

Tenant Satisfaction Survey 2024

Please read these instructions carefully before completing the survey:

- It should be completed by the tenant at this address, their partner/spouse or carer on their behalf.
- Please read the instructions for each question.
- Please check that you have answered all the questions that apply to you.
- Responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the freepost envelope, or complete it online by visiting **www.melresearch.co.uk/stalbansTSM**
- If you chose to do it online, type in your ID number when prompted. This can be found in the top right hand corner of your letter.

Please return your survey in the prepaid envelope provided with your survey by 27th October 2024.

The survey will take about 10 minutes to complete and all of the answers you give will be treated in the strictest confidence. By taking part in this survey you will be providing information that your landlord can use to improve the services they provide to you.

Section One: Overall satisfaction

Q1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Albans City & District Council Housing Services? 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"/>

Section Two: Keeping properties in good repair

Q2a Has St Albans City & District Council Housing Services carried out a repair to your home in the last 12 months? **Please tick one box only**

Yes

☐

No

☐

Q2b When was your last repair to your home? **Please tick one box only**

Within the last 6 months

☐

Go to Q2c

Between 6 months – 12 months

☐

Go to Q2c

1 – 2 years

☐

Go to Q3

More than 2 years ago

☐

Go to Q3

I have never had a repair

☐

Go to Q4

Q2c How satisfied or dissatisfied are you with the overall repairs service from St Albans City & District Council Housing Services over the last 12 months? **Please tick one box only**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q2d How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **Please tick one box only**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q3 Thinking about your recent repair, how satisfied or dissatisfied were you with the following: The overall repairs service provided by Morgan Sindall on this occasion? **Please tick one box only**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q4 How satisfied or dissatisfied are you that St Albans City & District Council Housing Services provides a home that is well maintained? **Please tick one box only**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Section Three: Safe homes

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Albans City & District Council Housing Services 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"/>

Section Four: Respectful and helpful communication

Q6 How satisfied or dissatisfied are you that St Albans City & District Council Housing Services 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"/>

Q7 How satisfied or dissatisfied are that St Albans City & District Council Housing Services 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"/>

Q8 To what extent do you agree or disagree with the following 'St Albans City & District Council Housing Services treats me fairly and with respect'? **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"/>

Section Five: Handling complaints

Q9a Have you made a complaint to St Albans City & District Council Housing Services in the last 12 months? **Please tick in in one box only**

Yes
☐

Go to Q9b

No
☐

Go to Q10a

Q9b How satisfied or dissatisfied are you with St Albans City & District Council Housing Services 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"/>

Section Six: Communal Maintenance

Q10a Do you live in a building with communal areas, either inside or outside, that St Albans City & District Council Housing Services is responsible for maintaining? **Please tick one box only**

Yes

☐

Go to Q10b

No

☐

Go to Q11

Don't know

☐

Go to Q11

Q10b How satisfied or dissatisfied are you that St Albans City & District Council Housing Services 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

☐

Section Seven: Neighbourhood management

Q11 Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Please tick one box only

Very Satisfied

☐

Fairly
Satisfied

☐

Neither
satisfied nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Don't know

☐

Q12 How satisfied or dissatisfied are you that St Albans City & District Council Housing Services 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

☐

Q13a How satisfied or dissatisfied are you with St Albans City & District Council Housing Services 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

☐

Q13b Overall, how much of problem do you think anti-social behaviour (ASB) is in your local area?
Please tick one box per row

A very big
problem

A fairly big
problem

Not a very big
problem

Not a problem
at all

Noise nuisance

☐
☐
☐
☐

Neighbour disputes

☐
☐
☐
☐

Verbal abuse

☐
☐
☐
☐

Threatening behaviour

☐
☐
☐
☐

Harassment and
intimidation

☐
☐
☐
☐

Section Eight: contacting the Council

Q14a Have you contacted St Albans City & District Council Housing Services about anything in the last 3 months? **Please tick one box only**

Yes
☐

Go to Q14b

No
☐

Go to Q16

Can't remember
☐

Go to Q16

Q14b How easy did you find it to contact St Albans City & District Council Housing Services?
Please tick one box only

Very Easy
☐

Somewhat
easy
☐

Neither easy
no difficult
☐

Some what
difficult
☐

Very difficult
☐

Can't
remember
☐

Q15 Thinking about contacting us by phone, how likely would you be to recommend the Councils customer service team to other people who may need to use the service, on a scale of 0 to 10, where 0 is not at all and 10 is extremely likely? **Please tick one box only**

0
☐

1
☐

2
☐

3
☐

4
☐

5
☐

6
☐

7
☐

8
☐

9
☐

10
☐

Q16 We are setting up a new Tenants and Leaseholders Panel to help scrutinise our work to improve the services we deliver. It will take up a couple of hours per month. Is this something you might be interested in joining? **Please tick one box only**

Yes
☐

No
☐

Not right now but
maybe later
☐

I'd need more
information
☐

Q17 St Albans City & District Council Housing Services may want to follow up feedback to this survey. Are you happy for your personal information to be shared with St Albans City & District Council Housing Services along with your responses to this survey, in order to do this? **Please tick one box only**

Yes
☐

No
☐



Thank you for taking the time to answers our questions, your feedback is greatly appreciated. Please return your survey in the prepaid envelope provided with your survey by 27th October 2024. If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/privacy-policy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.