



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?

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

Q2 Has Warwick District Council Housing Services carried out a repair to your home in the last 12 months?

☐ 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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3a

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

☐

☐

☐

☐

☐

Q3b

If you have any comments, please tell us 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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5b If you have any comments, please 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

☐

☐

☐

☐

☐

☐

Q6b

If you have any comments, please 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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7b If you have any comments, please 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"?

Strongly agree

○

Agree

○

Neither agree nor disagree

○

Disagree

○

Strongly disagree

○

Not applicable /
don't know

Q9

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

☐

 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

☐

☐

☐

☐

☐

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

☐

Don't know

☐

Q10a How satisfied or dissatisfied are you that Warwick District Council Housing Services keeps these communal areas clean and well maintained?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q11 If you have any comments, please tell us below:

Q12 How satisfied or dissatisfied are you that Warwick 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

Q13 How satisfied or dissatisfied are you with Warwick 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



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

Major Problem Minor Problem Not a problem

Car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism and graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Littering/fly tipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog fouling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

☐

☐

☐

☐

☐

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your finances and paying rent and service charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q18 Have you contacted Warwick District Council Housing Services in the last 12 months with a query other than to pay your rent?

Yes

☐

No

☐

Don't know

☐

Q19 How did you contact Warwick District Council Housing Services? [Tick all that apply]

Telephone

☐

Web form

☐

Email

☐

Visited Council Office

☐

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

Q21 Was getting hold of the right person easy or difficult?

Easy

Neither

Difficult

☐☐☐

Q22 How helpful was the person dealing with your query?

Helpful

Neither

Unhelpful

☐☐☐

Q23 Was your query dealt with the first time you made contact?

☐ Yes

☐ No

Q24 Was your query answered within a reasonable time?

☐ Yes

☐ No

Q25 Do you have access to the internet at home?

☐ Yes

☐ No

Q25a Is this using...?

☐ A computer

☐ 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 **aged 18 or over** 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)
- ☐ Non-binary/agender/gender-fluid
- ☐ Prefer not to say
- ☐ 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
- ☐ Bisexual
- ☐ Other
- ☐ Prefer not to say

Q31a If 'other', please tell us more below:

Q32 What is your religion?

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

Q33 What is your (and your partner's) ethnic group?

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

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

☐

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