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**NORTH WARWICKSHIRE BOROUGH COUNCIL**

**TENANTS SATISFACTION SURVEY 2024**

**INSTRUCTIONS ON HOW TO COMPLETE THE QUESTIONNAIRE**

**Please read these instructions carefully before answering the questions**

1) It should be completed by the tenant at this address, or their partner / spouse or carer.

2) Please read the instructions for answering each question carefully.

3) Ignore the numbers beside each question – they are for office use only.

4) Please check that you have answered all the questions that apply to you.

5) Please return the completed questionnaire in the FREEPOST envelope provided.

If you require a large print copy please contact 0800 3580337

Please return your questionnaire by **Tuesday 22 October.**

Office Use Only xxx

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| **Overall Service** |

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| **Q1** | **Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Housing Service (NWBC)?** PLEASE TICK ✓ ONE BOX ONLY | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly  dissatisfied | Very  dissatisfied |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Repairs and Maintenance** |

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| **Q2** | **Has North Warwickshire Borough Council carried out a repair to your home in the last 12 months?** PLEASE TICK ✓ ONE BOX ONLY | | | |
| Yes (Go to Q3) | | ❑ | No (Go to Q6) | ❑ |

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| **Q3** | **If you have had a repair in the last 12 months, how satisfied or dissatisfied are you with the following?** PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION | | | | | |
|  | | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied |
| The overall repairs service from North Warwickshire Borough Council Housing over the last 12 months. | | ❑ | ❑ | ❑ | ❑ | ❑ |
| The time taken to complete your most recent repair after you reported it | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q4** | **Thinking about the last repair completed, how satisfied or dissatisfied were you with each of the following aspects?** PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION | | | | | |
|  | | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| The attitude of workers | | ❑ | ❑ | ❑ | ❑ | ❑ |
| The overall quality of work | | ❑ | ❑ | ❑ | ❑ | ❑ |
| Keeping dirt and mess to minimum | | ❑ | ❑ | ❑ | ❑ | ❑ |
| The repair being done ‘right first time’ | | ❑ | ❑ | ❑ | ❑ | ❑ |
| The repairs service you received on this occasion | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| Q5 | **Why is this? Please tell us why you were satisfied or dissatisfied.** |
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| **Q6** | | **Generally, how satisfied or dissatisfied are you with the way NWBC deals with repairs and maintenance?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
| Very  satisfied | | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied | Don’t  know |
| ❑ | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Your Property** |

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| **Q7** | **How satisfied or dissatisfied are you that North Warwickshire Borough Council provides a home that is well maintained?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied |  |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |  |

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| **Q8** | **Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that North Warwickshire Borough Council, as your landlord, provides a home that is safe?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q9** | **How satisfied or dissatisfied are you with the overall quality of your home?**  PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied |  |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |  |

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| **Consultation and Communication** |

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| **Q10** | **How satisfied or dissatisfied are you that North Warwickshire Borough Council as a landlord listens to your views and acts upon them?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly  dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q11** | **How satisfied or dissatisfied are you that North Warwickshire Borough Council as a landlord keeps you informed about things that matter to you?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly  dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q12** | **To what extent do you agree or disagree with the following “my landlord 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 |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q13** | **How satisfied or dissatisfied are you with the way North Warwickshire Borough Council as a landlord gives you the opportunity to make your views known?**  PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly  dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Complaints** |

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| **Q14** | **Have you made a complaint to North Warwickshire Borough Council’s Housing Service in the last 12 months?** PLEASE TICK ✓ ONE BOX ONLY | | | | |
| Yes (Go to Q15) | | ❑ | No (Go to Q18) | ❑ |  |

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| **Q15** | **If yes, how satisfied or dissatisfied are you with North Warwickshire Borough Council’s approach to complaints handling?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied |  |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |  |

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| **Q16** | **Thinking about the last complaint you made, how satisfied or dissatisfied were you with each of the following aspects?** PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION | | | | | |
|  | | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| The way your complaint was handled by NWBC | | ❑ | ❑ | ❑ | ❑ | ❑ |
| The final outcome of your complaint | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| Q17 | **Why is this? Please tell us why you were satisfied or dissatisfied.** |
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| **Q18** | **Have you ever contacted North Warwickshire Borough Council to complain about anti-social behaviour?** PLEASE TICK ✓ ONE BOX ONLY | | | | |
| Yes (Go to Q19) | | ❑ | No (Go to Q22) | ❑ |  |

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| Q19 | **Where did this anti-social behaviour take place?** |
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| **Q20** | **Thinking about the last complaint about anti-social behaviour you made, how satisfied or dissatisfied were you with the following?**  PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION | | | | | |
|  | | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied |
| The way in which NWBC dealt with this complaint | | ❑ | ❑ | ❑ | ❑ | ❑ |
| The final outcome of this complaint | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| Q21 | **Why is this? Please tell us why you were satisfied or dissatisfied.** |
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| **Communal Areas** |

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| **Q22** | **Do you live in a building with communal areas, either inside or outside, that North Warwickshire Borough Council is responsible for maintaining?**  PLEASE TICK ✓ ONE BOX ONLY | | | | | |
| Yes (Go to Q23) | | ❑ | No (Go to Q24) | ❑ | Don’t know | ❑ |

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| **Q23** | **If yes, how satisfied or dissatisfied are you that North Warwickshire Borough Council keeps these communal areas clean and well maintained?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied |  |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |  |

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| **Your Neighbourhood** |

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| **Q24** | **How satisfied or dissatisfied are you that North Warwickshire Borough Council makes a positive contribution to your neighbourhood?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q25** | **How satisfied or dissatisfied are you with North Warwickshire Borough Council’s approach to handling anti-social behaviour?** PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Q26** | **How satisfied or dissatisfied are you with your neighbourhood as a place to live?**  PLEASE TICK ✓ ONE BOX ONLY | | | | | |
|  | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very  dissatisfied | Not applicable/ don’t know |
|  | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Contacting North Warwickshire BC** |

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| **Q27** | **Have you contacted North Warwickshire Borough Council in the last 12 months with a query other than to pay your rent or service charges?** PLEASE TICK ✓ ONE BOX ONLY | | | |
| Yes (Go to Q28) | | ❑ | No (Go to Q29) | ❑ |

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| **Q28** | **If you have made contact with North Warwickshire Borough Council in the last 12 months, how satisfied or dissatisfied were you with the following?**  PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION | | | | | |
|  | | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| How easy it was to deal with NWBC | | ❑ | ❑ | ❑ | ❑ | ❑ |
| How your query was dealt with | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **In General** |

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| **Q29** | **How satisfied or dissatisfied are you with each of the following?**  PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION | | | | | |
|  | | Very  satisfied | Fairly  satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| That your rent provides value for money | | ❑ | ❑ | ❑ | ❑ | ❑ |
| With the lettings process | | ❑ | ❑ | ❑ | ❑ | ❑ |
| That NWBC is easy to deal with | | ❑ | ❑ | ❑ | ❑ | ❑ |

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| **Information About Your Household** |

Building up a picture of each household allows us to assess which groups of tenants are satisfied with their home and the services provided by their landlord.

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| Q30 | **How many adults aged 18 or over live in your household?**  PLEASE TICK ✓ ONE BOX ONLY | | | |
| One | | ❑ | Four | ❑ |
| Two | | ❑ | More than four | ❑ |
| Three | | ❑ |  |  |

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| --- | --- | --- | --- | --- |
| Q31 | **How many children aged 17 or under live in your household?**  PLEASE TICK ✓ ONE BOX ONLY | | | |
| None | | ❑ | Three | ❑ |
| One | | ❑ | Four | ❑ |
| Two | | ❑ | More than four | ❑ |

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| Q32 | **What was your age on your last birthday?** PLEASE WRITE IN BOX BELOW | |
|  |  | Years |
|  | | |

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| Q33 | **How do you describe your gender?** PLEASE TICK ✓ ONE BOX ONLY | | | |
| Male (including trans male) | | ❑ | Non-binary/agender/gender-fluid | ❑ |
| Female (including trans female) | | ❑ | Prefer not to say | ❑ |
| Prefer to self-declare(✓ and write in below) | | ❑ |  |  |
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| **Q34** | **Main Tenant - What is your ethnic group?** PLEASE TICK ✓ ONE BOX ONLY | | | |
| White | |  | Asian/Asian British |  |
| - English/Welsh/Scottish/Northern Irish/ British | | ❑ | - Indian | ❑ |
| - Irish | | ❑ | - Pakistani | ❑ |
| - Gypsy or Irish Traveller | | ❑ | - Bangladeshi | ❑ |
| - Any other White background | | ❑ | - Chinese | ❑ |
| Mixed/multiple ethnic groups | |  | - Any other Asian background | ❑ |
| - White and Black Caribbean | | ❑ | Black/African/Caribbean/Black British |  |
| - White and Black African | | ❑ | - African | ❑ |
| - White and Asian | | ❑ | - Caribbean | ❑ |
| - Any Other Mixed/multiple ethnic background | | ❑ | - Any other Black/African/Caribbean background | ❑ |
|  | |  | Other ethnic group |  |
|  | |  | - Arab | ❑ |
|  | |  | - Any other ethnic group | ❑ |

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| **Q35** | **Are you or any member of your households’ day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?**  PLEASE TICK ✓ ONE BOX ONLY  *Include any household member with a long-term illness or disability in your answer.* | | | | |
|  | | Yes, limited a lot | Yes, limited a little | No |  |
|  | | ❑ | ❑ | ❑ |  |

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| **Q36** | **Does your household currently receive Housing Benefit or help with housing costs from Universal Credit (either paid directly to you or to your landlord)?**  PLEASE TICK ✓ ONE BOX ONLY | | | |
|  | | Yes | No |  |
|  | | ❑ | ❑ |  |

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| Q37 | **What type of property do you live in?** PLEASE TICK ✓ ONE BOX ONLY | | | |
| House | | ❑ | Bungalow | ❑ |
| Flat | | ❑ | Maisonette | ❑ |

**Thank you for completing this survey. Your views are appreciated.**

***Stratford-on-Avon District Council are administering this survey on behalf of***

***North Warwickshire Borough Council.***

**Please return your questionnaire in the pre-paid envelope (no stamp required) provided to:**

**Stratford-on-Avon District Council, FREEPOST RTJX-GHEE-ZUCS, Consultation Unit, Elizabeth House, Church Street, STRATFORD-UPON-AVON, CV37 6HX**