





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

satisfied with the time taken to complete most recent repair

satisfied that the Council provides a home that is well maintained

67%

satisfied that the Council provides a home that is safe

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

agree that the Council treats them fairly and with respect





26%



72%

satisfied that the Council keeps communal areas clean and well

satisfied that the Council makes a positive contribution to their neighbourhood





handling anti-social behaviour

Thank you to the tenants who participated in completing a survey and for sharing how you feel about Tamworth Borough Council's housing services. We will continue to work hard together with our tenants' groups to make things better for tenants based on what you have told us, and the improvements we make as a result will be published in our forthcoming Tenant Annual Report which tenants are able to view on the Council's website at www.tamworth.gov.uk