

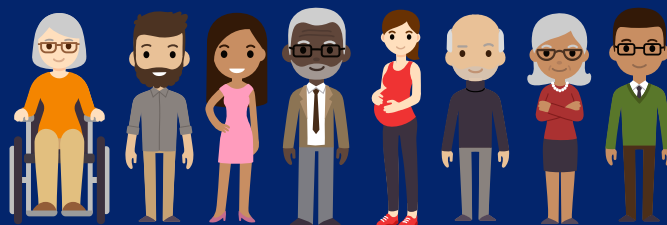
TENANT

SATISFACTION SURVEY 2025

Tamworth Borough Council commissioned M-E-L Research to survey tenants so that we can see what is going well and not so well. The survey findings will help us to improve the quality of housing services we deliver to our tenants.
1,027 Council tenants took part, either online or by post or telephone.

60%

satisfied with the overall service
provided by Tamworth Borough
Council



66%

satisfied with the overall repairs service



59%

satisfied with the time taken to complete most
recent repair

62%

satisfied that the Council
provides a home that is well
maintained



67%

satisfied that the Council provides a
home that is safe

49%

satisfied that
the Council listens to
their views and acts upon
them

58%

satisfied that
the Council keeps them
informed about things that
matter to them

65%

agree that
the Council treats them
fairly and with respect



26%

satisfied with the Council's
approach to complaints handling



72%

satisfied that the Council keeps
communal areas clean and well
maintained



51%

satisfied that the Council
makes a positive contribution
to their neighbourhood



46%

satisfied with the Council's approach to
handling anti-social behaviour

