

# Warwick District Council Tenant Satisfaction Measures Survey (March 2025)

Warwick District Council Housing Services have asked an independent research company, Service Insights Ltd working with Housemark, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the housing services provided for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by the Council as required by the Regulator of Social Housing.

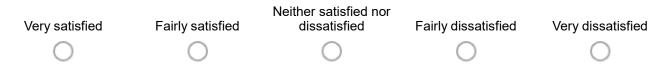
The survey should take about **10 minutes** to complete. You can save your responses and return to the survey later by pressing the 'save' button at the bottom of the page.

Your survey responses remain completely anonymous to Warwick District Council unless you give permission to identify yourself at the end of the survey. Please do not enter any personal data relating to yourself, or others, in the free text response fields. If you have a specific concern about WDC's services, please note this survey does not serve as a formal complaint. To make a complaint about WDC's services, please email complaints@warwickdc.gov.uk or phone 01926 958845.

Your feedback will be used for research purposes only in line with the Council's main privacy notice which can be seen online or provided upon request.

Please return your questionnaire by **5.00pm Wednesday 19th March 2025**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, on Freephone 0800 1931174 or email info@serviceinsights.co.uk

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Warwick District Council Housing Services?



- Q2 Has Warwick District Council Housing Services carried out a repair to your home in the last 12 months?
  - O Yes
  - 🔵 No
- Q3 How satisfied or dissatisfied are you with the overall repairs service from Warwick District Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

Q3a	How satisfied or dissatisfied are you with the time taken to complete your most recent repair
	after you reported it?

			Neither satisfied nor		
	Very satisfied	Fairly satisfied	dissatisfied	Fairly dissatisfied	Very dissatisfied
	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Q3b	If you have any comm	ents, please tell u	s below:		

Q4 How satisfied or dissatisfied are you that Warwick District Council Housing Services provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

Q5	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied
	are you that Warwick 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
	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$
Q5b	If you have any cor	nments, please	e tell us below:			

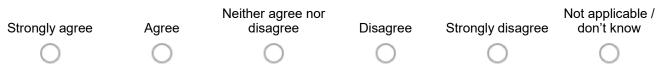
Q6	How satisfied or dissatisfied are you that Warwick District Council housing services listens to
	your views and acts upon them?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Q6b	If you have any cor	nments, please	e tell us below:			

Q7	How satisfied or dissatisfied are you that Warwick 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
	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Q7b	If you have any con	nments, pleas	e tell us below:			

Q8 To what extent do you agree or disagree with the following: "Warwick District Council Housing Services treats me fairly and with respect"?



Q9 Have you made a complaint to Warwick District Council Housing Services in the last 12 months?

O Yes

) No

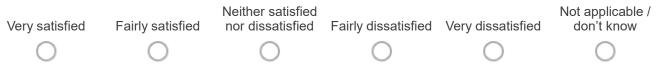
Q9a How satisfied or dissatisfied are you with Warwick District Council Housing Services approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

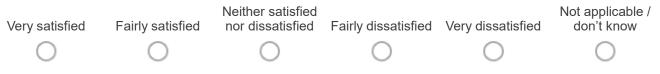
Q10	Do you live in a building with communal areas, either inside or outside, that Warwick District
	Council Housing Services is responsible for maintaining?

	Yes		No	Do	on't know	
Q10a	How satisfied or dissat these communal areas	•		Council Housing	O Services keeps	
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
Q11	If you have any comm	ents, please tell u	us below:	U	Ŭ	

Q12 How satisfied or dissatisfied are you that Warwick District Council housing services makes a positive contribution to your neighbourhood?



Q13 How satisfied or dissatisfied are you with Warwick District Council housing services approach to handling anti-social behaviour?



### Q14 To what extent are any of the following a problem in your neighbourhood?

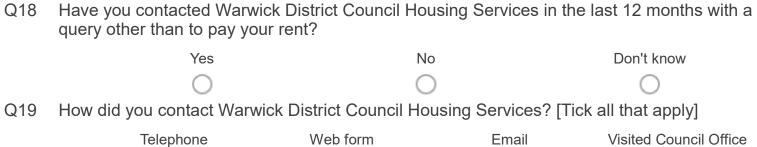
	Major Problem	Minor Problem	Not a problem
Car parking	$\bigcirc$	$\bigcirc$	$\bigcirc$
Vandalism and graffiti	$\bigcirc$	$\bigcirc$	$\bigcirc$
Littering/fly tipping	$\bigcirc$	$\bigcirc$	$\bigcirc$
Dog fouling	$\bigcirc$	$\bigcirc$	$\bigcirc$

Q15	In the last three years, would you say your neighbourhood has improved or declined?				
	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Q16 If you have any comments, please tell us below:					

Q17 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Warwick District Council with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
Claiming housing benefit and other welfare benefits	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Managing your finances and paying rent and service charges	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

Q17b If you have any comments relating to how Warwick District Council could assist you with these services, please tell us below:



Q20 What was the reason you contacted Warwick District Council Housing Services? [Tick all that apply]

- apply]
  Advice about housing options available
  Report a repair
  Reporting anti-social behaviour
  Help with paying rent
  Talk to a Housing Officer about a mutual exchange
  Help with a neighbour dispute
  Talk to a Housing Officer about tenancy issues
  Lifeline assistance
  To rent a garage
  To set up or query a direct debit
  Investigate the right to buy scheme
  To make a complaint
  To make a complaint about noise
  - Other
- Q20a If other, please state below:

Was getting hold of the right person easy or difficult?		
Easy	Neither	Difficult
$\bigcirc$	$\bigcirc$	$\bigcirc$
How helpful was the person dealing w	ith your query?	
Helpful	Neither	Unhelpful
$\bigcirc$	$\bigcirc$	$\bigcirc$
Was your query dealt with the first time	e you made contact?	
O Yes		
O No		
Was your query answered within a rea	isonable time?	
O Yes		
O No		
	Easy How helpful was the person dealing w Helpful Was your query dealt with the first time Yes No Was your query answered within a real Yes	Easy Neither How helpful was the person dealing with your query? Helpful Neither Was your query dealt with the first time you made contact? Yes No Was your query answered within a reasonable time? Yes

- Q25 Do you have access to the internet at home?
  - O Yes
  - 🔿 No
- Q25a Is this using...?
  - O A computer
  - O A smartphone
  - 🔵 Both

- Q26 Which of the following methods of being kept informed and getting in touch with Warwick District Council are you happy to use? [Tick all that apply]
- Email
  Telephone
  Text/SMS
  In writing
  Visit to the office
  Visit to your home by staff
  Open meetings
  Newsletter
  Other
  Q26a If other, please state below:

Q27	How many adults <u>aged 18 or over</u> live in your household?		
Q28	How many children aged 17 or under live in your household		
Q29	What was your age on your last birthday?		

Q30 How do you describe your gender?

- Male (including trans male)
- Female (including trans female)
- O Non-binary/agender/gender-fluid
- O Prefer not to say
- O Prefer to self-declare

Q30a If you prefer to self-declare, please tell us more below:

- Q31 How do you describe your sexual orientation?
  - Heterosexual
  - 🔘 Gay man
  - 🔘 Gay woman
  - O Bisexual
  - O Other
  - O Prefer not to say
- Q31a If 'other', please tell us more below:

Q32 What is your religion?

- O No religion
- O Christian (all denominations)
- O Buddhist
- 🔵 Hindu
- O Jewish
- O Muslim
- 🔵 Sikh
- O Any other religion
- O Prefer not to say

	Main tenant	Partner
White: English / Welsh / Scottish / Northern Irish / British		
White: Irish		
White: Gypsy or Irish Traveller		
White: Any other White background		
Mixed: White and Black Caribbean		
Mixed: White and Black African		
Mixed: White and Asian		
Mixed: Any Other Mixed / multiple ethnic background		
Asian / Asian British: Indian		
Asian / Asian British: Pakistani		
Asian / Asian British: Bangladeshi		
Asian / Asian British: Chinese		
Asian / Asian British: Any other Asian background		
Black / African / Caribbean / Black British: African		
Black / African / Caribbean / Black British: Caribbean		
Black / African / Caribbean / Black British: Any other Black / African / Caribbean background		
Other ethnic group: Arab		
Other ethnic group: Any other ethnic group		

Q34 Are you or any member of your household's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot	Yes, limited a little	No
$\bigcirc$	$\bigcirc$	$\bigcirc$

Q35 Does your household currently receive Housing Benefit or help with housing costs from Universal Credit (either paid directly to you or to your landlord)?

) Yes

) No

## \*Important: Permissions and Confidentiality

- Q36 Warwick District Council Housing Services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to the Council?
  - ) Yes
  - 🔿 No
- Q36a Are you happy for Warwick District Council Housing Services to contact you about anything you have raised in this survey?
  - ) Yes
  - ) No

## Please press the 'submit' button to send us your responses