

Your feedback has a real impact – it helps us improve the homes and services we provide to you.

Your voice matters, and the results from this survey will guide further service improvements.

The Tenant Satisfaction Measures are a set of questions designed to assess how well Wokingham Borough Council is performing as your social housing provider. These measures, introduced by the Regulator of Social Housing, ensure we're delivering quality homes and services while raising standards across the sector.

The Regulator will also share best practices across the sector, allowing all social housing landlords to learn and improve.

Please note that any individual comments made in the following survey regarding a dissatisfaction in any service we have provided to you will be used to influence improvements to the service as a whole and will not be logged as an individual complaint.

Tenant Satisfaction Survey

Question 1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Housing Service?

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

Question 2 Has the Housing Service 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 the Housing Service over the last 12 months?

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

Question 3 Has the Housing Service 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
- ☐

Question 4 How satisfied or dissatisfied are you that the Housing Service provides a home that is well maintained?

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

Question 5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the 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

☐ **Question 6** How satisfied or dissatisfied are you that the 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

Question 7 How satisfied or dissatisfied are you that the 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
- ☐

Question 8 To what extent do you agree or disagree with the following "The Housing Service treats me fairly and with respect"?

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

Question 9 Have you made a complaint to the Housing Service in the last 12 months?

☐ Yes

☐ No

If **Yes**, how satisfied or dissatisfied are you with the Housing Service's approach to complaints handling?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

☐

Question 10 Do you live in a building with communal areas, either inside or outside, that the Housing Service is responsible for maintaining?

☐ Yes

☐ No

☐ Don't know

If **Yes**, how satisfied or dissatisfied are you that the Housing Service keeps these communal areas clean and well maintained?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

☐

Question 11 How satisfied or dissatisfied are you that the 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

Question 12 How satisfied or dissatisfied are you with the 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
- ☐

Question 13 If you have had a repair completed in the last twelve months, how satisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The ease of reporting your repair?	☐	☐	☐	☐	☐
Being kept up to date with the progress of your repair?	☐	☐	☐	☐	☐
The speed of completion of the work?	☐	☐	☐	☐	☐
The tradesperson was polite, helpful and kept disruption to a minimum?	☐	☐	☐	☐	☐

Question 14 Do you have any suggestions for improving our repairs and maintenance service?

15 If you have reported anti-social behaviour in the last twelve

Question

months, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The ease of reporting your anti-social behaviour concern?	☐	☐	☐	☐	☐
The advice and staff?	☐	☐	☐	☐	☐
Being kept up to date with the progress of your case?	☐	☐	☐	☐	☐
The speed with which your case was dealt with?	☐	☐	☐	☐	☐
support provided by	☐	☐	☐	☐	☐

Question 16 Do you have any additional thoughts on how the service can improve our handling of anti-social behaviour?

Question

17 If you have reported a complaint in the last twelve months, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The ease of reporting your complaint?	☐	☐	☐	☐	☐
The advice and support provided by the staff?	☐	☐	☐	☐	☐
Being kept up to date with the progress of your complaint?	☐	☐	☐	☐	☐
The speed with which your complaint was dealt with?	☐	☐	☐	☐	☐

18 Thinking about your experience of contacting the Housing Service, to what extent are you satisfied with the following:

Question

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
It was easy to get in contact with the right person?	☐	☐	☐
I found the member of staff I spoke with helpful?	☐	☐	☐
My query was resolved to my satisfaction?	☐	☐	☐

Question 19 Which of the following is your preferred method of contact when contacting the Housing Service? Please only select **ONE** method of contact.

- ☐ Email
- ☐ Telephone
- ☐ Text/SMS
- ☐ In writing
- ☐ Social Media
- ☐

20 Would you be interested in becoming a Tenant Volunteer and helping improve our services to tenants?

- ☐ Yes
- ☐ No

If **Yes**, please provide your contact details at the end of this form so we can get in touch and provide more information.

Question

Question 21 Would you be interested in taking part in Focus Groups and general Satisfaction Surveys to help improve our services to you? (Further information can be provided).

- ☐ Focus Groups
- ☐ Satisfaction Surveys
- ☐ Both
- ☐ Neither

If you have selected Focus Groups, Satisfaction Surveys or both, please provide your contact details at the end of this form so we can get in touch and provide more information.

Question 22 Would you be interested in signing up for our digital edition of Housing Matters? To be released every ten weeks the new digital edition of Housing Matters will be sent straight to your email inbox and provide useful, up to date and important information from the Housing Service.

- ☐ Yes
- ☐ No

Question 23 Do you have any additional thoughts, concerns, or suggestions you'd like to share with the Housing Service?

Question 24 These questions are optional; however we will need your name and contact details if you would like to be entered into the prize draw for one of three £50 vouchers.

Tenant/ Joint Tenant Name:

—

Street Address:

—

—

—

Postcode:

Email Address:

Question 24 To which of these groups do you consider you belong?

- ☐ White British
- ☐ White Irish
- ☐ Any other White background
- ☐ Mixed
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Asian or British Asian
- ☐ Any other mixed background
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian Background
- ☐ Black or Black British
- ☐ Caribbean
- ☐ African
- ☐ Any other Black background
- ☐ Gypsy, Roma or Traveller
- ☐ Other
- ☐ Prefer not to say
- ☐
- ☐

☐ **Question 25** To which of these groups does your partner or spouse consider themselves belonging to? If you do not live with your partner or spouse please select continue.

- ☐ White British
- ☐ White Irish
- ☐ Any other White background
- ☐ Mixed
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Asian or British Asian
- ☐ Any other mixed background
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian Background
- ☐ Black or Black British
- ☐ Caribbean
- ☐ African
- ☐ Any other Black background
- ☐ Gypsy, Roma or Traveller
- ☐ Other
- ☐ Prefer not to say

☐ **Question 26** Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If **Yes**, Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?

- ☐ Learning disability
- ☐ Mental illness
- ☐ Autism Spectrum Disorder
- ☐ Permanently impaired mobility or frailness
- ☐ Chronic, debilitating health conditions
- ☐ Low level of literacy
- ☐ Low or no English language skills
- ☐ Age related conditions that impact on independent living
- ☐ None of the above
- ☐
- ☐

Thank you for taking the time to complete this survey. We really appreciate it.