

Tenant Satisfaction Measures Survey 2024

Please read these instructions carefully before completing the survey:

* It should be completed by the tenant at this address, their partner/spouse or carer on their behalf.
* Please read the instructions for each question.
* Please check that you have answered all the questions that apply to you, or you wish to answer.
* Responses will be confidential.
* Please return the completed questionnaire to M·E·L Research in the freepost envelope enclosed by 5th February 2024.

The survey will take about 10 minutes to complete and all of the answers you give will be treated in the strictest confidence. By taking part in this survey you will be providing information that the Housing Service can use to improve the services they provide to you.

# Section One: About you

The first few questions are about you.These questions are being asked to help with our analysis, and to ensure that we capture the views of a diverse range of tenants.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| S1 |  | Please can you tell me which of the following age groups you fall into? Please tick one box only | | | | | | | | | |
|  | Under 35  Between 35 and 59 | | | |  | 60 or over  Prefer not to say | | | |
|  |  |
| S2 | | Please can you tell me your gender? Please tick one box only | | | |  | | | | | |
|  | Male  Female  Non-binary | | | | | | Prefer to self-describe  Prefer not to say | | |
|  |
|  |
| S3 | | Does your gender identity match the sex that you were assigned at birth? Please tick one box only | | | | | | | | | |
|  | Yes |  | No | | | | |  | Prefer not to say |

# Section Two: Overall satisfaction

The survey questions that follow are on the service that you receive from Tamworth Borough Council.

Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by

Q1

Tamworth Borough Council? Please tick one box only

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

|  |  |
| --- | --- |
| Q1a | IF YOU ARE VERY OR FAIRLY SATISFIED: Can you explain why you say that? |
|  |
| Q1b | IF YOU ARE NOT SATISFIED: Can you explain why you say that? What would you like to be improved? |
|  |

# Section Three: Keeping properties in good repair

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q2 | Has Tamworth Borough Council carried out a repair to your home in the last 12 months?  Please tick one box only  Yes No | | | | |
|  |  | Go to Q3 |  | Go to Q5 |

Q3

How satisfied or dissatisfied are you with the overall repairs service from Tamworth Borough Council

over the last 12 months?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Q4

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you

reported it?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

How satisfied or dissatisfied are you that Tamworth Borough Council provides a home that is well maintained? Please tick one box only

Q5

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

# Section Four: Safe homes

Q6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tamworth Borough Council provides a home that is safe? Please tick one box only

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable/

don't know

|  |  |
| --- | --- |
| Q6a | IF FAIRLY OR VERY DISSATISFIED: Could you please tell us why you are dissatisfied that Tamworth Borough Council provides a home that is safe? |
|  |

# Section Five: Respectful and helpful communication

Q7

How satisfied or dissatisfied are you that Tamworth Borough Council listens to your views and acts upon

them?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Not applicable/

don't know

Q8

How satisfied or dissatisfied are you that Tamworth Borough Council keeps you informed about things

that matter to you?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Not applicable/

don't know

Q9

To what extent do you agree or disagree with the following, 'Tamworth Borough Council treats me fairly

and with respect'?

Please tick one box only

Strongly

agree

Agree

.

Neither agree nor

diagree

Disagree

.

Strongly

disagree

Not applicable/

don't know

# Section Six: Handling complaints

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q10 | Have you made a complaint to Tamworth Borough Council about your housing in the last 12 months Please tick in in one box only  Yes No | | | | |
|  |  | Go to Q11 |  | Go to Q12 |

How satisfied or dissatisfied are you with Tamworth Borough Council’s approach to complaints handling?Please tick one box only

Q11

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

# Section Seven: Neighbourhood management

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Q12 | Do you live in a building with communal areas, either inside or outside, that Tamworth Borough Council is responsible for maintaining? Please tick one box only  Yes No Don't know | | | | | | |
|  |  | Go to Q13 |  | Go to Q14 |  | Go to Q14 |

Q13

How satisfied or dissatisfied are you that Tamworth Borough Council keeps these communal areas clean

and well maintained?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Q14

How satisfied or dissatisfied are you that Tamworth Borough Council makes a positive contribution to

your neighbourhood?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Not applicable/

don't know

Q15

How satisfied or dissatisfied are you with Tamworth Borough Council's approach to handling anti-social

behaviour?

Please tick one box only

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Not applicable/

don't know

# Section Eight: Other comments and more about you

|  |  |
| --- | --- |
| Q16 | Are there any other issues that you would like to tell Tamworth Borough Council Housing Services about? |
|  |

This survey is anonymous, however to help the Housing Service to tailor how it responds to the feedback in the survey, we would like to ask some personal questions that are about you. For each question you have the opportunity not to answer.

|  |  |
| --- | --- |
| Q17 | Please can you tell me your date of birth? DD/MM/YYYY |

Q18

Which of the following options best describes your sexual orientation?

Please tick one box only

Heterosexual / straight

Lesbian

Gay

Bisexual

Other

Prefer not to say

Q19

What is your religion?

Please tick one box only

No religion

Christian (including Church of England, Catholic,

Protestant and all other Christian denominations)

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion

Prefer not to say

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Q20 | Have you been pregnant or on maternity leave in the last 12 months? Please tick one box only | | | |  | |
|  | Yes |  | No |  | Prefer not to say |

Q21

What is your legal marital or registered civil partnership status?

Please tick one box only

Never married and never registered a civil

partnership

Married

In a registered civil partnership

Separated, but still legally married

Separated, but still legally in a civil partnership

Divorced

Formerly in a civil partnership which is now legally

dissolved

Widowed

Surviving partner from a civil partnership

Prefer not to say

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Q22 | Do you consider yourself to have a long-term disability, health problem or illness that affects your day- to-day activities? Please tick one box only | | | | | |
|  | Yes |  | No |  | Prefer not to say |

Q23

How would you describe your ethnic group?

Please tick one box only

Black

Black British

African

Caribbean

Other black background

A

sian

Asian British

Bangladeshi

Indian

Pakistani

Other Asian background

Mixed

White and black African

White and black Caribbean

White and Asian

Other mixed background

White

British

Irish

Other white background

ther

O

Chinese

Latin American

Vietnamese

Cypriot Turkish

Cypriot Greek

Cypriot Other

Other ethnic origin

Prefer not to say

|  |  |  |
| --- | --- | --- |
| Q24 | Tamworth Borough Council Housing Service may want to explore the results of this survey with tenants. Would you be happy for the council to contact you in the future about future research or other ways to get involved in improving services? We would only share your interest in this, not the answers you gave today. Please tick one box only | |
|  | Yes – happy to be recontacted No – do not recontact  IF YES: Please write your email address in the box below |
|  |
|  |
|  | |
| Q25 | Are you also happy for us to share with Tamworth Borough Council Housing Service the personal information you have given us including gender, ethnicity, disability, date of birth, etc so that Tamworth Borough Council have up to date records for their tenants? Again, these will not be connected in any way to the answers you gave today.Please tick one box only | |
|  | Yes – happy for my date of birth, gender, ethnicity, disability etc to be shared with the Council  No – do not wish to share the information with the Council |
|  |



Thank you for taking the time to answer our questions. Please return your survey in the prepaid envelope provided by Monday 5th February 2024.