



## Tenant Satisfaction Measures Survey, Qtr 3 2024 / 2025

Stevenage Borough Council Housing Service have asked an independent research company, Service Insights Ltd (working with Housemark), to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services delivered by Stevenage Borough Council Housing Services to you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Stevenage Borough Council Housing Services, as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to Stevenage Borough Council Housing Services unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with the Council's privacy notice which can be seen online (<https://www.stevenage.gov.uk/about-the-council/access-to-information/privacy-notices>) or provided upon request.

Please complete the survey by **9.00am Thursday 14th November 2024**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email [info@serviceinsights.co.uk](mailto:info@serviceinsights.co.uk)

## Q1

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Q1a

## Q2

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Q2a



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Q2b



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### Q3



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## Q4

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Q5    How satisfied or dissatisfied are you that Stevenage Borough 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

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Q6    How satisfied or dissatisfied are you that Stevenage Borough 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

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Q7    To what extent do you agree or disagree with the following: "Stevenage Borough Council Housing Services treats me fairly and with respect"?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable / don't know

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Q8    Have you made a complaint to Stevenage Borough Council Housing Services in the last 12 months?

☐ Yes

☐ No

Q8a    How satisfied or dissatisfied are you with Stevenage Borough Council Housing Services approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

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Q9    Do you live in a building with communal areas, either inside or outside, that Stevenage Borough Council Housing Services is responsible for maintaining?

Yes

No

Don't know

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Q9a    How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

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Q10 How satisfied or dissatisfied are you that Stevenage Borough 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 How satisfied or dissatisfied are you with Stevenage Borough 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 Do you have access to the internet?

- ☐ Yes
- ☐ No
- ☐ Don't know / unsure

Q13 How easy is it for you to access to the internet?

- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult

Q14 Have you experienced any anti-social behaviour in the last 12 months?

- ☐ Yes
- ☐ No
- ☐ Unsure

Q14a What are the main issues regarding anti-social behaviour in your area?

Q14b How long did this / has this lasted for [...and is it still ongoing]?

Q15 Stevenage Borough Council Housing Services are planning to introduce a newsletter called "Housing Matters" in coming months on a quarterly frequency. They are interested in knowing tenant opinions about receiving a printed copy in the post or a digital / electronic version which will be sent out via email and available online. Of these options, which would you prefer?

- ☐ Hard copy delivered to my home
- ☐ Sent via email and available online

Q15a Stevenage Borough Council are committed to keeping tenants informed about the things that matter the most. They are interested to know tenants opinions on what should be included in a quarterly newsletter. What would you like to be kept updated on / know more about?

### **\*Important: Permissions and Confidentiality**

Q16 Stevenage Borough Council Housing Services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Stevenage Borough Council Housing Services?

- ☐ Yes
- ☐ No

Q16a Are you happy for Stevenage Borough Council Housing Services to contact you about anything you have raised in this survey?

- ☐ Yes
- ☐ No

***Please press 'Submit' to send us your answers. Thank you.***