

Dear Tenant

Your Voice in Shropshire Rural

In the next few weeks we will be asking all tenants to complete our biannual Tenant Satisfaction Survey. The survey is being carried out by an organisation called Acuity, and we encourage you to complete the survey as it is an important opportunity for you to tell us your opinions on what we do and the service we provide.

Before that however, we would welcome your views on another important piece of work we have been doing in Shropshire Rural – **Our Vision, Values and Mission**.

The Vision, Values and Mission Statement serves to define what our role is now, but also helps us to organise our priorities for the future, bearing in mind our legal duties, our ambitions and importantly the needs of our tenants and the communities where we work.

Having produced the draft statement opposite, we would really welcome your views on it.

- Does the statement reflect your experience of Shropshire Rural?
- Does it tell you what sort of organisation Shropshire Rural wants to be in the coming years, and will that meet your needs and aspirations as one of our customers?
- Are there any things that you as a tenant, feel we might have missed or could improve on?

You can give us your feedback on the Statement in a number of ways:

Our Website: <https://www.shropshirerural.co.uk/i-am-a-tenant-of-srh/provide-feedback/>

Our Facebook Page: <https://www.facebook.com/srhassoc/>

By Phone: 01743 874848

By Email: enquiries@shropshirerural.co.uk

In writing: Shropshire Rural Housing Association, The Maltings, 59 Lythwood Road. Bayston Hill. SY3 0NA

We look forward to hearing from you.

Thank You

John Green

Chief Executive