



An Independent and Confidential Survey of Tenants of North West Leicestershire District Council

ID

From 1 April 2023 all Social Housing Providers will need to start collecting data for Tenant Satisfaction Measures (TSMs) on areas such as repairs, safety checks and complaints. The measures are intended to enable residents to scrutinise their landlord and hold them to account and provide a source of intelligence to the Regulator of Social Housing on whether landlords are meeting the regulatory standards. TSMs will be used alongside other tools to gain assurance from social housing providers.

In order to capture the views of our tenants NWLDC have engaged NWA Research to conduct a survey against the twelve questions that are required by the Regulator.

This survey will take about 5 minutes to complete.

Please take a moment to read these instructions before answering the questionnaire.

- The questionnaire should be completed by anyone aged 18 or over living at this address
- Please mark your answer with a tick (✓) in the box
- This survey can also be completed online by typing **LINK TO BE INSERTED** into your browser or scan the QR Code. To complete the survey on line you will need your unique ID number shown at the top of this page.

QR CODE

How we use your data

Your individual responses will be treated in the strictest confidence. They will not be passed on to NWLDC or to any other organisation and will only be used for this survey.

NWA abides by the Market Research Society Code of Conduct at all times. NWA Privacy Notice can be found at www.nwaresearch.co.uk/privacy. If you answer and return this questionnaire to us we will take this as your consent to process the data you have provided.

If you would like to discuss the survey please call NWA Director Norma Wilburn on 07811 101585 or freephone 0800 316 3630 or email norma.wilburn@nwaresearch.co.uk

Contact and Communications

TP06 How satisfied or dissatisfied are you that the housing service at NWLDC listens to your views and acts upon them?

(TICK ONE BOX ONLY)

| | | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|-------------------------------|
| 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"/> |

TP07 How satisfied or dissatisfied are you that NWLDC housing service keeps you informed about things that matter to you? **(TICK ONE BOX ONLY)**

| | | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|-------------------------------|
| 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"/> |

TP08 To what extent do you agree or disagree with the following: "NWLDC housing service treats me fairly and with respect"? **(TICK ONE BOX ONLY)**

| | | | | | |
|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|-------------------------------|
| 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"/> |

Complaints

Have you made complaint to housing service at NWLDC In the last 12 months? **(TICK ONE BOX ONLY)**

| | |
|--------------------------|--------------------------|
| Yes | No |
| <input type="checkbox"/> | <input type="checkbox"/> |

TP09 IF YES: How satisfied or dissatisfied are you with NWLDC approach to complaints handling? **(TICK ONE BOX ONLY)**

| | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|
| 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"/> |

Communal Areas

Do you live in a building with communal areas, either inside or outside, that NWLDC housing service is responsible for maintaining? **(TICK ONE BOX ONLY)**

| | |
|--------------------------|--------------------------|
| Yes | No |
| <input type="checkbox"/> | <input type="checkbox"/> |

TP10 IF YES: How satisfied or dissatisfied are you that NWLDC keeps these communal areas clean and well maintained? **(TICK ONE BOX ONLY)**

| | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|
| 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"/> |

Neighbourhood Management

TP11 How satisfied or dissatisfied are you that the housing service at NWLDC makes a positive contribution to your neighbourhood? (TICK ONE BOX ONLY)

| | | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|-------------------------------|
| 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 How satisfied or dissatisfied are you with the housing service at NWLDC's approach to handling anti-social behaviour? (TICK ONE BOX ONLY)

| | | | | | |
|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|-------------------------------|
| 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"/> |

Thank you very much for taking part in this survey.

**Please return the questionnaire in the reply paid envelope provided
or ring or text NWA Research on 07811 101585 quoting your ID number**

All surveys are carried out according to the MRS Code of Conduct

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