



TENANT SATISFACTION SURVEY



return by 13 December 2024

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

☐

WIN a Love2Shop gift voucher!



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
☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐

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. Drunk or rowdy 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 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 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 ...

- | | |
|---|---|
| ☐ In person | ☐ By text/SMS |
| ☐ Over the phone | ☐ Using social media |
| ☐ By letter | ☐ By the website |
| ☐ By email | ☐ 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	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐

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 ☒☐☐☒☒

- | | |
|--------------------------------------|--|
| ☐ Email | ☐ Letter |
| ☐ Telephone | ☐ Visit to the office |
| ☐ Text/SMS | ☐ Visit to your home by staff |
| ☐ WhatsApp | ☐ Open meetings |
| ☐ Video call | ☐ Newsletter |
| ☐ Facebook | ☐ Other |
| ☐ 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 ↗**

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 →**

27 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	☐	☐	☐	☐	☐	☐

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** or phoning us on **01255 686868**.



scan me



arpsurveys.co.uk/tdc

your unique code: 9999mwmw