

# Understanding our

## Tenants and Homes Survey 2025

### When?

The survey will take place  
over a 12 week period:  
**29 September -  
15 December 2025**

### Why?

The survey will be used to update  
**information held by  
Cannock Chase Council,**  
to help improve how we communicate  
with you and ensure our services are  
accessible and fair. You will only  
be asked to provide information  
you are happy to share.

### Who?

**All households will be  
invited to take part.**

The survey is being carried out by  
Acuity Research & Practice,  
a market research company  
that specialises in the  
social housing sector.

### What?

We will ask questions  
about you and your household  
and it will take around  
**10 to 12 minutes**  
to complete the survey.

### How?

- 1 An email or SMS message link will be sent to tenants with an email address, which includes a link to complete the survey online.
- 2 Acuity will post out a paper survey to those have not yet responded.
- 3 Acuity will call tenants who have not yet completed a survey.  
Any calls or texts will come from 01543 210306