

## **Housing Service Tenant Perception Survey 2024/2025**

Your chance to win one of four £50 prizes

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

Dear Tenant

The Regulator of Social Housing has introduced a set of measures – called Tenant Satisfaction Measures - to look at how we, and all social housing providers in England, are performing to ensure social housing is of a decent standard across the country. We need to know what we're doing right, where we can improve and give the public greater visibility of our performance.

To gather this information, we need to ask all our tenants some set questions in a Tenant Perception Survey. This survey is a chance for you to voice your opinions on the housing services we provide and to contribute to future improvements.

We are required to report the results of the survey to the Regulator of Social Housing and the results will be used to calculate annual Tenant Satisfaction Measures which will be published annually.

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 once complete, return it to us in the pre-paid FREEPOST envelope provided.

You can also complete the survey using this QR code or by calling us on (01229) 876523.



Your responses are strictly confidential and will only be used to help us improve the overall housing service.

Thank you in advance.

CAROLINE WAGSTAFF

Assistant Director of Housing

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

Age range	Tick
16-24	
25-44	
45-61	
62+	
Unspecified	

FULL NAME: .....

ADDRESS .....

## Overall Satisfaction

**TP01.** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westmorland and Furness Council Housing Service?

Response	Tick
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

## Satisfaction with repairs

**TP02.** Has Westmorland and Furness Council Housing Service carried out a repair to your home in the last 12 months?

Response	Tick
YES	
NO	

**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?

Response	Tick
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

## Satisfaction with time taken to complete most recent repair

**TP03.** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Response	Tick
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

## Satisfaction that the home is well maintained

**TP04.** How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service provides a home that is well-maintained?

Response	Tick
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

## Satisfaction that the home is safe

**TP05.** 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?

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

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

**TP06.** How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service listens to your views and acts upon them?

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

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

**TP07.** How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps you informed about things that matter to you?

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

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

**TP08.** To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."

Response	Tick
Strongly agree	
Agree	
Neither agree nor disagree	
Disagree	
Strongly disagree	
Not applicable/don't know	

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

**TP09.** Have you made a complaint to Westmorland and Furness Council Housing Service in the last 12 months?

Response	Tick
YES	
NO	

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

Response	Tick
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

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

**TP10.** Do you live in a building with communal areas, either inside or outside, that Westmorland and Furness Council Housing Service is responsible for maintaining?

Response	Tick
YES	
NO	
Don't know	

**If YES,** how satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps these communal areas clean and well maintained?

Response	Tick
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

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

**TP11.** How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service makes a positive contribution to your neighbourhood?

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

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

**TP12.** How satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour?

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

We appreciate you taking the time to complete this survey.

Your response will help us to see what we're doing well and, most importantly, where we need to improve - so, thank you and good luck in the draw!