ID XXXX

**An Independent and Confidential Survey of Tenants of**

**Reading Borough Council**

From 1 April 2023 all Social Housing Providers were required to start collecting data for Tenant Satisfaction Measures (TSMs) on areas such as repairs, safety checks and complaints. The measures are intended to enable residents to scrutinise their landlord and hold them to account. They also provide a source of intelligence to the Regulator of Social Housing on whether landlords are meeting the regulatory standards. TSMs will be used alongside other tools to gain assurance from social housing providers.

In order to capture the views of our tenants, Reading Borough Council Housing Services as your landlord, have engaged NWA Research to conduct a survey against the twelve questions that are required by the Regulator.

**This survey will take about 5 minutes to complete.**

**Please take a moment to read these instructions before answering the questionnaire.**

* The questionnaire should be completed by anyone aged 18 or over living at this address
* Please mark your answer with a tick (✓) in the box. This survey can also be completed online by typing the link below into your browser or scanning the QR Code. To complete the survey on line you will need your unique ID number shown at the top of this page.

<https://nwaresearch.welcomesyourfeedback.net/rbctenants24>

**How we use your data**

Your individual responses will be treated in the strictest confidence. They will not be passed on to Reading Borough Council Housing Services or to any other organisation and will only be used for this survey.

NWA abides by the Market Research Society Code of Conduct at all times. NWA Privacy Notice can be found at [www.nwaresearch.co.uk/privacy](http://www.nwaresearch.co.uk/privacy). If you answer and return this questionnaire to us we will take this as your consent to process the data you have provided.

**If you would like to discuss the survey please call NWA Director Norma Wilburn on 07811 101585 or or email** **norma.wilburn@nwaresearch.co.uk**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Overall Satisfaction** |   |   |   |   |   |   |   |   |   |   |   |   |  |  |  |  |

**TP01 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Reading Borough Council Housing Services? (TICK ONE BOX ONLY)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
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| **Satisfaction with Repairs** |   |   |   |   |   |   |   |   |   |   |   |   |  |  |

 **Has Reading Borough Council Housing Services carried out a repair to your home in the last 12 months? (TICK ONE BOX ONLY)**

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |
|  |  |  |  |
|  |  |  |  |

**TP02 IF YES: How satisfied or dissatisfied are you with the overall repairs service from Reading Borough Council Housing Services over the last 12 months? (TICK ONE BOX ONLY)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
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**TP03 IF YES How satisfied or dissatisfied are you with the time taken to complete your most recent**  **repair after you reported it? (TICK ONE BOX ONLY)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Satisfaction that the home is well maintained** |   |   |   |   |   |   |   |   |   |   |   |   |  |

**TP04 How satisfied or dissatisfied are you that Reading Borough Council Housing Services provides a home that is well maintained?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Satisfaction that the home is safe** |   |   |   |   |   |   |   |   |   |   |   |   |  |

**TP05 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied**  **are you that Reading 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 |  |
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| **Contact and Communications** |  |  |  |  |  |  |  |  |

**TP06 How satisfied or dissatisfied are you that Reading Borough Council Housing Services listens to your views and acts upon them?**  **(TICK ONE BOX ONLY)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Not applicable/ don’t know |
|  |  |  |  |  |  |
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| **TP07 How satisfied or dissatisfied are you that Reading 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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| **TP08 To what extent do you agree or disagree with the following: “Reading 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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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Complaints**   |   |  |  |  |  |  |  |  |  |

 **Have you made complaint to Reading Borough Council Housing Services in the last 12 months? (TICK ONE BOX ONLY)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Yes |  | No |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**TP09 IF YES: How satisfied or dissatisfied are you with Reading Borough Council Housing Services’ approach to complaints handling?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |  |
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Communal Areas** |   |   |   |   |   |   |   |   |   |   |   |   |  |  |

 **Do you live in a building with communal areas, either inside or outside, that Reading Borough Council Housing Services is responsible for maintaining? (TICK ONE BOX ONLY)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Don’t know |  |

**TP10 IF YES: How satisfied or dissatisfied are you that Reading Borough Council Housing Services keeps these communal areas clean and well maintained? (TICK ONE BOX ONLY)**

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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Neighbourhood Management**  |   |  |  |  |  |  |  |  |

**TP11 How satisfied or dissatisfied are you that Reading 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 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**TP12 How satisfied or dissatisfied are you with Reading 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 |
|  |  |  |  |  |  |
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| --- | --- |
| **13a.** | **How satisfied or dissatisfied are you that Reading Borough Council Housing Services gives you the opportunity to make your views known?** (Please select one box) |
|  | Very satisfied |  | Fairly satisfied |  | Neither satisfied nor dissatisfied |  | Fairly dissatisfied |  | Very dissatisfied |  | Don't know |
|  |  |  |  |  |  |  |  |  |  |  |  |
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| --- | --- |
| **13b.** | **Would you like to find out more about opportunities for how you can give your views and get more involved in the decisions made regarding your home and services?** (Please select one box) |
|  | Yes GO TO Q13C |  | No GO TO Q14 |  | Not sure/ don't know GO TO Q14 |
|  |  |  |  |  |  |
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| --- | --- |
| **13c.** | **IF YES AT Q13C: Do you agree that we can pass your name and contact details to Reading Borough Council Housing Services for this purpose?** (189 respondents) Please note that this information will only be used by Housing Services for this purpose, and it will be kept separate from your survey responses |
|  | Yes |  | No |  |  |

|  |  |
| --- | --- |
| **14.** | **Are staff at Reading Borough Council Housing Services pleasant and polite?** (Please select one box) |
|  | Yes |  | No |  | Not sure/ don't know |
|  |  |  |  |  |  |
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| --- | --- |
| **15.** | **How likely would you be to recommend Reading Borough Council Housing Services to family or friends on a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'extremely likely'?** (Please select one box) |
|  |  | 0 (Not at all likely) |
|  |  | 1 |
|  |  | 2 |
|  |  | 3 |
|  |  | 4 |
|  |  | 5 |
|  |  | 6 |
|  |  | 7 |
|  |  | 8 |
|  |  | 9 |
|  |  | 10 (Extremely likely) |

|  |  |
| --- | --- |
| **16.** | **Do you think that the service provided by Reading Borough Council Housing Services has got better or worse in the past year?** (Please select one box) |
|  | Better |  | Stayed the same |  | Worse |  | Don't know/ not sure |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**ABOUT YOURSELF:**

**17 Are you……. ? Please tick** ✓ **one box only**

|  |  |  |  |
| --- | --- | --- | --- |
| Male |  | Prefer not to say |  |
| Female |  | Prefer to self-describe (Please write in box below) |  |

**18 Does your gender identity match the sex as registered at birth?**

Please tick ✓ one box only

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | Prefer not to say |  |
| No |  |  |  |

**19 What was your age on your last birthday? Please tick** ✓**one box**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 18-24 |  | 45 - 54 |  | 75-84 |  |
| 25-34 |  | 55 - 64 |  | 85 and over |  |
| 35-44 |  | 65 -74 |  | Prefer not to say |  |

**20 The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.** : **Do you have a disability as defined by the Equality Act?**

Please tick ✓one box

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

**21 What is your ethnic origin?** *Please tick ✓one box*

|  |  |  |  |
| --- | --- | --- | --- |
| White – British/ English/ Scottish/ Welsh/ Northern Irish |  | Other Asian background |  |
| White Irish |  | Chinese |  |
| Other White background |  | Arab |  |
| Gypsy or Traveller |  | Mixed – White and Black Caribbean |  |
| Black or Black British - Caribbean |  | Mixed – White and Black African |  |
| Black or Black British - African |  | Mixed – White and Asian |  |
| Other Black background |  | Other Mixed background |  |
| Asian or Asian British - Pakistani |  | Other ethnic background |  |
| Asian or Asian British - Bangladeshi |  | Not known |  |
| Asian or Asian British - Indian |  | Prefer not to say |  |

**Thank you very much for taking part in this survey.**

**All surveys are carried out according to the MRS Code of Conduct**

[**www.mrs.org.uk**](http://www.mrs.org.uk) **/** [**www.nwaresearch.co.uk**](http://www.nwaresearch.co.uk)