

Friday 6<sup>th</sup> December 2024

Dear Tenant

## Tenant Consultation and Feedback



We are deciding how much rent to charge our tenants next year.

We want to hear what you think about our plans for rent increases next year.



If you have a digital device like a phone, tablet or computer, you can complete our online survey.

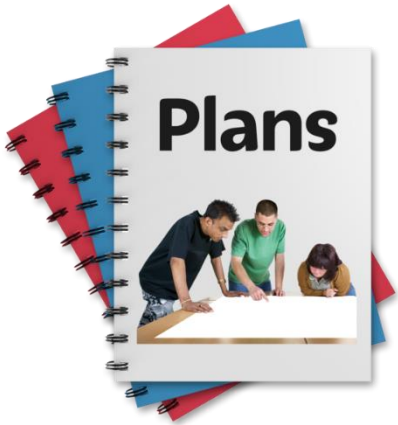
Here is the link to our online survey:

<https://www.surveymonkey.com/r/9NBD5W2>



If you don't have a digital device, please answer the questions on the survey form and post it back to us at:

**3 Lochside Way, Ground Floor, West Suite,  
Edinburgh, EH12 9DT.**



We want to tell you about some plans we have.

**Online Customer Account** – you, your guardian or support worker will be able to log onto to see your rent or report a repair.



**CX Feedback** – we want to send you information by text and ask for your feedback by text.

This will be quicker and cheaper than sending letters.



You have to agree to take part in these things.



**Customer Charter** - we want you to tell us what you think a customer charter should include.

We give you some examples to help you think about it.



**Tenant Participation Policy** – we have updated this policy and want to know what you think. Here is the link to read it.



**Protected Characteristics** – We need to know some things about you to make sure we treat everyone fairly so if there is a form in this pack please fill it out.

<b>Name</b>	_____
<b>Address</b>	_____
	_____
	_____
<b>Phone Number</b>	_____

**Contact Details** – give us your most up to date contact details.

This includes if you have a Guardian who acts for you.

This will make it easier for us to get in touch with the right person.



**Tell us what you think** – your views are really important to us.

You can do this in one of two ways.

### **Option 1 – online**

Here is the link to our survey form:

<https://www.surveymonkey.com/r/TCDEC24>.



### **Option 2 – paper form**

There is a form called Tenant Feedback which has all the questions.



**Christmas** – the Housing and Property Office in Edinburgh will be shut from **1pm on 24<sup>th</sup> December 2024**. We will re-open at **9am on Friday 3<sup>rd</sup> January 2025**.

We hope you all have a lovely Christmas.



Fiona Ross

Head of Housing and Customer Experience