

October 2025

Dear Tenant,

Look Ahead Tenant Perception Survey 2025

Your feedback is important to us, and here at Look Ahead we want to know what you think about the housing and services we provide - what we are doing well and what we could do better?

I have enclosed a survey which will let us know if we are meeting your expectations and help us to improve and shape our services.

The survey should take no longer than 15 minutes to complete and can be returned to Look Ahead in the freepost envelope provided in your pack. Your pack also contains some guidance on completing the survey and frequently asked questions.

You do not need to put a stamp on the envelope in your pack as we have already paid for the postage. Just complete your survey and put it in the provided envelope and post in your local post box or post office.

If you prefer, you can complete your survey online by using the following link or QR code. Your survey will still be entered into a prize draw.

www.lookahead.org.uk/annual-customer-survey



We have also enclosed a survey guide which should answer any questions that you have about specific questions and what they mean. Should you require further support to complete the survey or have any general questions, you can contact our Customer Contact Centre team on **0333 010 4600** who will be happy to assist you.

All returned surveys will be entered into a prize draw, and we will pick 10 winners who will receive £50 worth of gift vouchers each.

The survey closes on Friday 16th January 2026

We look forward to receiving your feedback and we thank you for your time.

Warm regards,

Nicole Njie

Executive Director of Group Operations & Customer Experience
Look Ahead Care, Support & Housing