



NORTH WARWICKSHIRE BOROUGH COUNCIL

TENANTS SATISFACTION SURVEY 2023

INSTRUCTIONS ON HOW TO COMPLETE THE QUESTIONNAIRE
Please read these instructions carefully before answering the questions

- 1) It should be completed by the tenant at this address, or their partner / spouse or carer.
- 2) Please read the instructions for answering each question carefully.
- 3) Ignore the numbers beside each question – they are for office use only.
- 4) Please check that you have answered all the questions that apply to you.
- 5) Please return the completed questionnaire in the FREEPOST envelope provided.

If you require a large print copy please contact 0800 3580337

Please return your questionnaire by **Tuesday 26 September**.

Overall Service

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Warwickshire Borough Council, Housing Services (NWBC)
PLEASE TICK ✓ ONE BOX ONLY

Very
satisfied

Fairly
satisfied

Neither satisfied
nor dissatisfied

Fairly
dissatisfied

Very
dissatisfied

Repairs and Maintenance

Q2 Has North Warwickshire Borough Council carried out a repair to your home in the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Yes (Go to Q3)

No (Go to Q6)

Q3 If you have had a repair in the last 12 months, how satisfied or dissatisfied are you with the following?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The overall repairs service from North Warwickshire Borough Council Housing over the last 12 months.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken to complete your most recent repair after you reported it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Thinking about the last repair completed, how satisfied or dissatisfied were you with each of the following aspects?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Why is this? Please tell us why you were satisfied or dissatisfied.

Q6 Generally, how satisfied or dissatisfied are you with the way NWBC deals with repairs and maintenance?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Property

Q7 How satisfied or dissatisfied are you that North Warwickshire Borough Council provides a home that is well maintained?
PLEASE TICK ✓ ONE BOX ONLY

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"/>

Q8 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that North Warwickshire Borough Council, as your landlord, provides a home that is safe?
PLEASE TICK ✓ ONE BOX ONLY

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="checkbox"/>

Q9 How satisfied or dissatisfied are you with the overall quality of your home?
PLEASE TICK ✓ ONE BOX ONLY

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"/>

Consultation and Communication

Q10 How satisfied or dissatisfied are you that North Warwickshire Borough Council as a landlord listens to your views and acts upon them?
PLEASE TICK ✓ ONE BOX ONLY

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="checkbox"/>

Q11 How satisfied or dissatisfied are you that North Warwickshire Borough Council as a landlord keeps you informed about things that matter to you?
PLEASE TICK ✓ ONE BOX ONLY

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="checkbox"/>

Q12 To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"?
PLEASE TICK ✓ ONE BOX ONLY

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="checkbox"/>

Q13 How satisfied or dissatisfied are you with the way North Warwickshire Borough Council as a landlord gives you the opportunity to make your views known?
PLEASE TICK ✓ ONE BOX ONLY

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="checkbox"/>

Complaints

Q14 Have you made a complaint to North Warwickshire Borough Council's Housing Service in the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Yes (Go to Q15) <input type="checkbox"/>	No (Go to Q18) <input type="checkbox"/>
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Q15 If yes, how satisfied or dissatisfied are you with North Warwickshire Borough Council's approach to complaints handling?
PLEASE TICK ✓ ONE BOX ONLY

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"/>

Q16 Thinking about the last complaint you made, how satisfied or dissatisfied were you with each of the following aspects?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The way your complaint was handled by NWBC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 Why is this? Please tell us why you were satisfied or dissatisfied.

Q18 Have you ever contacted North Warwickshire Borough Council to complain about anti-social behaviour?

PLEASE TICK ✓ ONE BOX ONLY

Yes (Go to Q19)

No (Go to Q22)

Q19 Where did this anti-social behaviour take place?

Q20 Thinking about the last complaint about anti-social behaviour you made, how satisfied or dissatisfied were you with the following?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The way in which NWBC dealt with this complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of this complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Why is this? Please tell us why you were satisfied or dissatisfied.

Communal Areas

Q22 Do you live in a building with communal areas, either inside or outside, that North Warwickshire Borough Council is responsible for maintaining?
PLEASE TICK ✓ ONE BOX ONLY

Yes (Go to Q23) | No (Go to Q24) | Don't know

Q23 If yes, how satisfied or dissatisfied are you that North Warwickshire Borough Council keeps these communal areas clean and well maintained?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Your Neighbourhood

Q24 How satisfied or dissatisfied are you that North Warwickshire Borough Council makes a positive contribution to your neighbourhood?
PLEASE TICK ✓ ONE BOX ONLY

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

Q25 How satisfied or dissatisfied are you with North Warwickshire Borough Council's approach to handling anti-social behaviour?
PLEASE TICK ✓ ONE BOX ONLY

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

Q26 How satisfied or dissatisfied are you with your neighbourhood as a place to live?
PLEASE TICK ✓ ONE BOX ONLY

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

Contacting North Warwickshire BC

Q27 Have you contacted North Warwickshire Borough Council in the last 12 months with a query other than to pay your rent or service charges?
PLEASE TICK ✓ ONE BOX ONLY

Yes (Go to Q28)

No (Go to Q29)

Q28 If you have made contact with North Warwickshire Borough Council in the last 12 months, how satisfied or dissatisfied were you with the following?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
How easy it was to deal with NWBC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How your query was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In General

Q29 How satisfied or dissatisfied are you with each of the following?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH QUESTION

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With the lettings process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That NWBC is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information About Your Household

Building up a picture of each household allows us to assess which groups of tenants are satisfied with their home and the services provided by their landlord.

Q30 How many adults aged 18 or over live in your household?
PLEASE TICK ✓ ONE BOX ONLY

One.....	<input type="checkbox"/>	Four	<input type="checkbox"/>
Two.....	<input type="checkbox"/>	More than four.....	<input type="checkbox"/>
Three	<input type="checkbox"/>		

Q31 How many children aged 17 or under live in your household?
PLEASE TICK ✓ ONE BOX ONLY

None	<input type="checkbox"/>	Three	<input type="checkbox"/>
One.....	<input type="checkbox"/>	Four	<input type="checkbox"/>
Two.....	<input type="checkbox"/>	More than four.....	<input type="checkbox"/>

Q32 What was your age on your last birthday?
PLEASE WRITE IN BOX BELOW

Years

Q33 How do you describe your gender?
PLEASE TICK ✓ ONE BOX ONLY

Male (including trans male)	<input type="checkbox"/>	Non-binary/agender/gender-fluid.....	<input type="checkbox"/>
Female (including trans female)	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Prefer to self-declare (✓ and write in below)	<input type="checkbox"/>		

Q34 Main Tenant - What is your ethnic group?
PLEASE TICK ✓ ONE BOX ONLY

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

Q35 How would you describe your sexual orientation?
PLEASE TICK ✓ ONE BOX ONLY

Heterosexual	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>
Gay man	<input type="checkbox"/>	Other.....	<input type="checkbox"/>
Gay woman.....	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>

Q36 What is your religion?
PLEASE TICK ✓ ONE BOX ONLY

No religion.....	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Christian (all denominations).....	<input type="checkbox"/>	Sikh.....	<input type="checkbox"/>
Buddhist.....	<input type="checkbox"/>	Any other religion	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>
Jewish.....	<input type="checkbox"/>		

Q37 Are you or any member of your households' day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Include any household member with a long-term illness or disability in your answer.

Yes, limited a lot	Yes, limited a little	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q38 Does your household currently receive Housing Benefit or help with housing costs from Universal Credit (either paid directly to you or to your landlord)?

PLEASE TICK ✓ ONE BOX ONLY

Yes

No

Thank you for completing this survey. Your views are appreciated.

Stratford-on-Avon District Council are administering this survey on behalf of North Warwickshire Borough Council.

**Please return your questionnaire in the pre-paid envelope (no stamp required) provided to:
Stratford-on-Avon District Council, FREEPOST RTJX-GHEE-ZUCS, Consultation Unit,
Elizabeth House, Church Street, STRATFORD-UPON-AVON, CV37 6HX**