

TENANT



SATISFACTION SURVEY 2024

Tamworth Borough Council commissioned M-E-L Research to survey tenants so that we can see what is going well and not so well. This is the first survey we have carried out using these questions and the findings will help us to improve the quality of housing services we deliver to our tenants.

745 Council tenants took part either by post or telephone.

58%

satisfied with the overall service provided by Tamworth Borough Council



62%

satisfied with the overall repairs service



satisfied with the time taken to complete most recent repair

63%

satisfied that the Council provides a home that is well maintained

69%

satisfied that the Council provides a home that is safe

51%

satisfied that the Council listens to their views and acts upon them 56%

satisfied that the Council keeps them informed about things that matter to them 69%

agree that the Council treats them fairly and with respect





23%

satisfied with the Council's



68%

satisfied that the Council keeps communal areas clean and well maintained

52%

satisfied that the Council makes a positive contribution to their neighbourhood



54%

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



Thank you to the tenants who participated in completing a survey and for sharing how you feet 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 are able to view on the Council's website at www.tamworth.gov.uk