

Tenant Satisfaction Measures Survey 2025

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 24th March 2025.

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			
	<input type="checkbox"/>	Under 35	<input type="checkbox"/>	60 or over
	<input type="checkbox"/>	Between 35 and 59	<input type="checkbox"/>	Prefer not to say

S2	Please can you tell me your gender? Please tick one box only			
	<input type="checkbox"/>	Male	<input type="checkbox"/>	Prefer to self-describe
	<input type="checkbox"/>	Female	<input type="checkbox"/>	Prefer not to say
	<input type="checkbox"/>	Non-binary		

S3	Does your gender identity match the sex that you were assigned at birth? Please tick one box only					
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say

Section Two: Overall satisfaction

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

Q1	Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by Tamworth Borough Council? Please tick one box only				
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	<input type="checkbox"/> Go to Q3	No	<input type="checkbox"/> 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5	How satisfied or dissatisfied are you that Tamworth Borough Council provides a home that is well maintained? Please tick one box only				
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 disagree	Disagree	Strongly disagree	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section Six: Handling complaints

Q10	Have you made a complaint to Tamworth Borough Council about your housing in the last 12 months? Please tick one box only			
	Yes	<input type="checkbox"/> Go to Q11	No	<input type="checkbox"/> Go to Q12

Q11	How satisfied or dissatisfied are you with Tamworth Borough Council's approach to complaints handling? Please tick one box only				
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 <input type="checkbox"/>	Go to Q13	No <input type="checkbox"/>	Go to Q14	Don't know <input type="checkbox"/>	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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[illegible][illegible]

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			
	<input type="checkbox"/>	Heterosexual / straight	<input type="checkbox"/>	Bisexual
	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>	Other
	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Prefer not to say

Q19	What is your religion? Please tick one box only			
	<input type="checkbox"/>	No religion	<input type="checkbox"/>	Jewish
	<input type="checkbox"/>	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	<input type="checkbox"/>	Muslim
	<input type="checkbox"/>		Sikh	
	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Any other religion
	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Prefer not to say

Q20	Have you been pregnant or on maternity leave in the last 12 months? Please tick one box only					
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say

Q21	What is your legal marital or registered civil partnership status? Please tick one box only			
	<input type="checkbox"/>	Never married and never registered a civil partnership	<input type="checkbox"/>	Divorced
	<input type="checkbox"/>	Married	<input type="checkbox"/>	Formerly in a civil partnership which is now legally dissolved
	<input type="checkbox"/>	In a registered civil partnership	<input type="checkbox"/>	Widowed
	<input type="checkbox"/>	Separated, but still legally married	<input type="checkbox"/>	Surviving partner from a civil partnership
	<input type="checkbox"/>	Separated, but still legally in a civil partnership	<input type="checkbox"/>	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					
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say

Q23	How would you describe your ethnic group? Please tick one box only			
	Black			
	<input type="checkbox"/>	Black British	<input type="checkbox"/>	Caribbean
	<input type="checkbox"/>	African	<input type="checkbox"/>	Other Black background
	Asian			
	<input type="checkbox"/>	Asian British	<input type="checkbox"/>	Pakistani
	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Other Asian background
	<input type="checkbox"/>	Indian		
	Mixed			
	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>	White and Asian
	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>	Other Mixed background
	White			
	<input type="checkbox"/>	British	<input type="checkbox"/>	Other White background
	<input type="checkbox"/>	Irish		
	Other			
	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Cypriot Greek
	<input type="checkbox"/>	Latin American	<input type="checkbox"/>	Cypriot Other
	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>	Other ethnic origin
	<input type="checkbox"/>	Cypriot Turkish		
	<input type="checkbox"/>	Prefer not to say		

Q24	<p>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</p>	
	<input type="checkbox"/>	Yes – happy to be recontacted
	<input type="checkbox"/>	No – do not recontact
	IF YES: Please write your email address in the box below	

Q25	<p>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</p>	
	<input type="checkbox"/>	Yes – happy for my date of birth, gender, ethnicity, disability etc to be shared with the Council
	<input type="checkbox"/>	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 24th March 2025.