



Blackpool Coastal
Housing

Blackpool Council

Date: 6th February 2026

Mrs Y Chung
25 Aysgarth Court
Blackpool
FY4 5LX

Direct Line: 01253 477762
Email: Housing.Strategy@blackpool.gov.uk

Unique ID:

Dear

Tenant Satisfaction Measures Survey 2025/26:

As a tenant of a home owned by Blackpool Council and managed by Blackpool Coastal Housing, we would like your views on how we are performing, so we can improve our services to you.

The *Tenant Satisfaction Measures* were introduced by the Regulator of Social Housing in 2023 and this survey contains the questions they have asked us to ask you.

Like last year, we, along with all other social housing landlords, will publish a range of standard tenant satisfaction information which will include the results from this survey.

It should only take approximately 10 minutes to fill in and there is a freepost envelope for you to send it back.

You can also complete the survey online by visiting: www.blackpool.gov.uk/TSMS2026 or by scanning the QR code at the bottom of this letter. You will need to enter your **Unique ID** which can be found at the top of the letter.

Please respond by 28th February 2026. As a thank you for completing the survey, you will be given the chance to enter into a free prize draw to win one of three Love2Shop vouchers (1x £100, 1 x £75, 1 x £50).

If you would like more information about the Council's privacy notice or to check that this is a genuine survey or to complete the survey over the telephone, please call Blackpool Council on 01253 477 762 or email Housing.Strategy@blackpool.gov.uk

Thank you for your help.

Scan the QR code to complete the survey online!

Vikki Piper
Chief Operating Officer



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