




# TENANT SATISFACTION SURVEY

 return by 20 December 2025

## About us

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring 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 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

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# Your home

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

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**6** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tendring 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

# Communication

**7** How satisfied or dissatisfied are you that Tendring 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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**8** How satisfied or dissatisfied are you that Tendring 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

# Complaints

**10** Have you made a complaint to Tendring 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 Council Housing Services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Communal areas

**12** Do you live in a building with communal areas, either inside or outside, that Tendring 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 Council Housing Services keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Your neighbourhood

**14** How satisfied or dissatisfied are you that Tendring 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

**15** How satisfied or dissatisfied are you with Tendring 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

# 16

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

	Major problem	Minor problem	Not a problem
a. Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Dog fouling / dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Contact & Involvement

# 18

How satisfied or dissatisfied are you that Tendring 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

**19** Have you contacted Tendring 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** ↷

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

- |                                         |                                             |
|-----------------------------------------|---------------------------------------------|
| <input type="checkbox"/> In person      | <input type="checkbox"/> By text/SMS        |
| <input type="checkbox"/> Over the phone | <input type="checkbox"/> Using social media |
| <input type="checkbox"/> By letter      | <input type="checkbox"/> By the website     |
| <input type="checkbox"/> By email       | <input type="checkbox"/> Other              |

**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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Being kept informed about your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Quality of the information / advice provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

tick all that apply

- |                                      |                                                      |
|--------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Email       | <input type="checkbox"/> Letter                      |
| <input type="checkbox"/> Telephone   | <input type="checkbox"/> Visit to the office         |
| <input type="checkbox"/> Text/SMS    | <input type="checkbox"/> Visit to your home by staff |
| <input type="checkbox"/> WhatsApp    | <input type="checkbox"/> Open meetings               |
| <input type="checkbox"/> Video call  | <input type="checkbox"/> Newsletter                  |
| <input type="checkbox"/> Facebook    | <input type="checkbox"/> Other                       |
| <input type="checkbox"/> Twitter / X |                                                      |

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

- Yes       No


**24** 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 Q25 ↓**       No **go to Q26 ↷**

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**25** If you are interested in getting involved, are you happy for Tendring 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

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

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

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. The frequency of contact with your Sheltered Housing Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. The overall service provided by your Sheltered Housing Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
d. The call centre/emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e. How easy it is to access your home and the scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
f. The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

- 28** 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

- 29** 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

- 30** 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 Q31 ↓**     No **finish ✓**     Prefer not to say **finish ✓**

- 31** 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 Love2Shop voucher 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](mailto:councilhousingcomplaints@tendringdc.gov.uk) or phoning us on **01255 686868**.



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