

Dear Residents,

I hope this letter finds you well. I am writing in response to the concerns that have been raised regarding the recent letter, which was sent out, including a QR code for accessing a survey. It has come to our attention that this method of response may have inadvertently excluded individuals who do not have access to smartphones or are not comfortable using QR codes.

Please accept our sincere apologies for any inconvenience or frustration this may have caused. It was certainly not our intention to discriminate against anyone or to make it difficult for you to share your thoughts and feedback.

To ensure that everyone has the opportunity to participate, I am providing several alternative methods for you to respond to the survey:

1. Online Survey Link: You can access the survey directly using the following URL:

**<https://forms.office.com/e/G1HRYU6wxR>.**

This link can be accessed from any device with internet access, including computers and tablets. To do this simply type the address above into your browser address bar.

2. Paper Survey: If you prefer, you can complete a paper version of the survey. Please contact me via one of the above communication methods and I can arrange for a paper copy to be sent to you. Once completed, you can mail it back using the pre-addressed and stamped envelope provided.

3. Go to [www.pendle.gov.uk](http://www.pendle.gov.uk) and type in the Search Box "pump track" and follow the links to Marsden Park and the survey.

Your feedback is incredibly important, and I want to ensure that every resident can be heard. If there are any other accommodations that would better suit your needs, please do not hesitate to contact me directly.

Thank you for your understanding and for taking the time to share your valuable input. I look forward to hearing from you soon.

Kind Regards,

Chris McKee  
Greenspaces Assistant