



Tenant Satisfaction Measures Survey 2025/26

Hello, can I please speak to xxx?

My name is xxx calling from Service Insights Ltd (working with Housemark) on behalf of Stevenage Borough Council Housing Services.

I'm calling today as I would like to ask you a few quick questions about the services you receive from Stevenage Borough Council Housing Services.

Anything you tell me will be used to help improve the services they provide to you and to calculate the annual Tenant Satisfaction Measures to be published by Stevenage Borough Council Housing Services as required by the Regulator of Social Housing. Your answers can also remain completely anonymous to Stevenage Borough Council Housing Services.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out to the Market Research Society's Code of Conduct and we record calls for training purposes, is that alright with you?

Finally, before we proceed, if you have a specific concern about the Council's housing services, please note this survey does not serve as a formal complaint. To make a complaint about the Council's housing services, please telephone 01438 242242, make a complaint using your My Stevenage online account, or use the online form accessed at <https://www.stevenage.gov.uk/have-your-say/compliments-and-complaints>

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stevenage Borough Council Housing Services?

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

Q1a Please briefly tell us why you gave that score?

Q2 Has Stevenage Borough Council Housing Services carried out a repair to your home in the last 12 months?

- Yes
 No

Q2a How satisfied or dissatisfied are you with the overall repairs service from Stevenage Borough Council Housing Services over the last 12 months?

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

Q2b 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
-

Q3 How satisfied or dissatisfied are you that Stevenage Borough Council Housing Services provides a home that is well maintained?

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

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stevenage Borough 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
-

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
-

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
-

Additional Questions

Q12 If you could improve just ONE thing with the services and homes provided by Stevenage Borough Council Housing Services, what would it be?

***Important: Permissions and Confidentiality**

Q13 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

Q14 Are you happy for Stevenage Borough Council Housing Services to contact you about anything you have raised in this survey?

- Yes
 No

Thank you for completing the questionnaire.