

# Tenant Satisfaction Survey 2024

## About us

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Holland District Council housing services?

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"/>
			↓	↓

Why are you dissatisfied?

## Repairs

- 2** Has South Holland District Council housing services carried out a repair to your home in the last 12 months?

☐ Yes go to Q3 ↓ ☐ No go to Q5 →

- 3** How satisfied or dissatisfied are you with the overall repairs service from South Holland District Council housing services over the last 12 months?

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"/>
			↓	↓

Why are you dissatisfied?

 return by **13 December 2024**

**4** 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ↓	<input type="checkbox"/> ↓

Why are you dissatisfied?

## Your home

**5** How satisfied or dissatisfied are you that South Holland District Council housing services provides a home that is well maintained?

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"/> ↓

Why are you dissatisfied?

**6** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Holland District Council housing services provides a home that is safe?

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="radio"/>

Why are you dissatisfied?

## Communication

**7** How satisfied or dissatisfied are you that South Holland District 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ↓	<input type="checkbox"/> ↓	<input type="radio"/>

Why are you dissatisfied?

8 How satisfied or dissatisfied are you that South Holland District Council 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

☐

Why are you dissatisfied?

9 To what extent do you agree or disagree with the following "South Holland District Council housing services treats me fairly and with respect"?

Strongly  
agree

☐

Agree

☐

Neither agree  
nor disagree

☐

Disagree

☐

Strongly  
disagree

☐

Not applicable/  
don't know

☐

Why do you disagree?

## Complaints

10 Have you made a complaint to South Holland District Council housing services in the last 12 months?

☐

Yes go to Q11

☐

No go to Q12



11 How satisfied or dissatisfied are you with South Holland District Council housing services' approach to complaints handling?

Very  
satisfied

☐

Fairly  
satisfied

☐

Neither satisfied  
nor dissatisfied

☐

Fairly  
dissatisfied

☐

Very  
dissatisfied

☐

Why are you dissatisfied?

## Communal areas

12 Do you live in a building with communal areas, either inside or outside, that South Holland District Council housing services is responsible for maintaining?

☐

Yes go to Q13

☐

No go to Q14

☐

Don't know go to Q14



**13** How satisfied or dissatisfied are you that South Holland District Council housing services keeps these communal areas clean and well maintained?

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"/>
			↓	↓

Why are you dissatisfied?

## Neighbourhoods

**14** How satisfied or dissatisfied are you that South Holland District Council housing services makes a positive contribution to your neighbourhood?

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="radio"/>
			↓	↓	

Why are you dissatisfied?

**15** How satisfied or dissatisfied are you with South Holland District Council housing services' approach to handling anti-social behaviour?

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="radio"/>
			↓	↓	

Why are you dissatisfied?

## Thank you!



This survey is to ask for general feedback from our tenants. To make a complaint about an issue with our service go to [sholland.gov.uk/myhome](https://sholland.gov.uk/myhome) or phone us on 01775 761161.



Please now return in the enclosed freepost envelope.