



Tenant Satisfaction Measures Survey 2024

Swindon Borough Council Housing Service have asked an independent research company, Service Insights Ltd (working with Housemark), to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services delivered by Swindon Borough Council Housing Services to you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Swindon Borough Council Housing Services, as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to Swindon Borough Council Housing Services unless you give permission to identify yourself at the end of the survey. Please don't identify yourself in any free text responses. Your feedback will be used for research purposes only in line with the Council's privacy notice which can be seen online or provided upon request.

Please complete the survey by **5.00pm Thursday 12th December 2024**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email info@serviceinsights.co.uk

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Swindon Borough Council Housing Services?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly tell us why you gave that score?

Has Swindon Borough Council Housing Services carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

How satisfied or dissatisfied are you with the overall repairs service from Swindon Borough Council Housing Services over the last 12 months?

		Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Very satisfied	Fairly satisfied			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

		Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Very satisfied	Fairly satisfied			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

How satisfied or dissatisfied are you that Swindon Borough Council Housing Services 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

☐ ☐ ☐ ☐ ☐ ☐

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

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

Have you made a complaint to Swindon Borough Council Housing Services in the last 12 months?

☐ Yes

☐ No

How satisfied or dissatisfied are you with Swindon Borough Council Housing Services approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you live in a building with communal areas, either inside or outside, that Swindon Borough Council Housing Services is responsible for maintaining?

Yes

☐

No

☐

Don't know

☐

How satisfied or dissatisfied are you that Swindon Borough Council Housing Services keeps these communal areas clean and well maintained?

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

☐☐☐☐☐

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

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

***Important: Permissions and Confidentiality**

Swindon Borough Council Housing Services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Swindon Borough Council Housing Services?

☐ Yes

☐ No

Are you happy for Swindon Borough Council Housing Services to contact you about anything you have raised in this survey?

☐ Yes

☐ No

Please press 'Submit' to send us your answers. Thank you.