



Tenant Satisfaction Surveys

What surveys?

Woven has partnered with Acuity, an independent market research company that specialises in the social housing sector, to conduct a one-off survey of our tenants online and by phone. The survey is a general satisfaction survey (perception survey) asking tenants what they think about their home and the housing services provided by Woven.

Who are Acuity?

Acuity Research & Practice (Acuity) provide tenant satisfaction surveys and benchmarking services, helping housing providers to improve services and engage with their tenants through an understanding of satisfaction, performance and profiling data. They have been providing consultancy services to the social housing sector for over 28 years.

How can tenants take part?

Acuity will contact tenants from 7 September to 3 October 2026, inviting them to complete the survey online or with a telephone interviewer. If tenants receive a call from Acuity, the number displayed will be from **+442896 205056**.

The survey takes around 12 minutes to complete. If preferred, during the telephone call, an online link can be sent via email for tenants to complete the survey online instead.

Are the surveys confidential and anonymous?

The surveys are strictly confidential, and the results will be given back to Woven anonymously unless you give Acuity permission to have your name attached to your answers.



When will Acuity call tenants?

Acuity only make calls between the hours of 9:00am and 20:00pm Monday to Friday and between the hours of 10:00am and 18:00pm on Saturday. Interviewers allow the telephone to ring for a minimum of 25 seconds, or until a voicemail system kicks in, to ensure tenants with mobility issues are given sufficient time to get to the phone.

What telephone number is displayed?

If a tenant receives a call from Acuity, the number displayed will be **+442896 205056**. If the tenant sees a missed call from this number and calls back, they will hear a recorded message informing them that someone from Acuity tried to call them to complete a survey for their landlord.

Who should tenants contact at Woven or Acuity if they have a query that is not addressed here?

If you have any queries about the survey, please contact Woven (info@woven.org.uk) or Heather Metivier at Acuity on 01273 287114 or acuity@arap.co.uk.

Are the surveys in line with data protection and what about quality standards?

Acuity is a company partner member of the Market Research Society and is registered with the Information Commissioner's Office, and in line with the Data Protection Act is not permitted to release any details to any other organisation. Under the Data Protection Act Acuity is not permitted to release any information that would allow an individual to be identified without their prior active consent to do so. Acuity also holds ISO20252:2019, which is the quality standard for market research companies.

Want to know more about Acuity?

Acuity Research & Practice Limited, www.arap.co.uk UK Tel: +44 (0) 01273 287114. All research projects are carried out in conformity with ISO20252:2019, ISO9001, ISO27001 and the MRS Code of Conduct.

