

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**.

		Ovoran	OCI VICE			
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					
	•	,	leither satis		airly atisfied	Very dissatisfied
	Po	pairs and	Mainton	anco		
Q2	Has North Warwickshire Bo months? PLEASE TICK ✓ ONE BOX O	rough Coun			o your home	in the last 12
	Yes (Go to Q3)			No (Go to	Q6)
Q3						
		Very	Fa	Neithe satisfie irly nor	ed	Very
		satisfie		•		ed dissatisfied
War	overall repairs service from North wickshire Borough Council Housi r the last 12 months.					
	time taken to complete your mosent repair after you reported it	t 🚨				
Q4						
				Neither satisfied		
		Very satisfied	Fairly satisfie	nor d dissatisfie	Fairly d dissatisfied	Very I dissatisfied
The	attitude of workers					
The	overall quality of work					
Kee	ping dirt and mess to minimum					
time						
	repairs service you received on					

this occasion

	Why is this? Please tell us why you were satisfied or dissatisfied.					
Q6		satisfied or diss	atisfied are y	ou with the way	NWBC deals wit	th repairs and
	maintenance? PLEASE TICK ✓	ONE BOX ONLY	/			
	TEL/IOL HOIC					
Ve	erv Fa		either fied nor	Fairly	Very	Don't
satis	,	,		dissatisfied	dissatisfied	know
]				
			V D			
			Your Prop	perty		
Q7	How satisfied o	r dissatisfied ar	e you that No	orth Warwickshi	re Borough Coun	ncil provides a
	home that is we		V			
	PLEASE TICK ✓	ONE BOX ONL				
			Neither	or Foirly	Von	
	Very	Fairly	Neither satisfied no	,	Very dissatisfied	
			Neither	,		
	Very satisfied	Fairly satisfied	Neither satisfied no dissatisfie	d dissatisfied	dissatisfied	
Q8	Very satisfied Thinking about	Fairly satisfied the condition	Neither satisfied no dissatisfied	d dissatisfied	dissatisfied you live in, how	
Q8	Very satisfied Thinking about	Fairly satisfied the condition you that North	Neither satisfied no dissatisfied	d dissatisfied	dissatisfied	
Q8	Very satisfied Thinking about dissatisfied are	Fairly satisfied the condition you that North	Neither satisfied no dissatisfied of the properties with the properties of the prope	d dissatisfied	dissatisfied you live in, how	
Q8	Very satisfied Thinking about dissatisfied are a home that is s	Fairly satisfied the condition you that North	Neither satisfied no dissatisfied of the properties with the properties of the prope	d dissatisfied	dissatisfied you live in, how	
Q8	Very satisfied Thinking about dissatisfied are a home that is seen th	Fairly satisfied the condition you that North safe? ONE BOX ONL	Neither satisfied no dissatisfied no dissatisf	d dissatisfied erty or building e Borough Cour	you live in, houncil, as your land	Not applicable/
Q8	Very satisfied Thinking about dissatisfied are a home that is seen to the second seco	Fairly satisfied the condition you that North safe? ONE BOX ONL	Neither satisfied no dissatisfied of the proper Warwickshir	d dissatisfied erty or building e Borough Cour	you live in, houncil, as your land	Not applicable/ don't know
Q8	Very satisfied Thinking about dissatisfied are a home that is seen th	Fairly satisfied the condition you that North safe? ONE BOX ONL	Neither satisfied no dissatisfied no dissatisf	d dissatisfied erty or building e Borough Cour	you live in, houncil, as your land	Not applicable/
Q8 Q9	Very satisfied Thinking about dissatisfied are a home that is seen to the seen that is seen to the seen that it is seen t	Fairly satisfied the condition you that North safe? ONE BOX ONL Fairly satisfied driver dissatisfied ar	Neither satisfied no dissatisfied of the proper Warwickshir Y Neither satisfied no dissatisfied no dissatisf	d dissatisfied erty or building e Borough Cour	dissatisfied you live in, houncil, as your land Very dissatisfied	Not applicable/ don't know
	Very satisfied Thinking about dissatisfied are a home that is seen to the satisfied with the satisfied the satisfied the satisfied the satisfied the satisfied to the satisfied	Fairly satisfied the condition you that North safe? ONE BOX ONL Fairly satisfied driver dissatisfied ar	Neither satisfied no dissatisfied of the proper Warwickshir Y Neither satisfied no dissatisfied no dissatisfi	erty or building e Borough Cour or Fairly d dissatisfied	dissatisfied you live in, houncil, as your land Very dissatisfied	Not applicable/ don't know
	Very satisfied Thinking about dissatisfied are a home that is seen to the satisfied with the satisfied the satisfied the satisfied the satisfied the satisfied to the satisfied	Fairly satisfied the condition you that North safe? ONE BOX ONL Fairly satisfied driver dissatisfied ar	Neither satisfied no dissatisfied of the proper Warwickshir Y Neither satisfied no dissatisfied no dissatisf	erty or building e Borough Cour or Fairly d dissatisfied	dissatisfied you live in, houncil, as your land Very dissatisfied	Not applicable/ don't know
	Very satisfied Thinking about dissatisfied are a home that is seen th	Fairly satisfied the condition you that North safe? ONE BOX ONL Fairly satisfied r dissatisfied ar ONE BOX ONL	Neither satisfied no dissatisfied of the proper Warwickshir Y Neither satisfied no dissatisfied no dissatisfi	erty or building e Borough Cour or Fairly d dissatisfied ue overall quality or Fairly	you live in, how noil, as your land Very dissatisfied of your home?	Not applicable/ don't know

		Consu	itation and Co	Jiiiiiuiiicalio)	
Q10		s to your views	d are you that s and acts upon t NLY		shire Borough	Council as a
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Q11	How satisfied or dissatisfied are you that North Warwickshire Borough Council as a landlo keeps you informed about things that matter to you? PLEASE TICK ✓ ONE BOX ONLY					il as a landlord
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Q12	To what extent	do you agree (or disagree with t	he following "m	ny landlord treat	ts me fairly and
	with respect"? PLEASE TICK ✓	ONE BOX ON	1LY			
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Not applicable/ don't know
Q13		you the oppo	are you with the vortunity to make y			ıgh Council as
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
			Complaii	nts		
Q14	Have you made the last 12 mont PLEASE TICK ✓	ths?	to North Warwick	shire Borough	Council's Hous	sing Service in
	Yes (Go to Q15	5) 🗖	No (Go to	o Q18)		
Q15	If yes, how sati approach to con PLEASE TICK ✓	nplaints handl		with North War	wickshire Boro	ough Council's
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	

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

				Neither satisfied		
		Very	Fairly	nor	Fairly	Very
Thou	yay your complaint was handled by	satisfied	satisfied	dissatisfied	dissatisfied	dissatisfied
NWB						
The fi	nal outcome of your complaint					
Q17	Why is this? Please tell us why y	ou were sat	isfied or dis	ssatisfied.		
Q18	Have you ever contacted North social behaviour? PLEASE TICK ✓ ONE BOX ONLY		ire Boroug	jh Council to	complain a	about anti-
	Yes (Go to Q19)	No (Go	o to Q22)			
Q19	Where did this anti-social behavi	our take pla	ce?			
Q20	Thinking about the last complain dissatisfied were you with the fo PLEASE TICK ✓ ONE BOX ONLY	llowing?			ade, how sa	itisfied or
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	vay in which NWBC dealt with omplaint					
	nal outcome of this complaint					

Q21			you wore outle	fied or dissatisf	104.	
			Communal	Areas		
Q22	Do you live in a	building w	ith communal	areas, either ir	nside or outsid	e, that North
	Warwickshire Bor PLEASE TICK ✓ O			for maintaining	?	·
	PLEASE HUK V U	INE BOX ONL	_ Y			
	Yes (Go to Q23)		No (Go t	o Q24) 🔲	Don't know	
022	If was how satisfic		fied are year the	4 Novth Words	rahira Barawah (Paunail kaana
Q23	If yes, how satisfice these communal a				snire Borough C	Jouncii Keeps
	PLEASE TICK ✓ C	NE BOX ONL	_Y			
			Neither			
	Very satisfied	Fairly satisfied	satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	Satisfied			uissatistied		
		Y	our Neighbo	ourhood		
024	How satisfied or				ro Rorough Cou	uncil makes a
Q24	How satisfied or positive contribut	dissatisfied a	are you that No	orth Warwickshi	re Borough Cou	uncil makes a
Q24		dissatisfied a	are you that No eighbourhood?	orth Warwickshi	re Borough Cou	uncil makes a
Q24	positive contribut PLEASE TICK ✓ O	dissatisfied a ion to your n NE BOX ONL	are you that No eighbourhood? Y Neither	orth Warwickshi	·	Not
Q24	positive contribut PLEASE TICK ✓ O	dissatisfied a ion to your n NE BOX ONL Fairly	are you that No eighbourhood? Y Neither satisfied nor	orth Warwickshi Fairly	Very	Not applicable/
Q24	positive contribut PLEASE TICK ✓ O	dissatisfied a ion to your n NE BOX ONL	are you that No eighbourhood? Y Neither	orth Warwickshi	·	Not
Q24	positive contribut PLEASE TICK ✓ O	dissatisfied a ion to your n NE BOX ONL Fairly	are you that No eighbourhood? Y Neither satisfied nor	orth Warwickshi Fairly	Very	Not applicable/
Q24 Q25	positive contribute PLEASE TICK ✓ O Very satisfied How satisfied or d	dissatisfied a ion to your n NE BOX ONL Fairly satisfied issatisfied a	are you that No eighbourhood? Y Neither satisfied nor dissatisfied The you with North	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	positive contribut PLEASE TICK ✓ O Very satisfied	dissatisfied a ion to your n NE BOX ONL Fairly satisfied issatisfied ar	are you that No eighbourhood? Y Neither satisfied nor dissatisfied Ce you with Nor ur?	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	positive contribute PLEASE TICK ✓ O Very satisfied How satisfied or deto handling anti-se	dissatisfied a ion to your n NE BOX ONL Fairly satisfied issatisfied ar	are you that No eighbourhood? Y Neither satisfied nor dissatisfied Ce you with Nor ur?	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ OI Very	dissatisfied a ion to your n NE BOX ONL Fairly satisfied issatisfied are cial behavion NE BOX ONL Fairly	Are you that No eighbourhood? Y Neither satisfied nor dissatisfied The you with North or wr? Y Neither satisfied nor or o	Fairly dissatisfied th Warwickshire	Very dissatisfied Borough Cound Very	Not applicable/ don't know cil's approach Not applicable/
	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ O	dissatisfied a ion to your n NE BOX ONL Fairly satisfied issatisfied ar ocial behavion NE BOX ONL	Neither satisfied with North N	Fairly dissatisfied th Warwickshire	Very dissatisfied Borough Council Very dissatisfied	Not applicable/ don't know cil's approach Not applicable/ don't know
	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ OI Very	dissatisfied a ion to your n NE BOX ONL Fairly satisfied issatisfied are cial behavion NE BOX ONL Fairly	Are you that No eighbourhood? Y Neither satisfied nor dissatisfied The you with North or wr? Y Neither satisfied nor or o	Fairly dissatisfied th Warwickshire	Very dissatisfied Borough Cound Very	Not applicable/ don't know cil's approach Not applicable/
	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ OI Very satisfied U How satisfied or d How satisfied	dissatisfied a ion to your n NE BOX ONL Fairly satisfied a cial behavion NE BOX ONL Fairly satisfied Fairly satisfied issatisfied	Neither satisfied nor dissatisfied nor ur? Neither satisfied nor dissatisfied or ur? Y Neither satisfied nor dissatisfied nor dissatisfied nor dissatisfied or dissatisfied or ur?	Fairly dissatisfied Hairly dissatisfied Fairly dissatisfied Fairly dissatisfied	Very dissatisfied Borough Counc Very dissatisfied	Not applicable/ don't know cil's approach Not applicable/ don't know
Q25	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ OI Very satisfied	dissatisfied a ion to your n NE BOX ONL Fairly satisfied a cial behavion NE BOX ONL Fairly satisfied Fairly satisfied issatisfied	Neither satisfied nor dissatisfied nor ur? Neither satisfied nor dissatisfied or ur? Y Neither satisfied nor dissatisfied nor dissatisfied nor dissatisfied or dissatisfied or ur?	Fairly dissatisfied Hairly dissatisfied Fairly dissatisfied Fairly dissatisfied	Very dissatisfied Borough Counc Very dissatisfied	Not applicable/ don't know cil's approach Not applicable/ don't know
Q25	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ OI Very satisfied U How satisfied or d PLEASE TICK ✓ OI	dissatisfied a ion to your n NE BOX ONL Fairly satisfied a cial behavious NE BOX ONL Fairly satisfied I satisfied I satisfied I satisfied I satisfied I satisfied I satisfied ar NE BOX ONL	Neither satisfied nor dissatisfied nor ur? Neither satisfied nor dissatisfied re you with Nor ur? Y Neither satisfied nor dissatisfied re you with your Y Neither	Fairly dissatisfied Fairly dissatisfied Fairly dissatisfied r neighbourhood	Very dissatisfied Borough Counce Very dissatisfied d as a place to live	Not applicable/don't know Cil's approach Not applicable/don't know Con't kno
Q25	PLEASE TICK ✓ O Very satisfied How satisfied or d to handling anti-so PLEASE TICK ✓ OI Very satisfied U How satisfied or d How satisfied	dissatisfied a ion to your n NE BOX ONL Fairly satisfied a cial behavion NE BOX ONL Fairly satisfied Fairly satisfied issatisfied	Neither satisfied or dissatisfied nor dissatisfied nor dissatisfied with North	Fairly dissatisfied Hairly dissatisfied Fairly dissatisfied Fairly dissatisfied	Very dissatisfied Borough Counc Very dissatisfied	Not applicable/don't know cil's approach Not applicable/don't know u

	North				
		•	ncil in the	last 12 mor	nths with a
Yes (Go to Q28)		No (Go to Q2	29)		
how satisfied or dissatisfied were	you wit	h the following		in the last	12 months,
easy it was to deal with NWBC	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
your query was dealt with					
	In Co	norol			
	in Ge	nerai			
			owing?		
	Very satisfied	Fairly d satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
your rent provides value for money					
the lettings process					
NWBC is easy to deal with					
Information	1 Abou	t Your Hous	ehold		
			٠.	nte are eatief	ied with their
g up a picture of each household allov and the services provided by their land		ssess which gro	ups of tenar	its are satisf	iod with thom
•	llord.	•		ns are sausi	iod with their
and the services provided by their land How many adults aged 18 or over	llord.	•	?		
How many <u>adults aged 18 or over</u> PLEASE TICK ✓ ONE BOX ONLY	llord. live in ye	our household?	?		
How many <u>adults aged 18 or over</u> PLEASE TICK ✓ ONE BOX ONLY	live in y	our household?	?		
How many <u>adults aged 18 or over</u> PLEASE TICK ✓ ONE BOX ONLY	live in you	FourMore than four			
How many <u>adults aged 18 or over</u> PLEASE TICK ✓ ONE BOX ONLY How many children <u>aged 17 or un</u>	live in your live	FourMore than four	old?		
How many adults aged 18 or over PLEASE TICK ✓ ONE BOX ONLY How many children aged 17 or un PLEASE TICK ✓ ONE BOX ONLY	live in your live	FourMore than four	old?		
How many adults aged 18 or over PLEASE TICK ✓ ONE BOX ONLY How many children aged 17 or un PLEASE TICK ✓ ONE BOX ONLY	llord. live in year der live in the in the in the interval i	FourMore than four	old?		
How many adults aged 18 or over PLEASE TICK ✓ ONE BOX ONLY How many children aged 17 or un PLEASE TICK ✓ ONE BOX ONLY	llord. live in year der live in the in the in the interval i	Four More than four n your household?	old?		
	query other than to pay your rent PLEASE TICK ✓ ONE BOX ONLY Yes (Go to Q28) If you have made contact with No how satisfied or dissatisfied were PLEASE TICK ✓ ONE BOX ONLY easy it was to deal with NWBC your query was dealt with How satisfied or dissatisfied are y PLEASE TICK ✓ ONE BOX ONLY For the lettings process NWBC is easy to deal with	query other than to pay your rent or service PLEASE TICK ✓ ONE BOX ONLY Yes (Go to Q28) If you have made contact with North Warve how satisfied or dissatisfied were you with PLEASE TICK ✓ ONE BOX ONLY FOR EACH your query was dealt with In Ge How satisfied or dissatisfied are you with PLEASE TICK ✓ ONE BOX ONLY FOR EACH your query was dealt with In Ge Very satisfied or dissatisfied are you with PLEASE TICK ✓ ONE BOX ONLY FOR EACH your rent provides value for money the lettings process NWBC is easy to deal with	query other than to pay your rent or service charges? PLEASE TICK ✓ ONE BOX ONLY Yes (Go to Q28)	query other than to pay your rent or service charges? PLEASE TICK ✓ ONE BOX ONLY Yes (Go to Q28)	PLEASE TICK ✓ ONE BOX ONLY Yes (Go to Q28)

41 347

Q33	How do you describe your gender? PLEASE TICK ✓ ONE BOX ONLY			
Male	(including trans male)		Non-binary/agender/gender-fluid	
	ale (including trans female)		Prefer not to say	
	r to self-declare (✓ and write in below)	_		
1 1010	Tto sen-declare (* and write in below)			
Q34	Main Tenant - What is your ethnic green PLEASE TICK ✓ ONE BOX ONLY	oup?		
White	;		Asian/Asian British	
- Eng British	glish/Welsh/Scottish/Northern Irish/ n		- Indian	
- Irisł	n		- Pakistani	
- Gyp	osy or Irish Traveller		- Bangladeshi	
- Any	other White background		- Chinese	
Mixed	d/multiple ethnic groups		- Any other Asian background	
- Wh	ite and Black Caribbean		Black/African/Caribbean/Black British	
- Wh	ite and Black African		- African	
- Wh	ite and Asian		- Caribbean	
- Any	Other Mixed/multiple ethnic background		- Any other Black/African/Caribbean background	
			Other ethnic group	
			- Arab	
			- Any other ethnic group	
Q35 Heter	How would you describe your sexua PLEASE TICK ✓ ONE BOX ONLY	l orier	htation?	
Gav r	man		Other	
	voman		Prefer not to say	
Q36	What is your religion? PLEASE TICK ✓ ONE BOX ONLY		1	_ _ _
No re	ligion		Muslim	
Christ	tian (all denominations)		Sikh	
Budd	hist		Any other religion	
Hindu	I		Prefer not to say	
Jewis	sh			
Q37	problem which has lasted, or is experience PLEASE TICK ✓ ONE BOX ONLY Include any household member with a little problem.	cted t		a health
	lot	litt		
	П	Г	1 🗇	

Q38	Does your household currently rece Universal Credit (either paid directly to PLEASE TICK ✓ ONE BOX ONLY	eive Housing Benefit or help with housing costs from to you or to your landlord)?
	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