



Tenant Satisfaction Survey



Please complete this short survey, it should take approximately 5 minutes to complete. Please provide your answers with a cross (x) in the boxes below each question. Thank you.

If you have any questions about the survey, please contact our contact centre on **01788 533533** and they will be happy to help you.

Overall satisfaction

TP01: Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Rugby Borough Council (Rugby BC)?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied

Keeping properties in good repair

TP02: Satisfaction with repairs

Has Rugby BC carried out a repair to your home in the last 12 months?

- Yes No

If yes, how satisfied or dissatisfied are you with the overall repairs service from Rugby BC over the last 12 months?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied

TP03: Satisfaction with time taken to complete most recent repair

Has Rugby BC carried out a repair to your home in the last 12 months?

- Yes No

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

Please continue this section over the page...

Was the repair you reported completed on the first visit?

- Yes No

Was your home left clean and tidy after the repair was carried out?

- Yes No

TP04: Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that Rugby BC provides a home that is well maintained?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied

Maintaining building safety

TP05: 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 Rugby BC provides a home that is safe?

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

Respectful and helpful engagement

TP06: Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that Rugby BC 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

TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that Rugby BC 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

Please continue this section over the page...

What is your preferred method of contact?

Email Text Letter Phone

TP08: Agreement that the landlord 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

Effective handling of complaints

TP09: Satisfaction with the landlord's approach to handling complaints

Have you made a complaint to Rugby BC in the last 12 months?

Yes No

If yes, how satisfied or dissatisfied are you with Rugby BC's approach to complaints handling?

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

Responsible neighbourhood management

TP10: Satisfaction that the landlord keeps communal areas clean and well maintained

Do you live in a building with communal areas, either inside or outside, that Rugby BC is responsible for maintaining?

Yes No Don't know

If yes, how satisfied or dissatisfied are you that Rugby BC keeps these communal areas clean and well maintained?

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

Please continue this section over the page...

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that Rugby BC makes a positive contribution to your neighbourhood?

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

TP12: Satisfaction with the landlord's approach to handling anti-social behaviour

How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

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

Have you reported a case of anti-Social behaviour to Rugby BC in the last 12 months?

- Yes No

Thank you for completing the survey.

The results of the survey will then be reported back to the Regulator of Social Housing by March 2024 and the results will be published in Autumn 2024.

Mary Jane Gunn

Communities & Projects Manager

Rugby Borough Council



#RightForRugby