



## 2024-25 Tenant Satisfaction Survey

### Your chance to have your say!

Your views are important to Broxtowe Borough Council and this survey will help them to understand what you think about your home and the services Broxtowe Borough Council provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Broxtowe Borough Council and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

What you tell us will be strictly confidential. We will report your responses to Broxtowe Borough Council without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: [www.starsurveys.co.uk/broxtowe](http://www.starsurveys.co.uk/broxtowe) and input your unique code which is «Resp\_Code». If you have any difficulties in completing the survey, please call us on 01273 287114 or email [acuity@arap.co.uk](mailto:acuity@arap.co.uk)

## Thank You!

Everyone who completes the survey will be entered into a prize draw. Three winners will be selected at random, who will receive a first prize of £50 or two runners-up prizes of £25 shopping vouchers.



### Overall Services

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broxtowe Borough Council's Housing Services?

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

- 3** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Broxtowe Borough Council provides a home that is safe?

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

### Your Home

- 2** How satisfied or dissatisfied are you that Broxtowe Borough Council provides a home that is well maintained?

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

### Communal Areas

- 4** Do you live in a building with communal areas, either inside or outside, that Broxtowe Borough Council is responsible for maintaining?

- ☐ Yes (Go to **5**)
- ☐ No (Go to **6**)
- ☐ Don't know (Go to **6**)

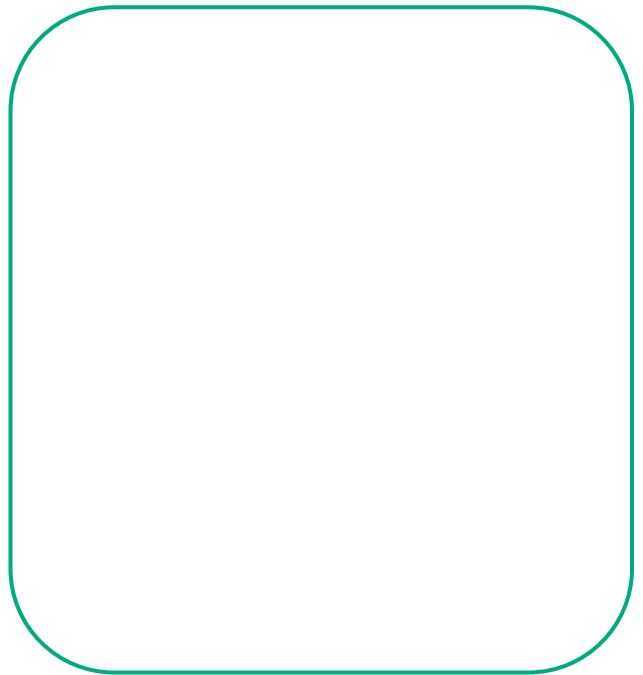
**5** How satisfied or dissatisfied are you that Broxtowe Borough Council keeps these communal areas clean and well maintained?

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

**6** If you are not satisfied with your home and/or communal areas, please provide more information and what Broxtowe Borough Council could improve.



**10** If you are not satisfied with the repairs and maintenance service, please provide more information and what Broxtowe Borough Council could improve.



## Customer Service, Communications and Information

## Repairs and Maintenance

**7** Has Broxtowe Borough Council carried out a repair to your home in the last 12 months?

- ☐ Yes (Go to **8**)
- ☐ No (Go to **11**)

**8** How satisfied or dissatisfied are you with the overall repairs service from Broxtowe Borough Council over the last 12 months?

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

**9** 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

**11** How satisfied or dissatisfied are you that Broxtowe Borough Council's 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

**12** How satisfied or dissatisfied are you that Broxtowe Borough Council's Housing Services 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

- 13** To what extent do you agree or disagree with the following 'Broxtowe Borough Council's Housing Services treats me fairly and with respect'?

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

- 14** How satisfied or dissatisfied are you that Broxtowe Borough Council's Housing Services is easy to deal with?

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

- 15** If you are not satisfied with customer service and communications please provide more information, and what Broxtowe Borough Council could improve.

## Your Neighbourhood

- 16** How satisfied or dissatisfied are you that Broxtowe Borough Council makes a positive contribution to your neighbourhood?

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

- 17** How satisfied or dissatisfied are you with Broxtowe Borough Council's approach to handling anti-social behaviour?

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

## Making a Complaint

- 18** Have you made a complaint to Broxtowe Borough Council's Housing Services in the last 12 months?

- ☐ Yes (Go to **19**)  
☐ No (Go to **20**)

- 19** How satisfied or dissatisfied are you with Broxtowe Borough Council's Housing Services approach to complaints handling?

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

## Your Well-being

- 20** How concerned are you about the cost-of-living crisis for you personally?

- ☐ Not concerned at all  
☐ Slightly concerned  
☐ Very concerned  
☐ Prefer not to say

## Permissions and Confidentiality

- 21** If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part?

- ☐ Telephone call  
☐ Postal questionnaire  
☐ Email with link to online survey  
☐ Text with link to online survey  
☐ Not sure

**22** Broxtowe Borough Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Broxtowe Borough Council?

- ☐ Yes (Go to **23**)  
☐ No (End)

**23** Are you happy for Broxtowe Borough Council to contact you regarding any information you have provided in this survey?

- ☐ Yes  
☐ No



**Thank You!**

Thank you for taking the time to complete this survey. Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp).  
Broxtowe Borough Council will inform you about the results.