**Tenant Satisfaction Survey 2023**

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| **ONLINE INTRODUCTION:**  Thank you for taking the time to complete this survey online.  St Albans City & District Council would like to know what their customers think about the service they provide, so they can continually improve their performance and the services they deliver to you.  As a thank you for your time, all respondents who take part in this survey have the chance to be entered into a prize draw to win one of ten voucher prizes of £25. You can withdraw from the prize draw or request Terms and Conditions by emailing Katherine.atkinson@melresearch.co.uk  The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with St Albans City & District Council with your express permission.  Thank you very much for your help, and good luck in the prize draw.  Please click "Next" when you are ready. |

**Q1: TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Albans City & District Council Housing Services? [[single]]**

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

**Q2a: Has St Albans City & District Council Housing Services carried out a repair to your home in the last 12 months? [[single]]**

* Yes
* No

*IF YES: ASK Q2 AND Q3*

*IF NO: GO TO Q4*

**Q2b: TP02: How satisfied or dissatisfied are you with the overall repairs service from St Albans City & District Council Housing Services over the last 12 months? [[single]]**

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

**Q3: TP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? [[single]]**

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

**Q4: TP04: How satisfied or dissatisfied are you St Albans City & District Council Housing Services provide a home that is well maintained? [[single]]**

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

**Q5: TP05: 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 provide a home that is safe? [[single]]**

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

**Q6: TP06: How satisfied or dissatisfied are you that St Albans City & District Council Housing Services listen to your views and acts upon them? [[single]]**

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

**Q7: TP07: How satisfied or dissatisfied are you that St Albans City & District Council Housing Services keep you informed about things that matter to you? [[single]]**

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

**Q8: TP08: To what extent do you agree or disagree with the following “St Albans City & District Council Housing Service treats me fairly and with respect”? [[single]]**

* Strongly agree
* Agree
* Neither agree nor disagree
* Disagree
* Strongly disagree
* Not applicable/ don’t know

**Q9a: Have you made a complaint to St Albans City & District Council Housing Services in the last 12 months? [[single]]**

* Yes
* No

*IF YES: ASK Q9b*

*IF NO: GO TO Q10a*

**Q9b: TP09: How satisfied or dissatisfied are you with St Albans City & District Council Housing Services approach to complaints handling? [[single]]**

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

**Q10a: Do you live in a building with communal areas, either inside or outside, that St Albans City & District Council Housing Services are responsible for maintaining? [[single]]**

* Yes
* No
* Don’t know

*IF YES: ASK Q10b*

*IF NO: GO TO Q11*

**Q10b: TP10: How satisfied or dissatisfied are you that St Albans City & District Council Housing Services keep these communal areas clean and well maintained? [[single]]**

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

**Q11: Overall, how satisfied or dissatisfied are you with your local area as a place to live? [[open]]**

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Don’t know

**Q12: TP11: How satisfied or dissatisfied are you that St Albans City & District Council Housing Services make a positive contribution to your neighbourhood? [[single]]**

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

**Q13a: TP12: How satisfied or dissatisfied are you with St Albans City & District Council Housing Services approach to handling anti-social behaviour? [[single]]**

* 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? [[single, Grid]]**

[[Information]] Antisocial behaviour is ‘behaviour which has caused or is likely to cause you harassment, alarm or distress’ and may include:

* noise nuisance
* neighbour disputes
* verbal abuse
* threatening behaviour
* harassment and intimidation
* A very big problem
* A fairly big problem
* Not a very big problem
* Not a problem at all

**Q14a: Have you contacted St Albans City & District Council Housing Services about anything in the last 3 months? [[single]]**

* Yes
* No
* Can’t remember

ASK IF YES AT Q14a

**Q14b: How easy did you find it to contact St Albans City & District Council Housing Services? [[single]]**

* Very Easy
* Somewhat easy
* Neither easy nor difficult
* Somewhat difficult
* Very difficult
* Can’t remember

**Q15: Are there any other issues that you would like to tell St Albans City & District Council Housing Services about? [[open]]**

**Q16: Are you aware of the Councils Housing Strategy (2023 – 2026) which sets out the councils plans for future social housing and how we can address demands (See housing strategy** [**here**](https://www.stalbans.gov.uk/sites/default/files/attachments/SADC%20-%20Housing%20Strategy%202023-26.pdf)**) [[single]] \*\*LINK IS BEHIND TEXT, PLEASE CREATE HYPERLINK\*\***

* Yes
* No

**Q17: St Albans city and district council would like to set up meetings and consultations with its tenants to understand how we can better meet your needs. Which of the following would be the most suitable to do this? [[multi]]**

* Weekday daytime
* Weekday evenings
* Weekend daytime
* Weekend evenings

**Q18: 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? [[single]]**

* Yes
* No

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| **OUTRO:**  This is the end of the survey. Thank you for your time.  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. |