

Name
No, Street
Town
Postcode
SMSRID

25th September 2025

Dear Name,

YOUR VIEWS MATTER TO US

As part of our commitment to listening to the views of our tenants, we are carrying out a survey to find out how satisfied you are with your home and the housing services you receive from Hull City Council. We will use this information to help improve the housing service, and to report back to you on the progress we are making.

We would very much appreciate your involvement in ensuring that we provide the services that meet your needs. You can do this by completing the enclosed questionnaire and returning it in the freepost envelope (no stamp required) supplied before **Friday 17th October 2025**.

An independent research company – SMSR Research – will be doing the work on our behalf. I can assure you that all the information you give will be kept completely confidential and your answers treated in the strictest confidence. It will only be used to monitor Hull City Council housing services, our performance and to compare us with other landlords.

If you prefer you can complete the attached survey online by typing the following link into your web browser: www.starsurvey25.co.uk or scanning the QR code at the bottom of the page with a smartphone or tablet. You will need to enter your ID (shown at the top left, beginning with 'SMSR') to complete the online survey.

PRIZE DRAW

We will be drawing a winner from the returned completed surveys. You could win a prize of £250

If you have any concerns or questions about the survey, or if you would prefer not to take part, please call Lee Atkinson at SMSR on 0800 138 0845 (email: latkinson@smsr.co.uk) or the tenant participation team at Hull City Council on 01482 300300 (e-mail: tenant.resident@hullcc.gov.uk) who will be very happy to help you.

Please remember to return your questionnaire in the freepost envelope **as soon as possible** (no stamp required) or before **Friday 17th October 2025**. I very much hope that you will take part and would like to thank you in advance for your help.

Yours sincerely



Mark Nearney
Assistant Director, Neighbourhoods & Housing



HOW TO COMPLETE THE QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire.

- The questionnaire should be completed by the tenant at this address, or their partner/spouse.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished, please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 7 pages and should take no longer than 10 minutes to complete.
- Once you have completed the questionnaire, please return it in the pre-addressed envelope by **Friday 17th October 2025. You do not need to add a stamp**
- If you cannot find or did not receive the pre-addressed envelope, please call freephone 0800 1380845.

If you would like this document in your language please tick the box and send it in an envelope to:

- Albanian ☐ Në qoftë se ju e doni këtë letër në gjuhën tuaj ju lutemi shënojeni kutinë dhe dërgojeni në një zarf te:
- Bengali ☐ আপনি যদি এই চিঠি নিজের মাতৃভাষায় পেতে ইচ্ছুক হ'ন তাহলে দয়া করে বক্সে টিক করার পরে খামে ভরে এই ঠিকানায় পাঠান:-
- Chinese ☐ 如果您想要一份是用您的母语写成的这封信,请在空格内打钩,并把这张纸装入信封(免贴邮票)寄到下列地址:
- French ☐ Si vous voulez recevoir cette lettre dans votre langue, veuillez cocher la case et envoyer la lettre dans une enveloppe à l'adresse :
- Italian ☐ Se Lei vorrebbe questa lettera nella sua lingua, per favore spunti la casella ed invia la lettera nella busta con l'indirizzo postale:
- Latvian ☐ Ja vēlaties šo vēstuli saņemt latviešu valodā, lūdzu atzīmēties ar krustiņu un nosūtīt aplaksnē uz sekojošu adresi:
- Polish ☐ Jeżeli chciałbyś otrzymać ten list w swoim języku, to proszę odhaczyć ramkę i wysłać w kopercie na adres:
- Portuguese ☐ Se desejar receber esta carta na sua língua, agradecemos que marque com um tique no quadrado, e a devolva num envelope para a direcção seguinte:
- Romanian ☐ Dacă doriți această scrisoare în limba dumneavoastră, vă rugăm să bifați căsuța și să trimiteți scrisoarea în plic la adresa:
- Russian ☐ Если Вы желаете получить это письмо на родном языке, пожалуйста отметите с крестиком в клетке, положите в конверт и посылайте по адресу:
- Spanish ☐ Si Usted desea recibir esta carta en su idioma, por favor marque la casilla y envíe la carta en el sobre a la dirección:
- Turkish ☐ Bu mektubu kendi dilinizde isterseniz, lütfen kutuyu işaretleyip zarfın içinde adrese gönderiniz:
- Czech ☐ Pokud chcete tento dopis ve vašem jazyce, zaškrtněte okénko a pošlete v obálce na adresu:
- Swahili ☐ Ikiwa, unahitaji hi barua kwa lugha yako kamili, tafadhali weka tiki hapa kwa kisaduku hiki, na uweke barua kwa bahasha usiweke sitampu ya posta. Na utume kwa:
- Arabic ☐ إذا رغبت الحصول على نسخة من هذه الرسالة مترجمة إلى لغتك، من فضلك ضع إشارة في المربع وضعها في طرف و أرسلها إلى العنوان التالي:
- Dari ☐ اگر این مکتوب را به زبان خودتان میخوانید، مهربانی کرده و مربع را علامت زده و آنرا داخل یک پاکت خط انداخته و به آدرس زیر روان کنید(روان کردن این خط مفت است):
- Farsi ☐ اگر این نامه را به زبان خودتان میخوانید، لطفاً مربع مربوطه را علامت زده و آنرا داخل یک پاکت نامه گذاشته و به آدرس پستی رایگان زیر پست کنید:
- Pashto ☐ که تاسو دا سند په خپله ژبه کې غواړئ، مهرباني وکړئ او د ابکس په نښه کړئ، او په یوه پاکت کې یې ودی ادرس ته ولیږئ.
- Kurdish ☐ ئەگەر تەم نامەیت دەویت بە زمانی خۆت تکایە نیشانیە لە چوارچێوهکه بده وەله زەرفێکی نامەرا بپێژێره بۆ:

If you require a large print copy or other accessible format, please contact Lee Atkinson on by email (latkinson@smsr.co.uk) or freephone (0800 1380845)