Tendring
District Council

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# TENANT SATISFACTION SURVEY

return by 20 November 2026

## About us

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring District Council Housing Services?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

## Repairs

**2** Has Tendring Council Housing Services carried out a repair to your home in the last 12 months?

☐ Yes **go to Q3** ↓ ☐ No **go to Q5** →

**3** How satisfied or dissatisfied are you with the overall repairs service from Tendring District Council Housing Services over the last 12 months?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

**4** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |




**WIN a gift voucher for up to £250!**

# Your home

**5** How satisfied or dissatisfied are you that Tendring District Council Housing Services provides a home that is well maintained?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

**6** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tendring District Council Housing Services provides a home that is safe?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

# Communication

**7** How satisfied or dissatisfied are you that Tendring District Council Housing Services listens to your views and acts upon them?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**8** How satisfied or dissatisfied are you that Tendring District Council Housing Services keeps you informed about things that matter to you?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**9** To what extent do you agree or disagree with the following "Tendring District Council Housing Services treats me fairly and with respect"?

| Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

# Complaints

**10** Have you made a complaint to Tendring District Council Housing Services in the last 12 months?

☐ Yes **go to Q11** ↓ ☐ No **go to Q12** ↷

**11** How satisfied or dissatisfied are you with Tendring District Council Housing Services' approach to complaints handling?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

# Communal areas

**12** Do you live in a building with communal areas, either inside or outside, that Tendring District Council Housing Services is responsible for maintaining?

☐ Yes **go to Q13** ↓ ☐ No **go to Q14** ↷ ☐ Don't know **go to Q14** ↷

**13** How satisfied or dissatisfied are you that Tendring District Council Housing Services keeps these communal areas clean and well maintained?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

# Your neighbourhood

**14** How satisfied or dissatisfied are you that Tendring District Council Housing Services makes a positive contribution to your neighbourhood?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**15** How satisfied or dissatisfied are you with Tendring District Council Housing Services' approach to handling anti-social behaviour?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**16** To what extent are the following a problem in your neighbourhood?

| | Major problem | Minor problem | Not a problem |
|---|---|---|---|
| **a.** Car parking | ☐ | ☐ | ☐ |
| **b.** Rubbish or litter | ☐ | ☐ | ☐ |
| **c.** Noisy neighbours | ☐ | ☐ | ☐ |
| **d.** Dog fouling / dog mess | ☐ | ☐ | ☐ |
| **e.** Other problems with pets and animals | ☐ | ☐ | ☐ |
| **f.** Disruptive children / teenagers | ☐ | ☐ | ☐ |
| **g.** Racial or other harassment | ☐ | ☐ | ☐ |
| **h.** Alcohol related or disruptive behaviour | ☐ | ☐ | ☐ |
| **i.** Vandalism and graffiti | ☐ | ☐ | ☐ |
| **j.** People damaging your property | ☐ | ☐ | ☐ |
| **k.** Drug use or dealing | ☐ | ☐ | ☐ |
| **l.** Abandoned or burnt out vehicles | ☐ | ☐ | ☐ |
| **m.** Other crime | ☐ | ☐ | ☐ |
| **n.** Noise from traffic | ☐ | ☐ | ☐ |

# Value for money

**17** How satisfied or dissatisfied are you that your rent provides value for money?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

# Contact & Involvement

**18** How satisfied or dissatisfied are you that Tendring District Council Housing Services is easy to deal with?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**19** Have you contacted Tendring District Council Housing Services in the last 12 months with a query other than to pay your rent or service charges?

- ☐ Yes **go to Q20** ↓
- ☐ No **go to Q22** ↷

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**20** Thinking about your most recent contact with Tendring District Council Housing Services, did you **mainly** deal with them ...

- ☐ In person
- ☐ Over the phone
- ☐ By letter
- ☐ By email
- ☐ Using social media
- ☐ By the website
- ☐ Other

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**21** How satisfied or dissatisfied were you with the following?

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| **a.** Staff being friendly and approachable | ☐ | ☐ | ☐ | ☐ | ☐ |
| **b.** The ability of staff to deal with your query quickly and efficiently | ☐ | ☐ | ☐ | ☐ | ☐ |
| **c.** Being kept informed about your query | ☐ | ☐ | ☐ | ☐ | ☐ |
| **d.** Quality of the information / advice provided | ☐ | ☐ | ☐ | ☐ | ☐ |
| **e.** The final outcome of your query | ☐ | ☐ | ☐ | ☐ | ☐ |

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**22** Which of the following methods of being kept informed and getting in touch with Tendring District Council Housing Services are you **happy to use**?

tick all that apply ☑☐☐☑☑

- ☐ Email
- ☐ Telephone
- ☐ Facebook
- ☐ Letter
- ☐ Visit to the office
- ☐ Visit to your home by staff
- ☐ Open meetings
- ☐ Newsletter
- ☐ Other

**23** Do you use the internet, including social media, apps or other online services, on a phone, tablet or computer?

- ☐ Yes
- ☐ No

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**24** Have you visited the Tendring District Council website in the past 12 months to find information about your housing or tenancy?

- ☐ Yes **go to Q25** ↓
- ☐ No **go to Q26** ↷

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**25** How satisfied or dissatisfied are you with the information available on the website?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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**26** Would you like to find out more about how you can have a say in how Tendring District Council Housing Services are delivered?

- ☐ Yes **go to Q27** ↓
- ☐ No **go to Q28** →

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**27** If you are interested in getting involved, are you happy for Tendring District Council Housing Services to contact you with some further information?

- ☐ Yes
- ☐ No

ⓘ By ticking yes you give your consent for Tendring District Council to know who you are **for this question only**

# Sheltered housing

**28** Do you live in a Sheltered Housing scheme?

☐ Yes **go to Q28** ↓ ☐ No **go to Q30** ↴

**29** How satisfied or dissatisfied are you with:

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|---|---|---|---|---|---|---|
| **a.** Your support plan | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **b.** The frequency of contact with your Sheltered Housing Officer | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **c.** The overall service provided by your Sheltered Housing Officer | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **d.** The call centre/ emergency call system | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **e.** How easy it is to access your home and the scheme | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **f.** The facilities at your scheme | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

# Any comments?

**30** Is there anything you would like to say about your home, neighbourhood or the services you receive from Tendring Council Housing Services?

write in

# About you

**31** What is your ethnic group?

- ☐ White English, Welsh, Scottish, Northern Irish or British
- ☐ Any other White background
- ☐ Mixed or Multiple ethnic groups
- ☐ Asian or Asian British
- ☐ Black, Black British, Caribbean or African
- ☐ Any other ethnic group
- ☐ Prefer not to say

**32** Does anyone in your household have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

☐ Yes **go to Q33** ↓ ☐ No **finish** ✓ ☐ Prefer not to say **finish** ✓

**33** Do any of these conditions or illnesses reduce their ability to carry out day to day activities?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Not at all
- ☐ Prefer not to say

# Thank you!

Please now return in the enclosed freepost envelope for your chance to win a voucher of your choice for up to £250!




This survey is to ask for confidential general feedback from our tenants and you will not receive a response to any comments. To report an issue such as a repair please contact the Council directly.

To make a complaint about an issue with our service you can fill in a complaints form on our website or by asking for one from a member of staff, by emailing **councilhousingcomplaints@tendringdc.gov.uk** or phoning us on **01255 686868**.

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