

Vale of Glamorgan Council

Tenant Satisfaction survey 2025 – FAQ

Q What is the survey?

The Council's housing service is conducting its 2025 tenant satisfaction survey. This is being carried out on our behalf by ARP Research. This survey is to be carried out at least every two years and is based on a standard survey from the Welsh Government, which is used by other landlords across Wales to measure satisfaction and compare with each other.

All households will receive a paper survey late February 2025, followed by another full questionnaire in March to those that do not initially respond. In addition, where the Council hold contact details, this group will also receive invitations/reminders to an online survey via email and potentially via text message.

E-mails will come from 'Vale of Glamorgan Housing Survey'
(noreply-valeofglamorgan@arpsurveys.co.uk).

Any text messages will be sent directly from ARP Research and will come from 07860 017314.

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. We do the survey at least every two years and ask similar questions so we can also track whether we are improving and take action if we are not. We are also required to do this survey by the Welsh Government.

Q. How do I enter the prize draw?

Simply return the questionnaire in the freepost envelope and your unique confidential code will be automatically entered into the draw to win £150 shopping vouchers. This code is printed on the paper copies, and online respondents can alternatively link it to their email address. You can opt-out of the prize draw via a tickbox on the questionnaire.

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

Take the name and address details, and send them to support@arp-research.co.uk

Any emails also contain a link to unsubscribe if tenants want to receive no further emails, and any text messages allow tenants reply with STOP to opt out of this survey.

Q. Can I have a replacement questionnaire?

Yes. Take the name and address details, and send them to support@arp-research.co.uk

Alternatively, the survey can be completed online at www.arpsurveys.co.uk/vale (en) or www.arpsurveys.co.uk/yfro (cy)

Q. Can I have a replacement freepost envelope?

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

Freepost RTZK-RGZT-BSKU

ARP Research

PO Box 5928

SHEFFIELD

S35 5DN

If the customer would still like a replacement envelope, take the name and address details, and send them to support@arp-research.co.uk

Q. I am having trouble accessing the online survey.

Some residents may have received an invitation to take part by email or text message. These contain a unique link that will log them in automatically to the survey and allow them to resume where they left off.

Technical support is available by e-mail to support@arp-research.co.uk or by telephone on 0800 020 9564.

The online survey is available to all tenants at the following address:

www.arpsurveys.co.uk/vale (en) or www.arpsurveys.co.uk/yfro (cy). The tenant must type in their unique code found on the paper questionnaire and covering letter or register with their email address, house number and postcode.

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. This is the same as when we employ contractors to carry out repair work on our behalf.

ARP are not allowed to use your contact details for any reason other than running this survey and conform to the General Data Protection Regulation (GDPR) and the Market Research Society Code of Conduct.

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 reminders 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 the Council will never see who you are unless you give your explicit consent.

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

We are required by the Welsh Government to carry out this survey every two years. 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.

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