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Survey seeks views of council tenants

Tenants of council houses in Moray are being invited to take part in a survey to help establish where improvements in service can be made.

Survey forms were being posted out to all 5900 tenants this week, although the survey can also be completed online.

It is the first full tenants' survey to have been carried out since 2012 and the council is keen that as many people as possible take part to get an accurate picture of tenants' views.

The survey asks for their views on council housing services, homes and neighbourhoods and how the council communicates

Results will be used to measure the council's performance against other landlords and to help the council keep improving its services to tenants.

Head of housing and property, Richard Anderson, said that the last survey three years ago found that overall satisfaction levels among tenants were high.

“However, we are never complacent and we continually strive to improve the services we provide for our tenants,” he said.

“To do that we need feedback so that we can identify areas where tenants believe improvements could be made.”

Tenants who complete the survey form should return it in the pre-paid envelope provided.

For those who prefer to complete the survey online, it can be found at www.bit.ly/moraytenants2015

The survey is being managed for the council by independent researchers Craigforth and any questions about the survey should be directed to them on the freephone number 0800 027 2245.

Moray Council area stretches from Tomintoul in the south to the shores of the Moray Firth, from Keith in the east to Forres in the west. The council and its 4,500 employees respond to the needs of 92,500 residents in this beautiful part of Scotland, which nestles between Aberdeenshire and the Highlands.

Famous for its colony of dolphins, fabulous beaches and more malt whisky distilleries than any where else in Scotland, Moray is a thriving area and a great place to live.

Headquartered in Elgin, the administrative capital of Moray.

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