TENANT SATISFACTION SURVEY

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

Please continue this section over the page...

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

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

RESPECTFUL AND HELPFUL ENGAGEMENT

TP06: Satisfaction that the landlord listens to the 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

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

WHAT IS YOUR PREFFERED 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

TP010: 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

TP011: 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

Please continue this section over the page...

TP012: Satisfaction that the landlord keeps communal areas clean and well maintained

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

Thank you for completing the survey. The results of the survey will be reported back to the Regulator of Social Housing in June 2025 and will be reported back to you in our Tenants Newsletter, Summer 2025 edition.

Mary Jane Gunn
Communities and Projects Manager
Rugby Borough Council