

# Tenant Perception Survey 2023/2024

**YOUR CHANCE TO  
WIN ONE OF THREE**

**£50  
PRIZES!**

Every completed survey returned to us, will be automatically entered into a prize draw and you could win one of three £50 gift vouchers.

The Regulator of Social Housing has created a set of measures to look at how we, and all social housing providers in England, are performing. These are called Tenant Satisfaction Measures. We need to know what we are doing right, what we are getting wrong, where we can improve and to give the public greater visibility of our performance.

To gather the information relating to Tenant Satisfaction Measures, we are required to ask all our tenants some set questions in a Tenant Perception Survey. All housing providers will be doing this with their own tenants over the next few months.

These surveys are an important tool to ensure social housing is of a decent standard across the country.

We will be required to report the results of the survey to the Regulator and the results will be published annually.

This is an amazing opportunity for us to hear from you about how you think we are performing and to compare our performance with other social landlords across the country.

**The survey consists of only 12 questions and will take no more than five minutes to complete. Please place a tick or a cross in the relevant boxes and return the completed questionnaire to us in the FREEPOST envelope provided. You can also complete this survey over the phone by calling Cathy Kirk, Projects Officer on (01229) 876523 or via the QR code at the top of the covering letter.**

**Your responses will be strictly confidential and will only be used to help us improve the overall housing service. Thank you!**

**What you tell us is strictly confidential, but in order for us to manage responses and to ensure you are entered into the prize draw, please provide your age range, name and address:**

<b>AGE RANGE</b>	16-24 <input type="checkbox"/>	25-44 <input type="checkbox"/>	45-61 <input type="checkbox"/>	62+ <input type="checkbox"/>	unspecified <input type="checkbox"/>
<b>FULL NAME:</b>					
<b>ADDRESS:</b>					

### TPO1 Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westmorland and Furness Council Housing Service?	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"/>

### TPO2 Satisfaction with repairs

Has Westmorland and Furness Council Housing Service carried out a repair to your home in the last 12 months?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/> If NO, move to Q.4

If YES, how satisfied or dissatisfied are you with the overall repairs service from Westmorland and Furness Council Housing Service over the last 12 months?	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"/>

### TPO3 Satisfaction with time taken to complete most recent repair

Has Westmorland and Furness Council Housing Service carried out a repair to your home in the last 12 months?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

If YES, 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### TPO4 Satisfaction that the home is well-maintained

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service provides a home that is well-maintained?	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"/>

### TPO5 Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service 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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### TPO6 Satisfaction that Westmorland and Furness Council Housing Service listens to tenant views and acts upon them

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### TPO7 Satisfaction that Westmorland and Furness Council Housing Service keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service 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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### TPO8 Agreement that Westmorland and Furness Council Housing Service treats tenants fairly and with respect

To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."	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"/>

### TPO9 Satisfaction with Westmorland and Furness Council Housing Service's approach to handling of complaints

Have you made a complaint to W&F Council Housing Service in the last 12 months?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

  

If YES, how satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to complaints handling?	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"/>

### TP10 Satisfaction that Westmorland and Furness Council Housing Service keeps communal areas clean and well-maintained

Do you live in a building with communal areas, either inside or outside, that W&F Council Housing Service is responsible for maintaining?	YES	NO	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If YES, how satisfied or dissatisfied are you that W&F Council Housing Service keeps these communal areas clean and well maintained?	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"/>

### TP11 Satisfaction that Westmorland and Furness Council Housing Service makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that W&F Council Housing Service makes a positive contribution to your neighbourhood?	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"/>

### TP12 Satisfaction with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour

How satisfied or dissatisfied are you with W&F Council Housing Service's approach to handling anti-social behaviour?	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"/>