEachran
Director

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POSITIVE ABOUT DISABLED PEOPLE