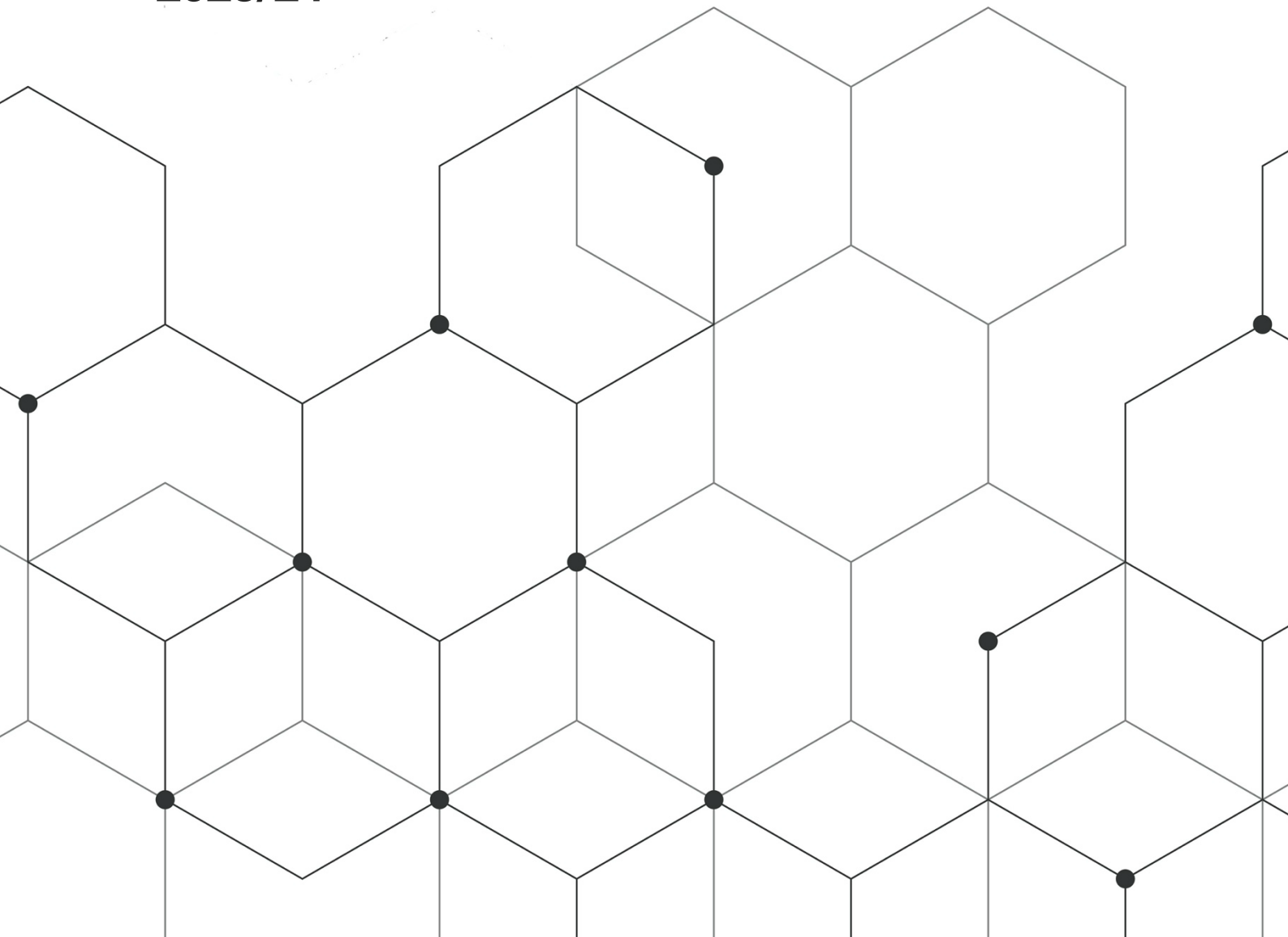


Service Insights Ltd

Charnwood Borough Council

**Tenant Satisfaction Measures Survey
2023/24**





Charnwood



Tenant Satisfaction Measures Survey 2023/24

Written for: Charnwood Borough Council
Written by: Dr Simon Williams, Managing Director, Service Insights Ltd
Date: November 2023

Service Insights Ltd
PO Box 346
Ilkley
West Yorkshire
LS29 7ST

Tel: 07740 854172
Email: info@serviceinsights.co.uk
Web: www.serviceinsights.co.uk



© Service Insights Ltd®
Company Number: 09963939

Table of Contents

1. Executive Summary	5
2. Summary of TSM Perception Survey Results	6
3. Overview of the Survey Approach and Representativeness	7
4. Results	8
4.1. Overall Satisfaction [TP01].....	8
4.1.1. Overall satisfaction by sub-group [TP01]	9
4.2. Satisfaction with repairs [TP02].....	12
4.2.1. Satisfaction with repairs by sub-group [TP02].....	13
4.3. Satisfaction with the time taken to complete the most recent repair [TP03]	14
4.3.1. Satisfaction with the time taken to complete the most recent repair by sub-group [TP03] ..	15
4.4. Satisfaction with the home being well maintained [TP04]	16
4.4.1. Satisfaction with the home being well maintained by sub-group [TP04]	17
4.5. Satisfaction with the safety of the home [TP05]	18
4.5.1. Satisfaction with the safety of the home by sub-group [TP05].....	19
4.6. Satisfaction with listening to tenant views and acting upon them [TP06]	20
4.6.1. Satisfaction with listening to tenant views and acting upon them by sub-group [TP06]..	21
4.7. Satisfaction with keeping residents informed about things that matter to them [TP07].....	22
4.7.1. Satisfaction with keeping residents informed about things that matter to them by sub-group [TP07]	23
4.8. Agreement that the landlord treats residents fairly and with respect [TP08]	24
4.8.1. Agreement that the landlord treats residents fairly and with respect by sub-group [TP08].....	25
4.9. Satisfaction with the landlord's approach to handling complaints [TP09]	26
4.9.1. Satisfaction with the landlord's approach to handling complaints by sub-group [TP09] 27	

4.10.	Satisfaction that the landlord keeps communal areas clean and well maintained [TP10]	28
4.10.1.	Satisfaction that the landlord keeps communal areas clean and well maintained by sub-group [TP10]	29
4.11.	Satisfaction that the landlord makes a positive contribution to neighbourhoods [TP11]	30
4.11.1.	Satisfaction that the landlord makes a positive contribution to neighbourhoods by sub-group [TP11]	31
4.12.	Satisfaction with the landlord’s approach to handling anti-social behaviour [TP12]	32
4.12.1.	Satisfaction with the landlord’s approach to handling anti-social behaviour by sub-group [TP12]	33
5.	Additional Analysis	34
5.1.	Benchmarking	34
5.2.	Key driver analysis	36
5.3.	Value for money	38
5.4.	Visiting the Charnwood Borough Council Landlord Services office	39
5.5.	Further comments and suggestions for improvement	41
6.	Conclusions	43
7.	Next Steps	44
	Appendix 1: Representativeness of responses	46
	Appendix 2: Questionnaire	48

1. Executive Summary

Charnwood Borough Council commissioned independent research company, Service Insights Ltd, to carry out their 2023/24 Tenant Satisfaction Measures (TSMs) survey following regulatory guidance and adhering with the Market Research Society Code of Conduct.

By undertaking a mixed methods research approach via telephone and online surveys to consult with their tenants, a total of 1,577 surveys were completed, from which the following headline results can be noted:

- **Overall satisfaction (TP01):** This measure is often used as the headline measure of service performance. The 2023/24 score for Charnwood Borough Council Landlord Service is **58.0%**.
- **Highest scoring TSMs:** The top scoring Tenant Satisfaction Measures were identified as follows:
 - i) **TP08 69.3%** - Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council Landlord Services treats me fairly and with respect".
 - ii) **TP05: 66.5%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Charnwood Borough Council Landlord Services provides a home that is safe.
 - iii) **TP02: 62.3%** - Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council Landlord Services over the last 12 months.
- **Lowest scoring TSMs / high dissatisfaction:** Complaints handling reflected low levels of satisfaction. Based on those who stated they had experienced this service in the last 12 months, this scored **23.3%** satisfaction and **63.9%** dissatisfaction.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in Charnwood Borough Council Landlord Services are **satisfaction that the landlord listens to tenant views and acts upon them (TP06)**; **satisfaction that the home is well maintained (TP04)**; and **satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)**.

Investing time, energy and resources in these areas (whilst not disregarding high levels of dissatisfaction, i.e. complaints) will help contribute to increasing satisfaction over time.

2. Summary of TSM Perception Survey Results

Figure 1: Summary of TSM satisfaction results (base count, n=1,577)

Measure	TSM scores
TP01: Proportion of respondents who report that they are satisfied with the overall service from Charnwood Borough Council Landlord Service	58.0% (1,577)
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council Landlord Service over the last 12 months	62.3% (946)
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	55.0% (931)
TP04: Proportion of respondents who report that they are satisfied that Charnwood Borough Council Landlord Service provides a home that is well maintained	58.8% (1,529)
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Charnwood Borough Council Landlord Service provides a home that is safe	66.5% (1,508)
TP06: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service listening to their views and acting upon them	49.2% (1,386)
TP07: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service keeping them informed about things that matter to them	58.2% (1,446)
TP08: Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council Landlord Service treats me fairly and with respect"	69.3% (1,471)
TP09: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service approach to complaints handling	23.3% (438)
TP10: Proportion of respondents who report that they are satisfied Charnwood Borough Council Landlord Service keeps communal areas clean and well maintained	49.9% (648)
TP11: Proportion of respondents who report that they are satisfied Charnwood Borough Council Landlord Service make a positive contribution to their neighbourhood	47.9% (1,325)
TP12: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service's approach to handling anti-social behaviour	42.1% (1001)

Note: Counts for individual questions are shown in brackets

3. Overview of the Survey Approach and Representativeness

An overview of the survey approach is presented in Figure 2 and the representiveness of the survey responses is presented in Appendix 1 at the end of this report.

Figure 2: Overview of the survey approach

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company, Service Insights Ltd (working in strategic partnership with Viewpoint Research CIC for telephone survey data collection).
Survey fieldwork dates	August to September 2023
Total surveyable population	5,021
Statistical confidence required and achieved	<u>Required:</u> $\pm 4\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 536 responses). <u>Achieved:</u> $\pm 2.04\%$ margin of error at 95% confidence level (1,577 surveys received).
Total sample size achieved (total number of responses)	1,577
Reasons for any failure to meet the required sample size	Not applicable – the required sample size was achieved.
Collection method	Telephone and online surveys (email and SMS deployed online surveys using Snap Surveys XMP software).
Sampling method	Randomised sampling design. Purposive sampling was used for sampling email respondents with the online survey.
Type and amount of any incentives offered	Entry into a free prize draw with a chance to win one of four £50.00 high street shopping vouchers.
Number of tenant households within the relevant population that have not been included in the sample	None.
Summary of representativeness of the sample against the relevant tenant population	The survey profile was considered to be representative (see Appendix 1).
Any weighting applied	Weighting was not required for this report.
Questions asked	12 regulatory TSM questions. 4x additional questions: 1x exploring satisfaction with value for money; 2x exploring the importance of visiting the landlord offices without appointment, and why [free text question]; and 1x free text question exploring any other comments or suggestions for improvement.
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None.

4. Results

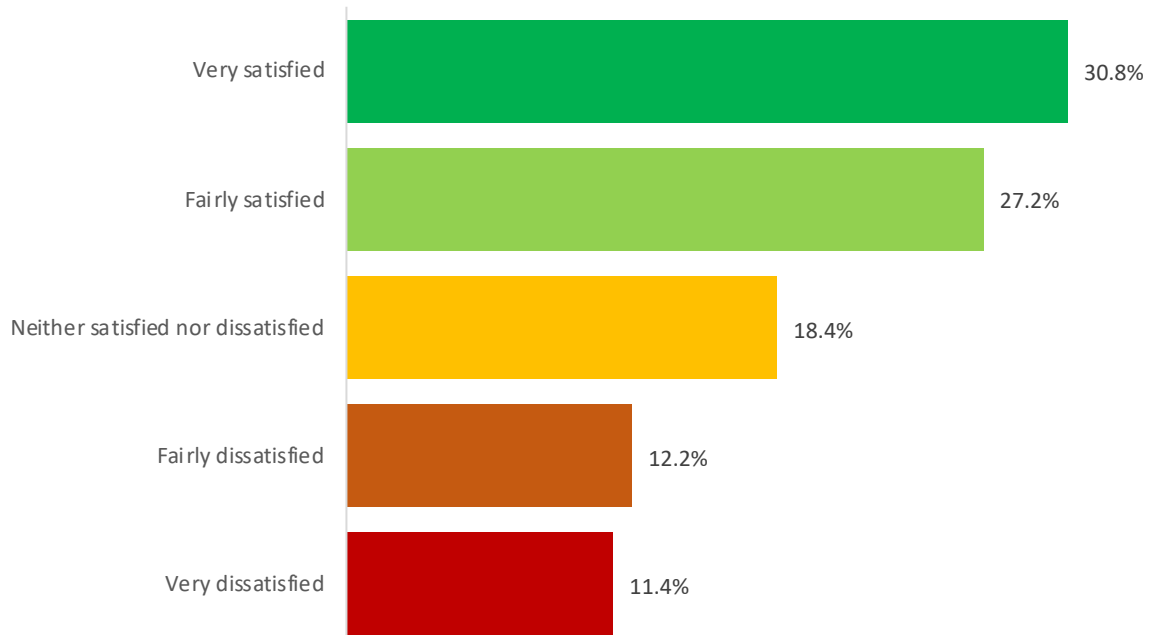
4.1. Overall Satisfaction [TP01]

Overall satisfaction is often seen as the key measure of service performance, as perceived by residents in receipt of services provided. Residents were asked, *“Taking everything into account, how satisfied or dissatisfied are you with the service provided by Charnwood Borough Council Landlord Services?”*.

Figure 3 illustrates that a total of 58.0% of residents were satisfied (915 respondents), compared to 23.6% who were dissatisfied (372 respondents), whilst a further 18.4% (stated they were neither satisfied nor dissatisfied (290 respondents).

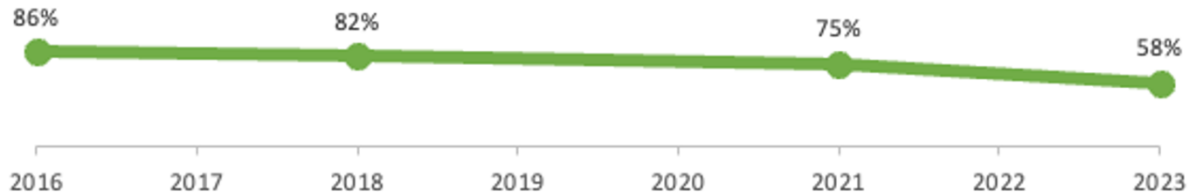
It is also worth noting that the overall satisfaction score via postal survey respondents was 66.0%, compared to 38.5% for online respondents.

Figure 3: Overall Satisfaction (n=1,577)



Overall satisfaction has continued to decline when comparing scores against previous surveys. When comparing scores for overall satisfaction in this survey against the STAR survey completed in 2021, overall satisfaction (% combined very and fairly satisfied) has dropped by 17%. The proportions of residents scoring ‘neither’ has increased by 7.4% and the proportions of residents scoring ‘fairly dissatisfied’ and ‘very dissatisfied’ has also increased by 10.6%.

Figure 4: % Overall satisfaction over time



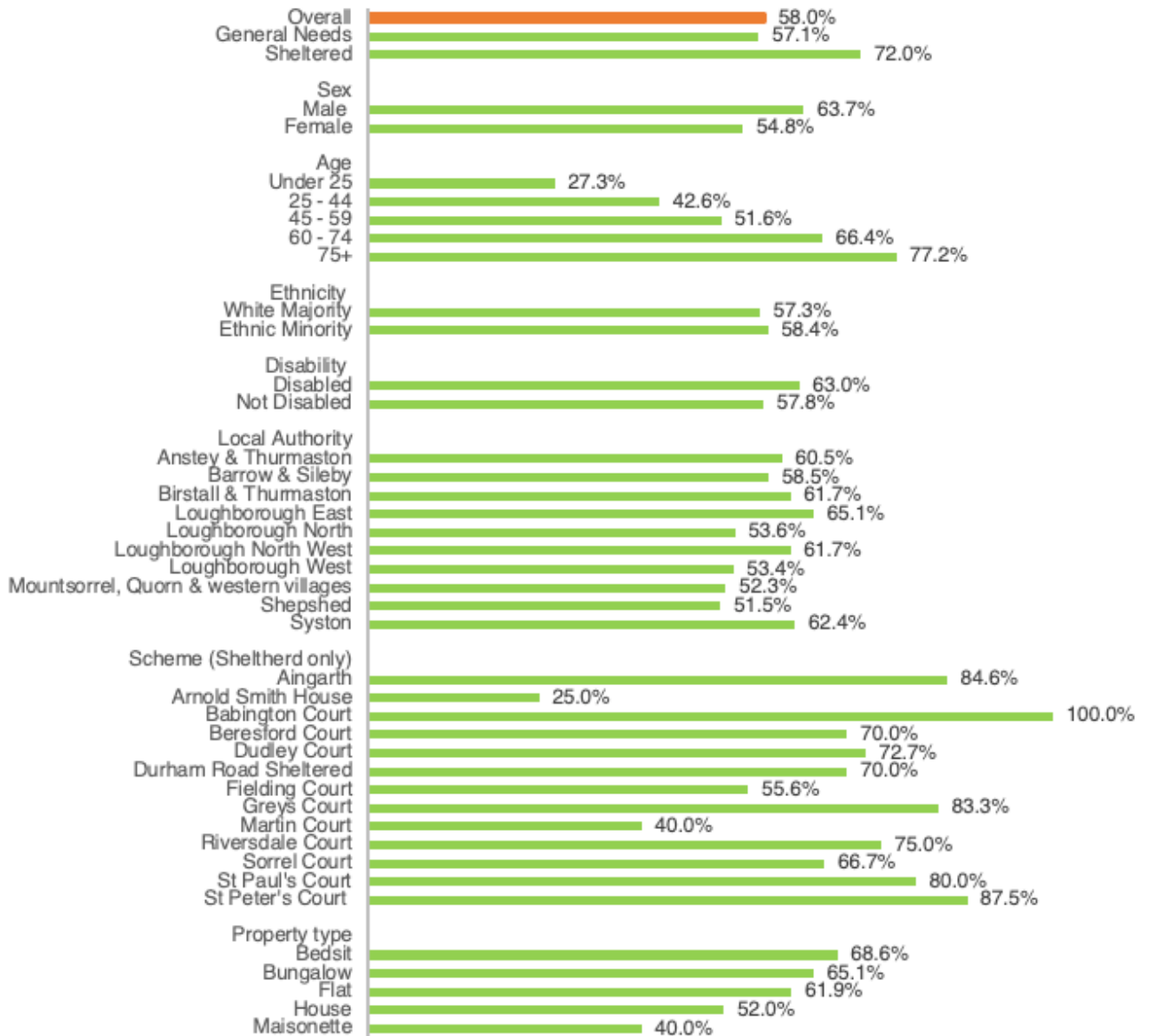
4.1.1. Overall satisfaction by sub-group [TP01]

Figure 5 (seen over the page) illustrates that sheltered tenants are significantly more satisfied (72% overall satisfaction) than general needs tenants (57% overall satisfaction).

Considering age, there is a clear trend in that overall satisfaction increases with age, with under 25's having the lowest satisfaction (27.3% overall satisfaction) and age 75+ having the highest satisfaction (77.2% overall satisfaction).

When considering area, satisfaction is highest in Loughborough East (65.1% overall satisfaction) and Syston (62.4% overall satisfaction). Satisfaction is lowest in Shepshed (51.5% overall satisfaction) and Mountsorrel, Quorn & western villages (52.3% overall satisfaction). Of all the areas, six of the areas score overall satisfaction higher than the overall average.

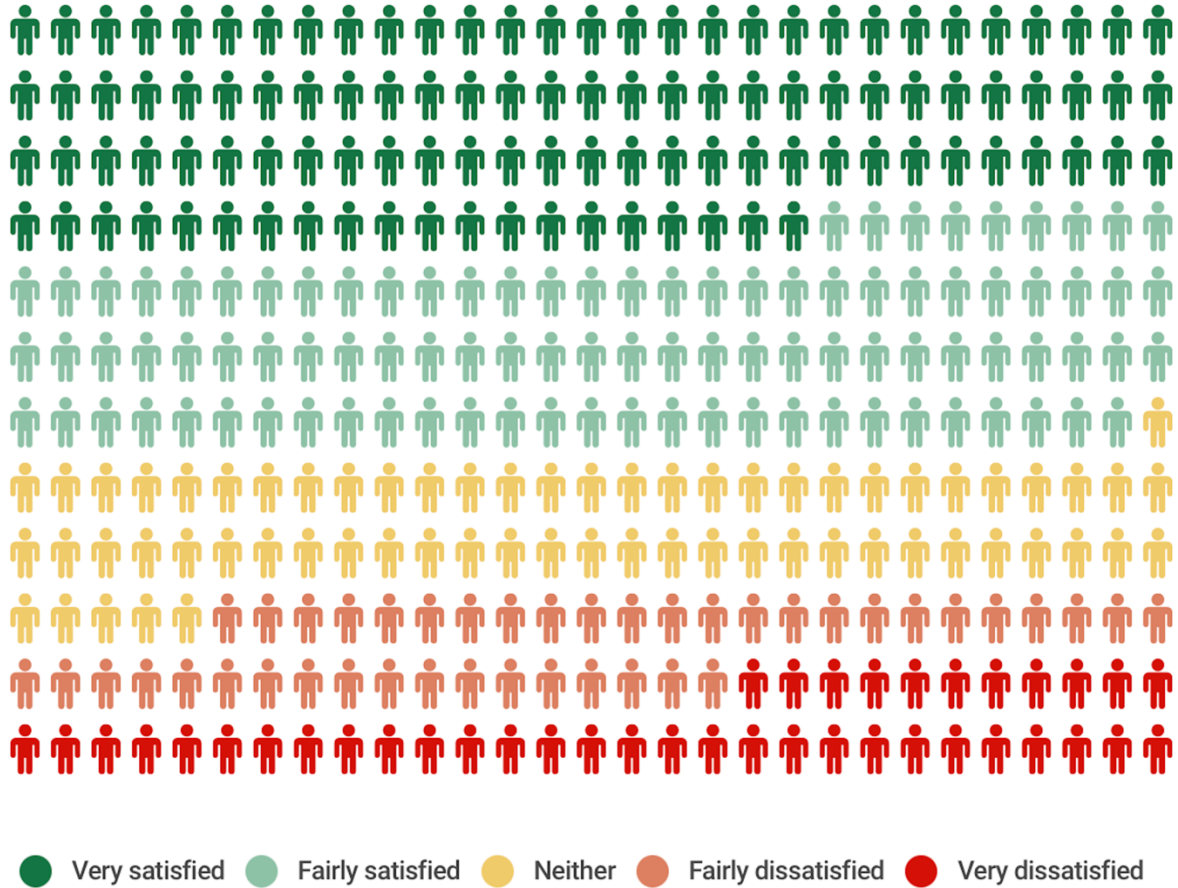
Figure 5: Overall satisfaction by sub-group(n=1,577)



Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

Finally for this section, another way of visualising the overall satisfaction score for all residents can be seen in Figure 6 below.

Figure 6: Infographic of Overall Satisfaction (n=1,577)

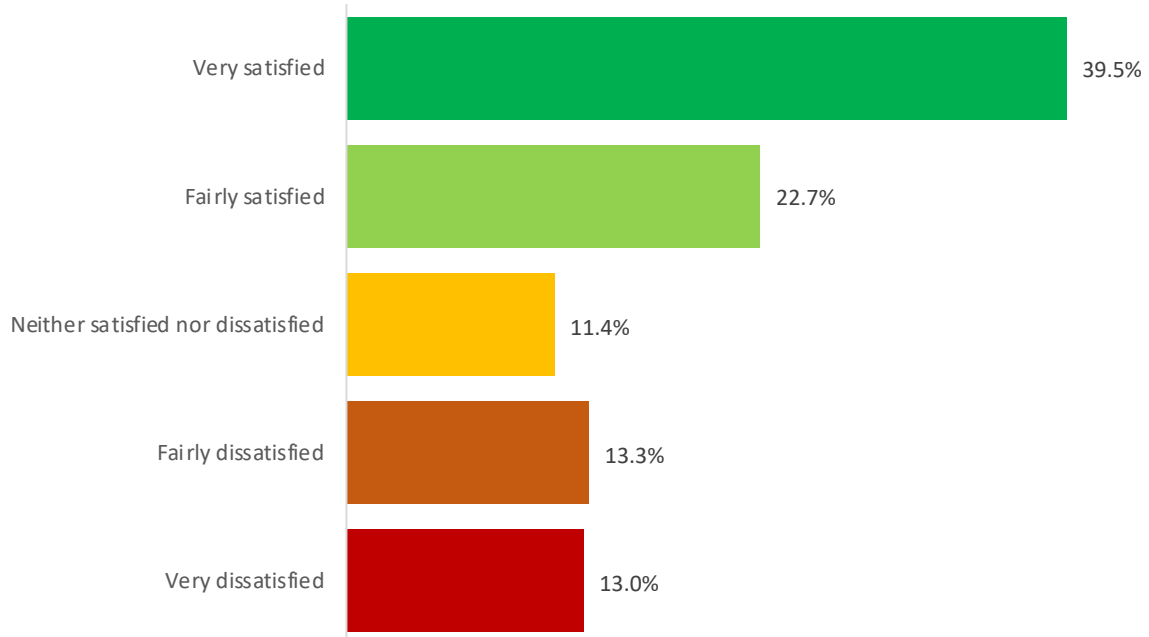


4.2. Satisfaction with repairs [TP02]

Residents were asked, “*Has Charnwood Borough Council Landlord Services carried out a repair to your home in the last 12 months?*”. A total of 61.3% (955 respondents) stated ‘Yes’ compared to 38.7% (604 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “*How satisfied or dissatisfied are you with the overall repairs service from Charnwood Borough Council Landlord Services over the last 12 months?*”. Figure 7 shows that **a total of 62.2% (589 respondents) were satisfied**, compared to a total of 26.3% (249 respondents) who were dissatisfied, and a further 11.4% (108 respondents) who were neither satisfied nor dissatisfied.

Figure 7: Satisfaction with the repairs service received in the last 12 months, illustrated by response category (n=946)



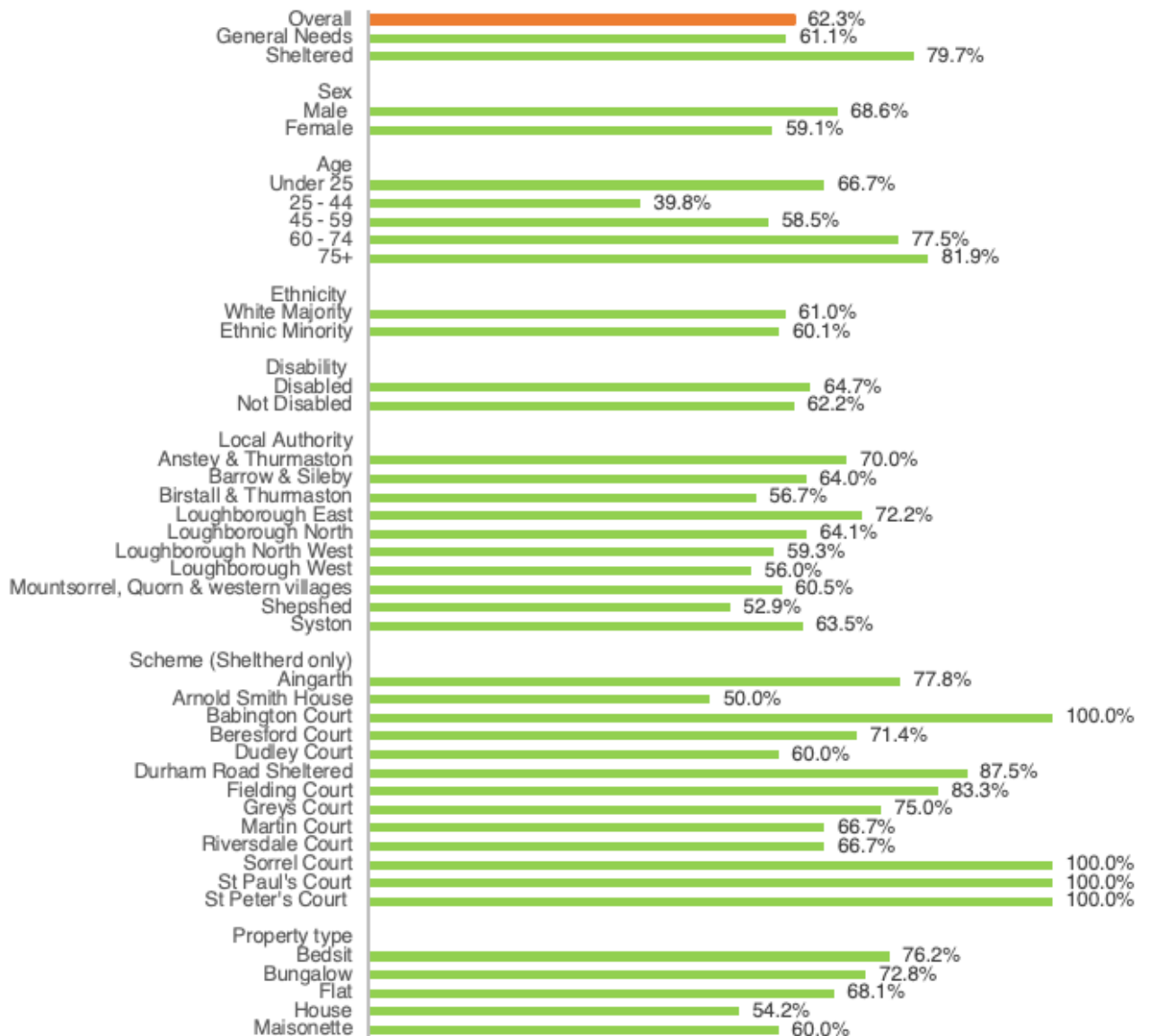
4.2.1. Satisfaction with repairs by sub-group [TP02]

Sheltered tenants are significantly more satisfied (79.7% satisfaction) than general needs tenants (61.1% satisfaction).

Considering age, unlike overall satisfaction where a clear trend exists, although age 75+ have the highest satisfaction with repairs (81.9%), age 25-44 have the lowest satisfaction (39.8%).

Those living in Loughborough East have the highest satisfaction (72.2%) whereas satisfaction is lowest in Shepshef (52.9%). Those living in bedsits have the highest satisfaction on property type (76.2%) with those living in a house having the lowest satisfaction (54.2%).

Figure 8: Satisfaction with repairs by sub-group (n=946)



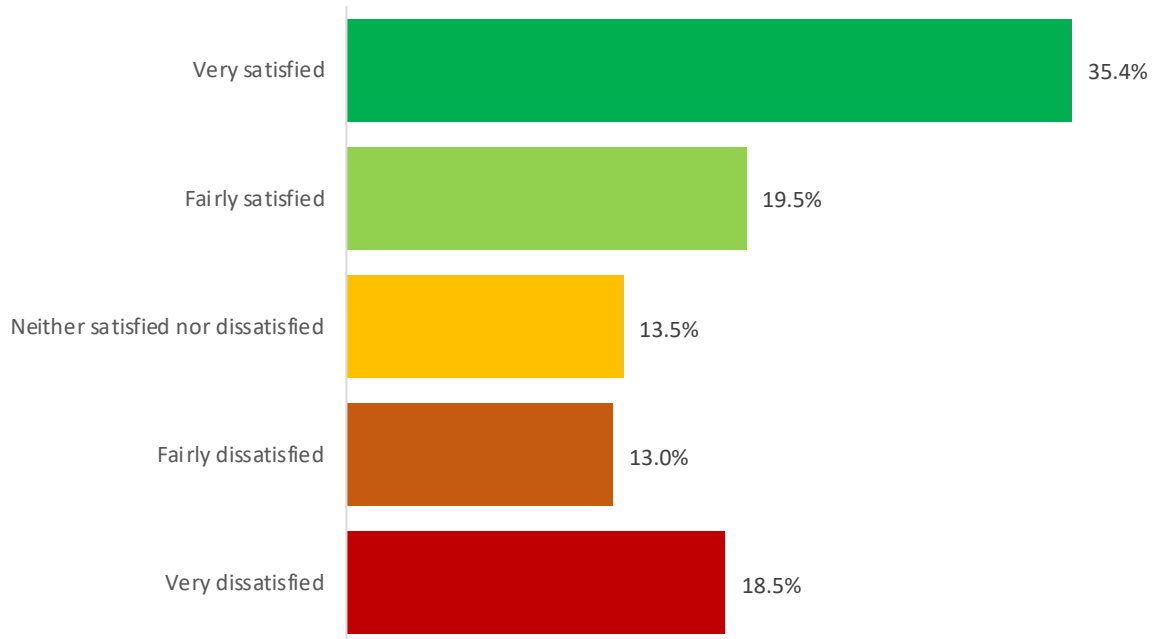
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.3. Satisfaction with the time taken to complete the most recent repair [TP03]

Of those residents who previously stated Charnwood Borough Council Landlord Services had carried out a repair to their home in the last 12 months, residents were then asked, “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”.

Figure 9 shows that **a total of 54.9% (512 respondents) were satisfied**, compared to a total of 31.5% (293 respondents) who were dissatisfied, and a further 13.5% (126 respondents) who were neither satisfied nor dissatisfied.

Figure 9: Satisfaction with the time taken to complete the most recent repair, illustrated by response category (n=931)



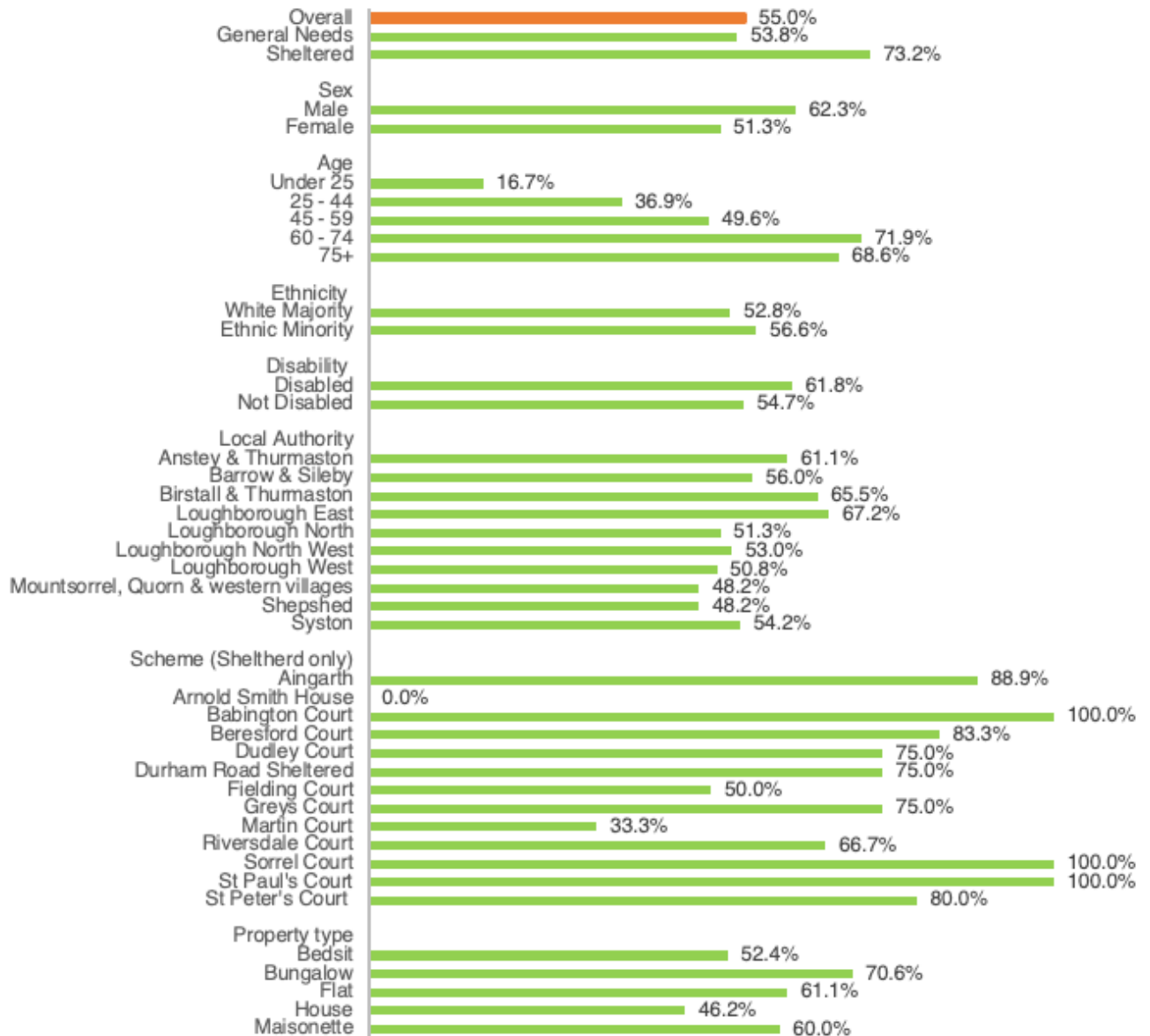
4.3.1. Satisfaction with the time taken to complete the most recent repair by sub-group [TP03]

Sheltered tenants are significantly more satisfied (79.7% satisfaction) than general needs tenants (61.1% satisfaction).

Considering age, older residents continue to have the highest satisfaction, with 60–74-year-olds having the highest satisfaction (71.9%) followed closely by 75+ year olds (68.6%). Under 25-year-olds have the lowest satisfaction (16.7%).

Those living in Loughborough East have the highest satisfaction (67.2%) whereas satisfaction is lowest in Shepshed (48.2%). Those living in bungalows have the highest satisfaction on property type (70.6%) with those living in a house having the lowest satisfaction (46.2%).

Figure 10: Satisfaction with time take to complete the most recent repair by sub-group (n=931)



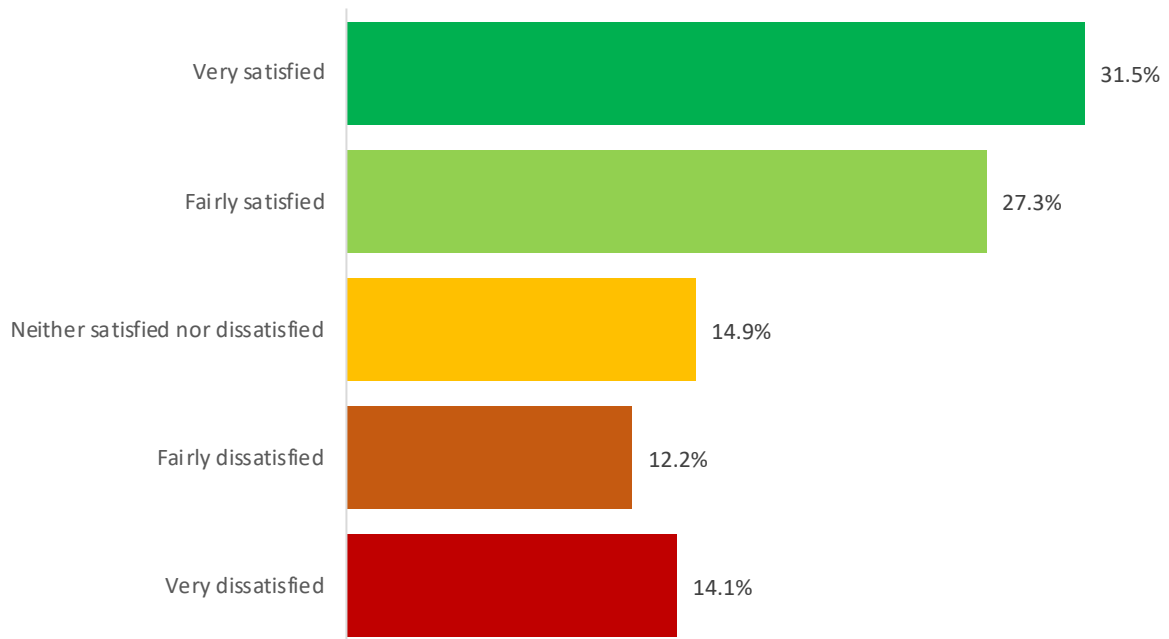
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.4. Satisfaction with the home being well maintained [TP04]

Residents were asked, “*How satisfied or dissatisfied are you that Charnwood Borough Council Landlord Services provides a home that is well maintained?*”.

Figure 11 shows that **a total of 58.8% (899 respondents) were satisfied**, compared to 26.3% (402 respondents) dissatisfied, and a further 14.9% (228 respondents) who were neither satisfied nor dissatisfied.

Figure 11: Satisfaction that the home is well maintained, illustrated by response category (n=1,529)



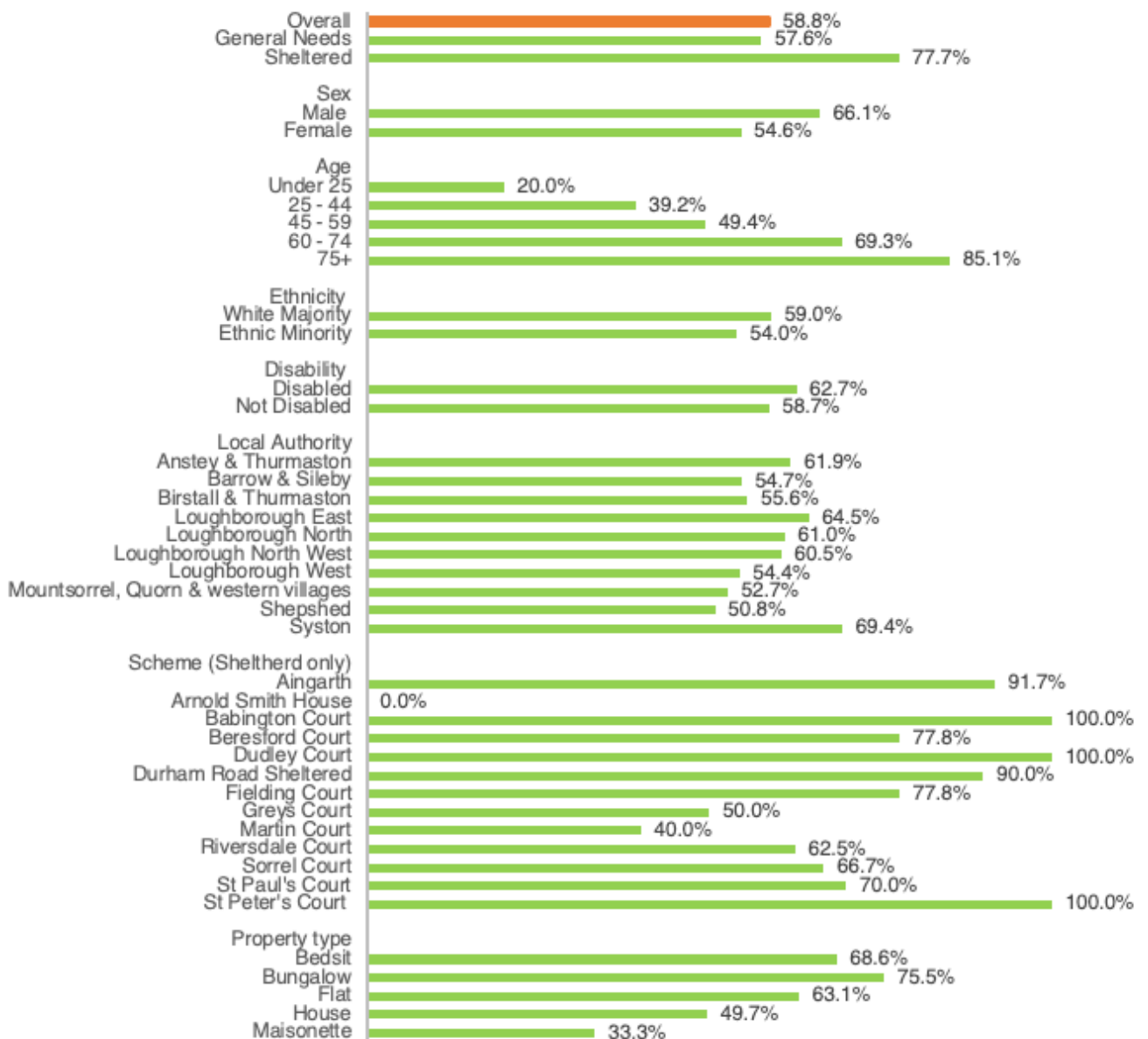
4.4.1. Satisfaction with the home being well maintained by sub-group [TP04]

Sheltered tenants are significantly more satisfied (77.7% satisfaction) than general needs tenants (57.6% satisfaction).

Considering age, there is a clear correlation between age and satisfaction with 75+ year olds having the highest satisfaction (81.5%) and under 25-year-olds having the lowest satisfaction (20.0%).

Those living in Loughborough East have the highest satisfaction (64.5%) whereas satisfaction is lowest in Shepshed (50.8%). Those living in bungalows have the highest satisfaction on property type (75.5%) with those living in a maisonette having the lowest satisfaction (33.3%).

Figure 12: Satisfaction with the home being well maintained by sub-group (n=1,529)



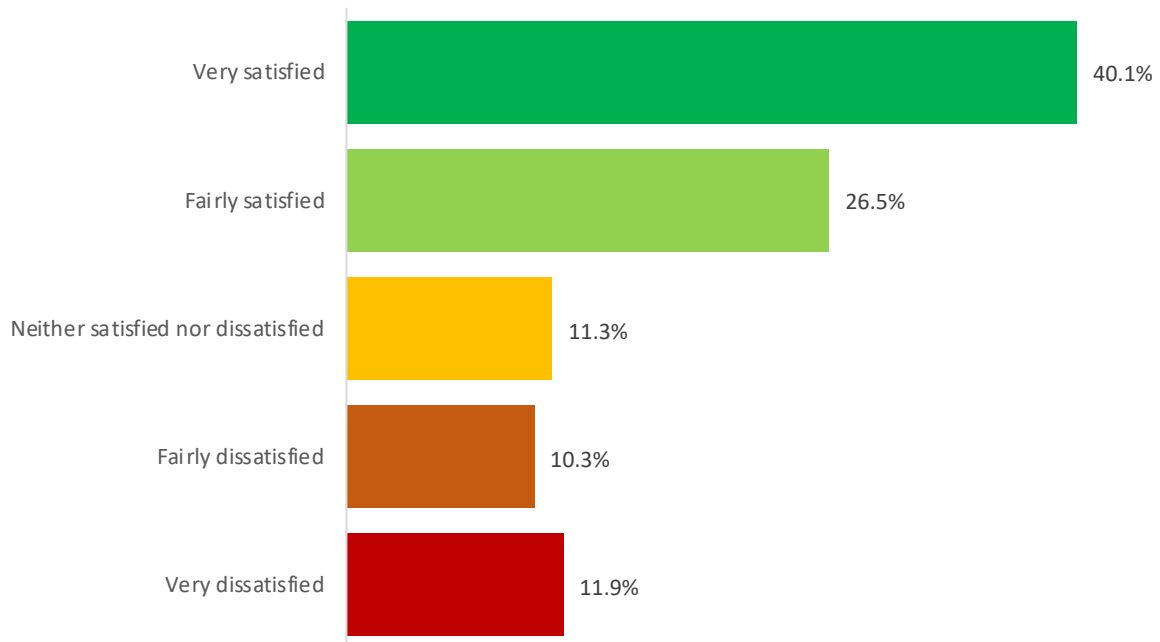
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.5. Satisfaction with the safety of the home [TP05]

Residents were asked, “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Charnwood Borough Council Landlord Services provides a home that is safe?”.

Figure 13 shows that **a total of 66.6% (1,003 respondents) were satisfied**, compared to a total of 22.2% (335 respondents) dissatisfied, and a further 11.3% (170 respondents) who were neither satisfied nor dissatisfied.

Figure 13: Satisfaction that the home is safe, illustrated by response category (n=1,508)



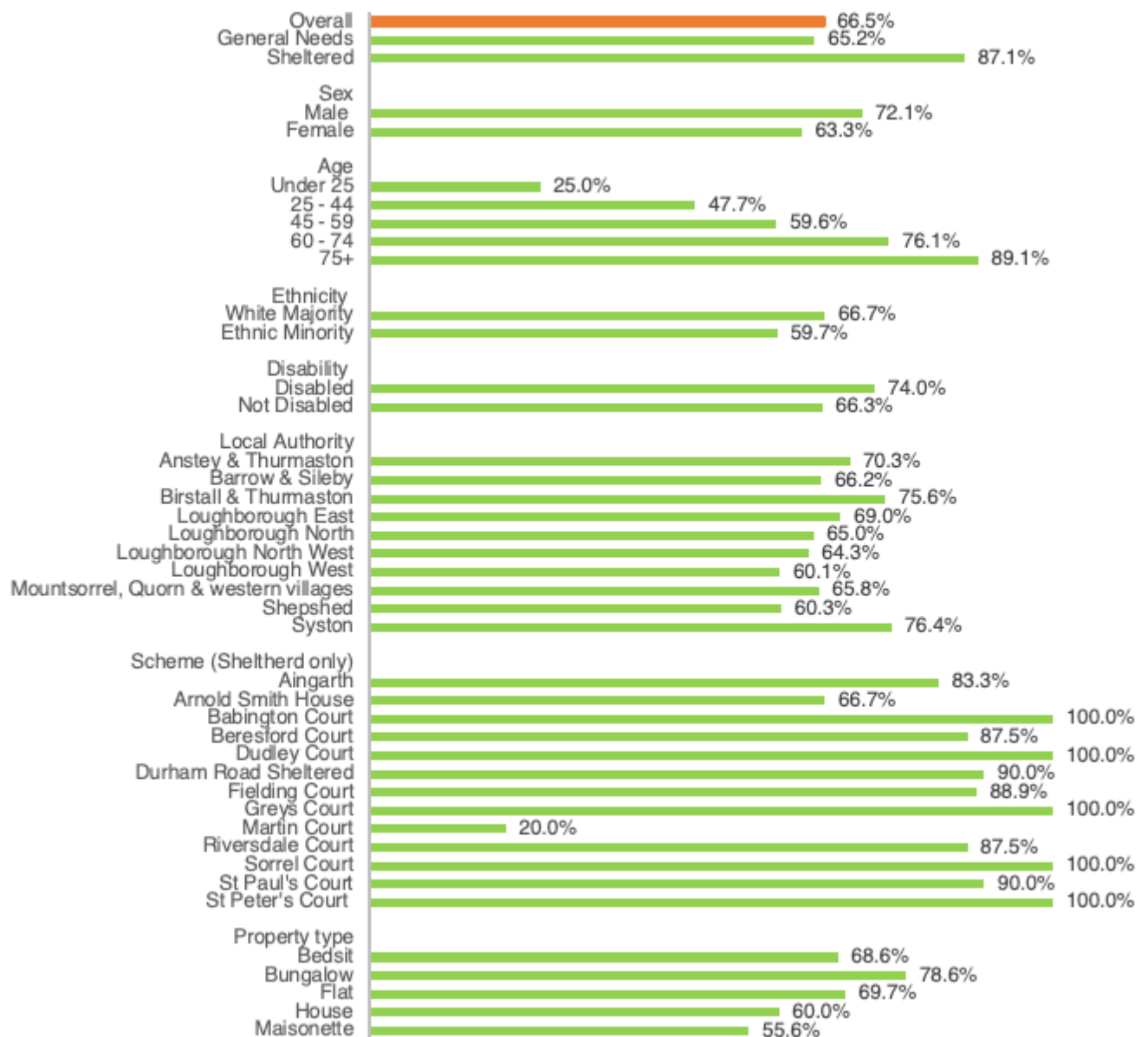
4.5.1. Satisfaction with the safety of the home by sub-group [TP05]

Sheltered tenants are significantly more satisfied (87.1% satisfaction) than general needs tenants (65.2% satisfaction).

Considering age, there is a clear correlation between age and satisfaction with 75+ year olds having the highest satisfaction (89.1%) and under 25-year-olds having the lowest satisfaction (25.0%).

Those living in Birstall and Thumaston have the highest satisfaction (75.6%) whereas satisfaction is lowest in Loughborough West (60.1%). Those living in bungalows have the highest satisfaction on property type (78.6%) with those living in a maisonette having the lowest satisfaction (55.6%).

Figure 14: Satisfaction with the safety of the home by sub-group (n=1,508)



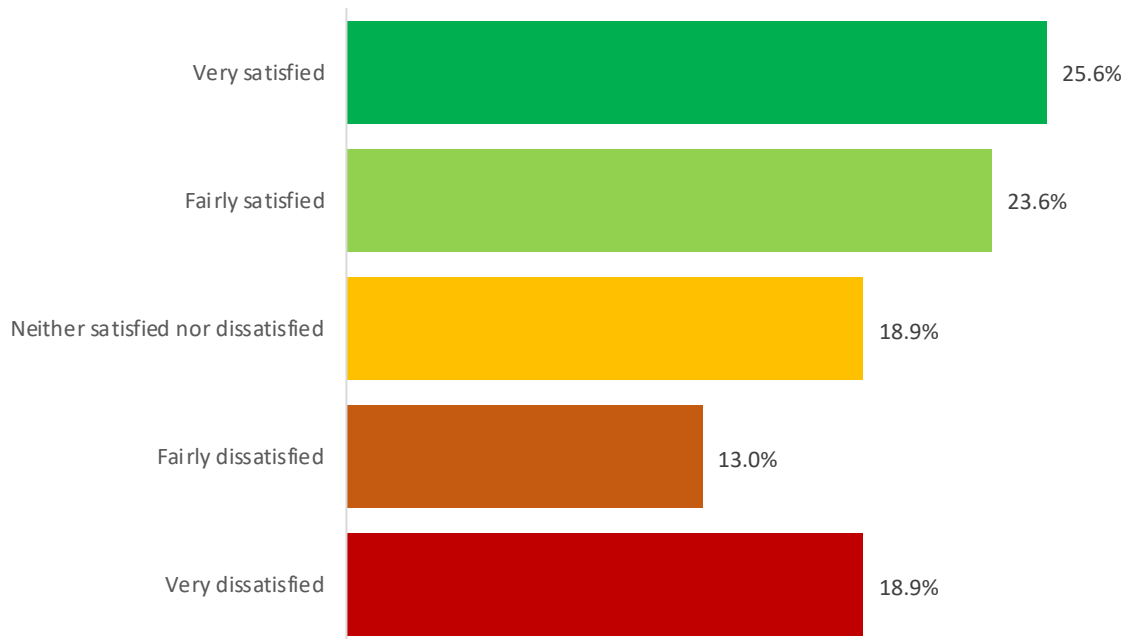
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.6. Satisfaction with listening to tenant views and acting upon them [TP06]

Residents were asked, “*How satisfied or dissatisfied are you that Charnwood Borough Council Landlord Services listens to your views and acts upon them?*”.

Figure 15 shows that **a total of 49.2% (682 respondents) were satisfied**, compared to 31.9% (442 respondents) dissatisfied, and a further 18.9% (262 respondents) who were neither satisfied nor dissatisfied.

Figure 15: Satisfaction with listening to tenant views and acting upon them, illustrated by response category (n=1,386)



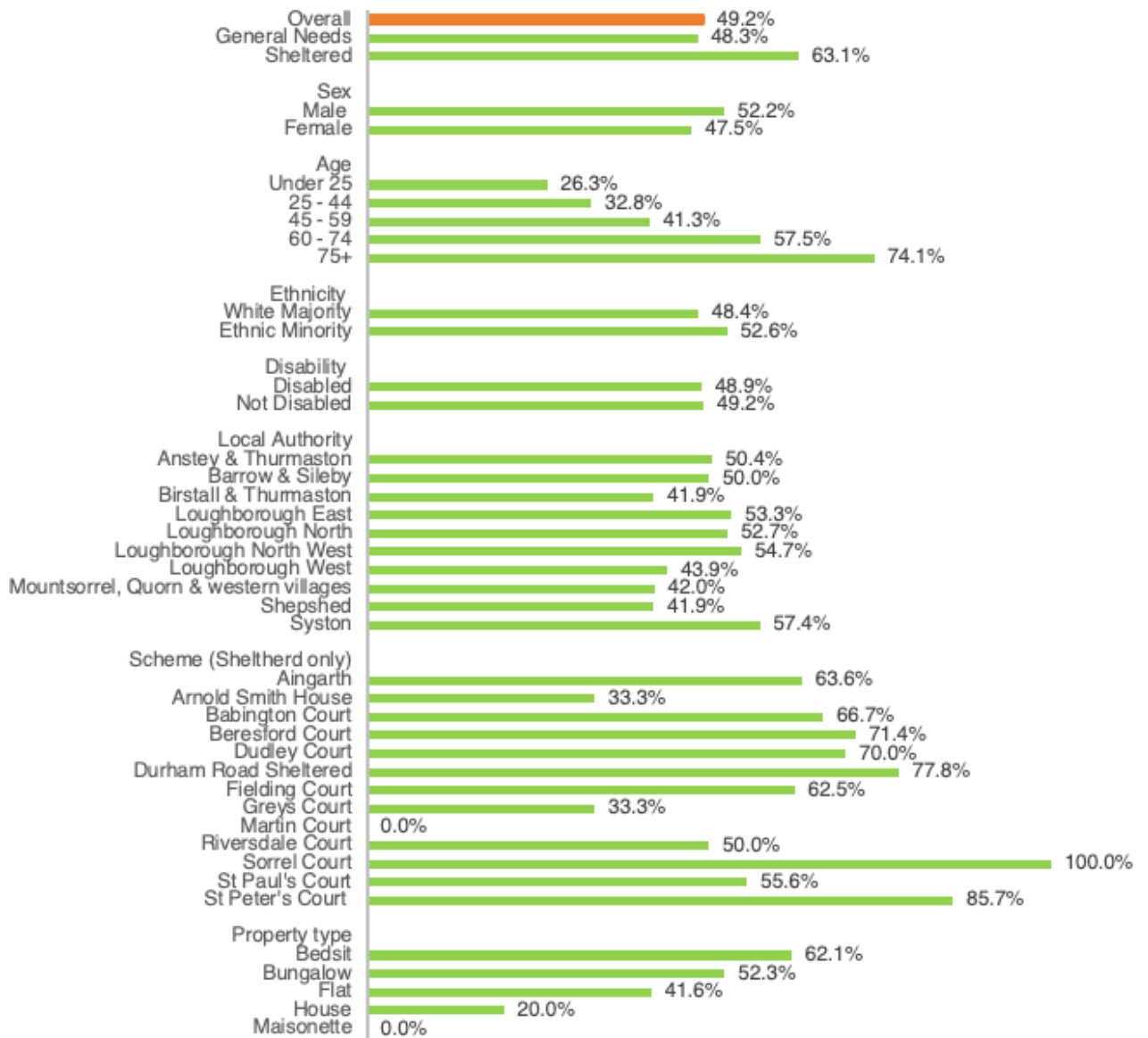
4.6.1. Satisfaction with listening to tenant views and acting upon them by sub-group [TP06]

Sheltered tenants are significantly more satisfied (63.1% satisfaction) than general needs tenants (48.3% satisfaction).

Considering age, there is a clear correlation between age and satisfaction with 75+ year olds having the highest satisfaction (74.1%) and under 25-year-olds having the lowest satisfaction (26.3%).

Those living in Syston have the highest satisfaction (57.4%) whereas satisfaction is lowest in Shepshed and Birstall and Thumaston (41.9%).

Figure 16: Satisfaction with listening to tenant views and acting upon them by sub-group (n=1,386)



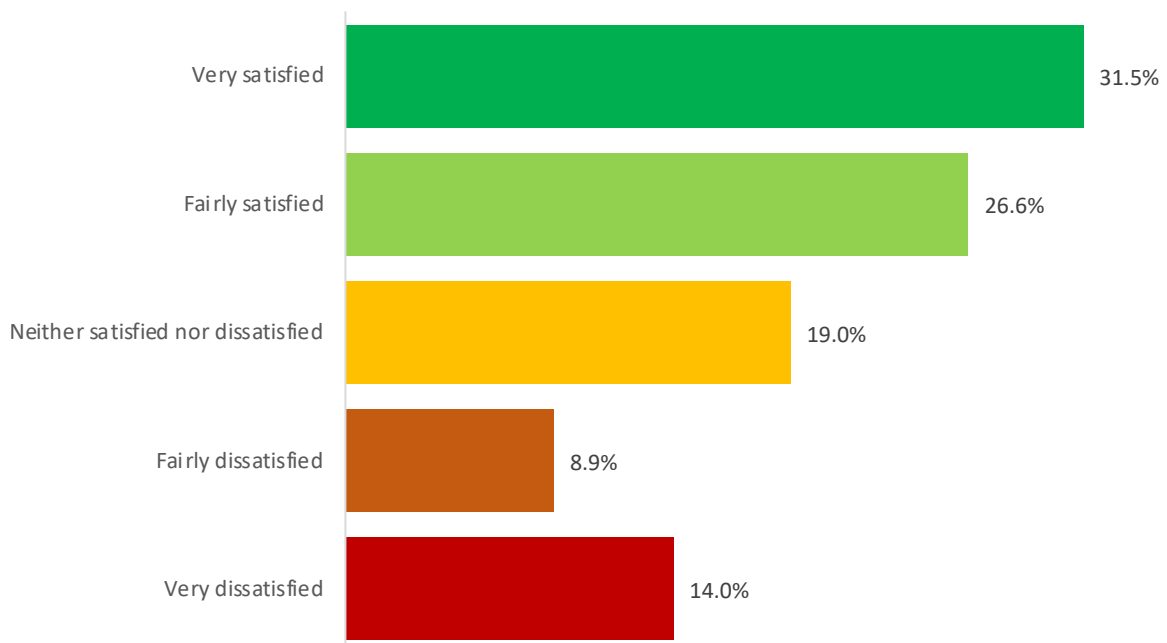
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.7. Satisfaction with keeping residents informed about things that matter to them [TP07]

Residents were asked, “How satisfied or dissatisfied are you that Charnwood Borough Council Landlord Service keeps you informed about things that matter to you?”.

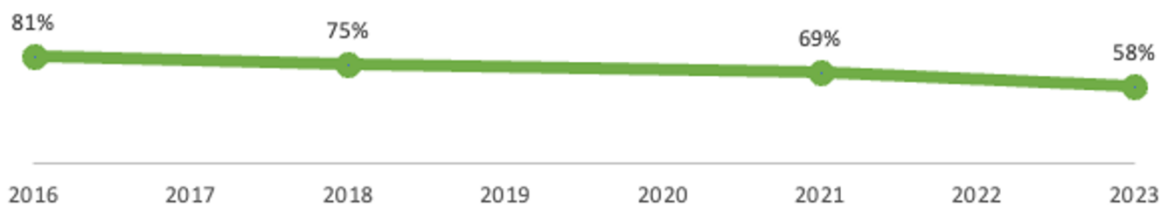
Figure 17 shows that **a total of 58.1% (841 respondents) were satisfied**, compared to a total of 22.9% (330 respondents) dissatisfied, and a further 19.0% (275 respondents) who were neither satisfied nor dissatisfied.

Figure 17: Satisfaction with residents informed about things that matter to them, illustrated by response category (n=1,446)



Satisfaction with keeping residents informed has continued to decline when comparing scores against previous surveys. When comparing scores for overall satisfaction in this survey against the STAR survey completed in 2021, overall satisfaction (% combined very and fairly satisfied) has dropped by 10.9%.

Figure 18: Satisfaction with keeping residents informed about things that matter to them over time



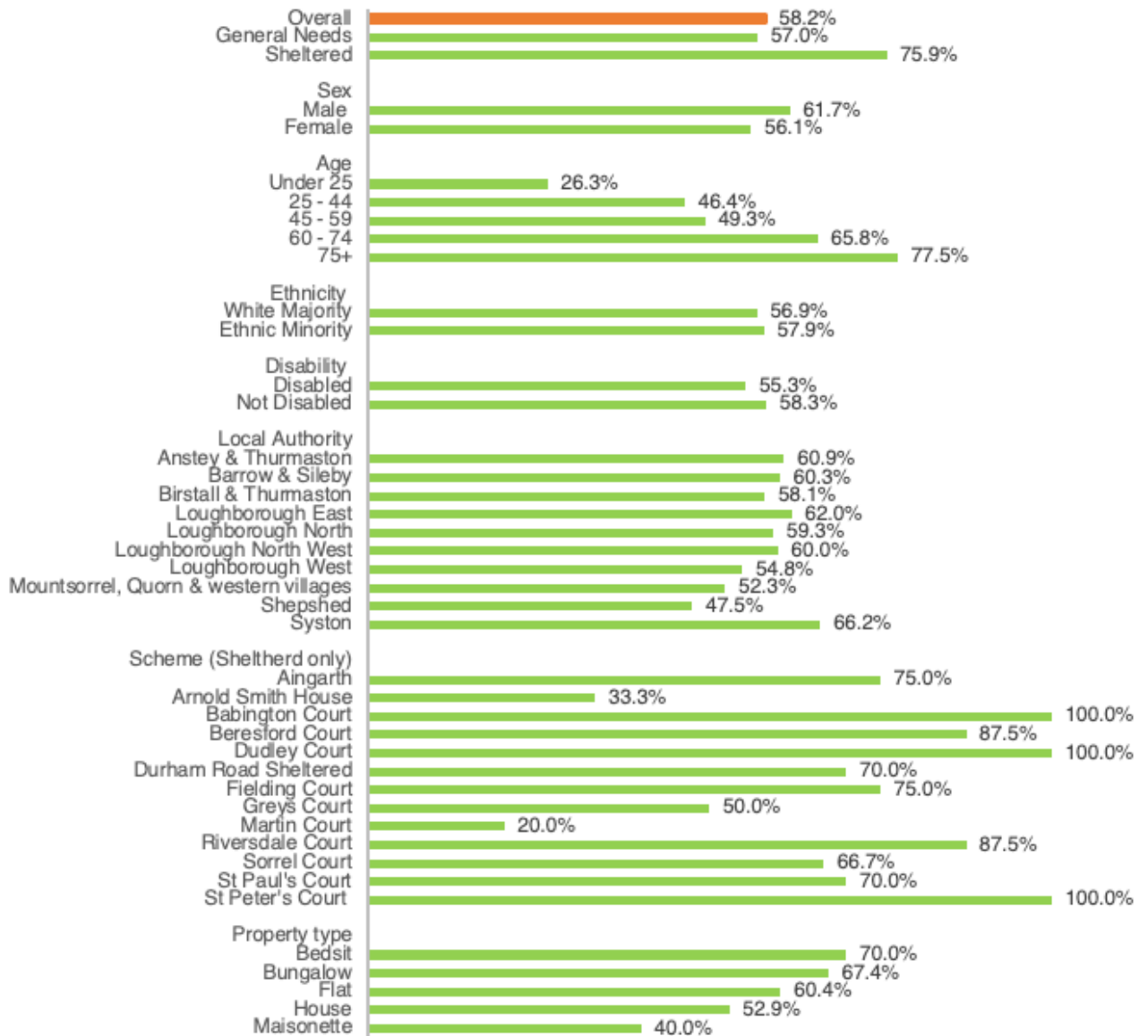
4.7.1. Satisfaction with keeping residents informed about things that matter to them by sub-group [TP07]

Sheltered tenants are significantly more satisfied (75.9% satisfaction) than general needs tenants (57.0% satisfaction).

Considering age, there is a clear correlation between age and satisfaction with 75+ year olds having the highest satisfaction (77.5%) and under 25-year-olds having the lowest satisfaction (26.3%).

Those living in Syston have the highest satisfaction (66.2%) whereas satisfaction is lowest in Shepshed (47.5%). Those that live in bedsits have the highest satisfaction (70.0%) with those living in Maisonettes having the lowest satisfaction (40.0%).

Figure 19: Satisfaction with keeping residents informed about things that matter to them by sub-group (n=1,446)



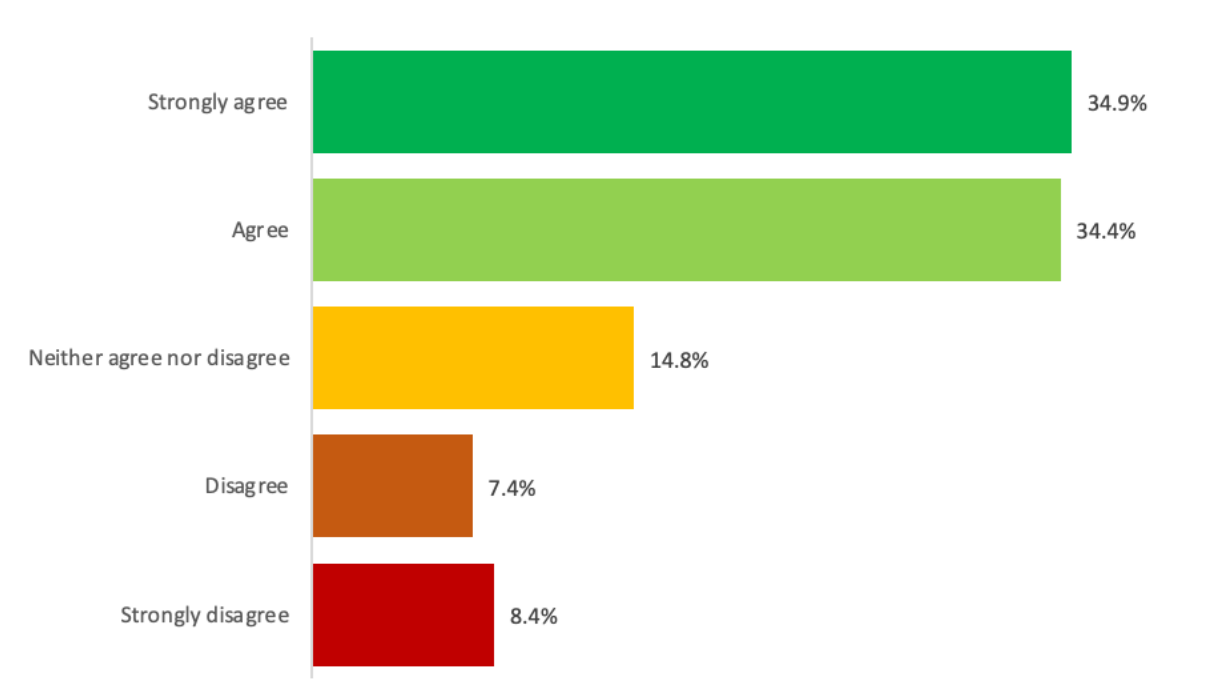
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.8. Agreement that the landlord treats residents fairly and with respect [TP08]

Residents were asked, “*To what extent do you agree or disagree with the following: “Charnwood Borough Council Landlord Services treats me fairly and with respect?”*”.

Figure 20 shows that **a total of 69.3% (1,020 respondents) agreed**, compared to a total of 15.8% (233 respondents) who disagreed, and a further 14.8% (218 respondents) who neither agreed nor disagreed.

Figure 20: Agreement that the landlord treats residents fairly and with respect, illustrated by response category (n=1,471)



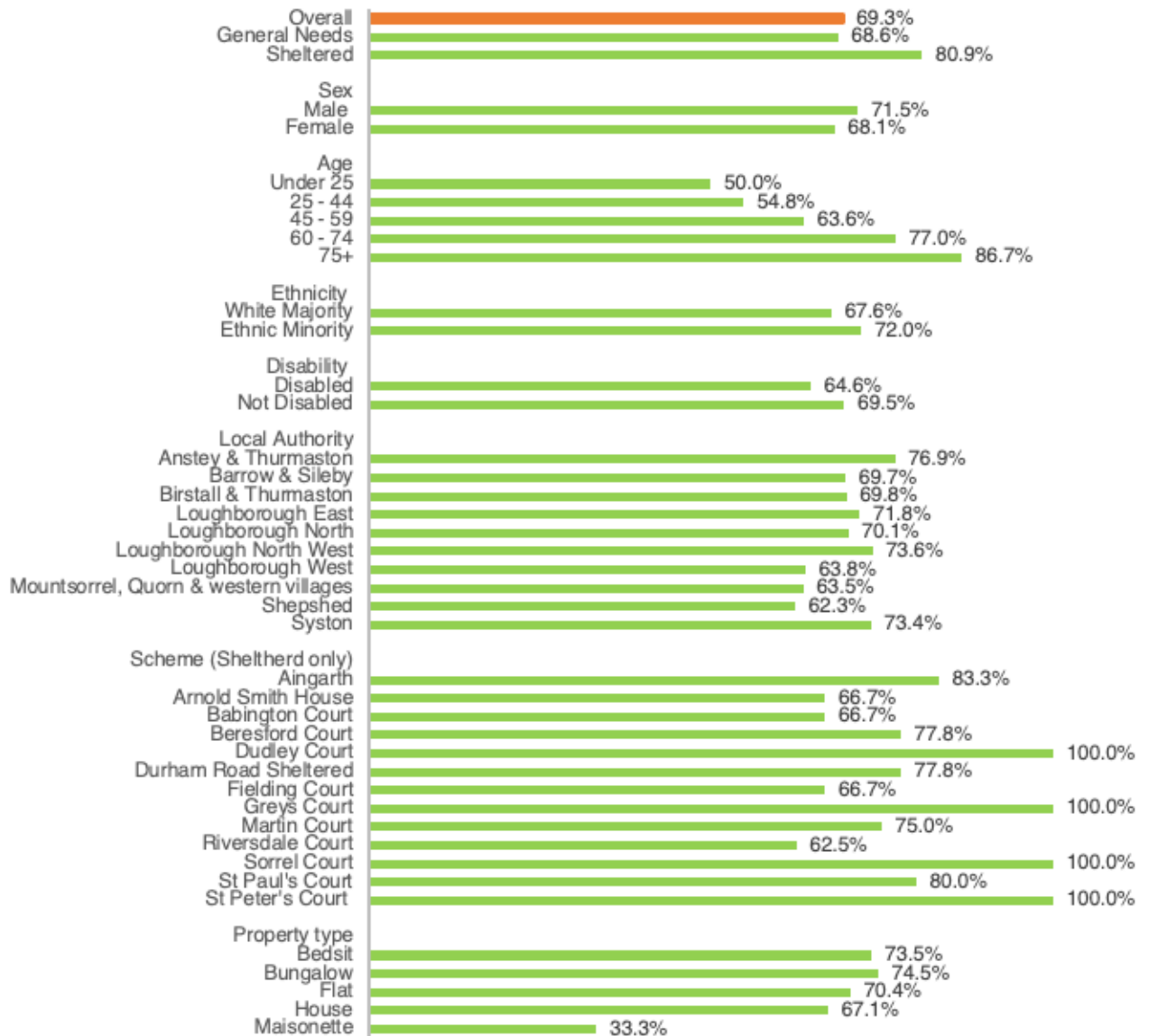
4.8.1. Agreement that the landlord treats residents fairly and with respect by sub-group [TP08]

Sheltered tenants agree significantly more that the landlord treats residents fairly and with respect (80.9%) than general needs tenants (68.6%).

Considering age, there is a clear correlation between age and satisfaction with 75+ year olds agree the most (86.7%) and under 25-year-olds agreeing the least (50.0%).

Those living in Anstey and Thumaston agree the most (76.9%) whereas those living in Shepshed agree the least (62.3%). Those that live in bungalows agree the most (74.5%) with those living in maisonettes agreeing the least (33.3%).

Figure 21: Agreement that the landlord treats residents fairly and with respect by sub-group (n=1,471)



Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.9. Satisfaction with the landlord’s approach to handling complaints [TP09]

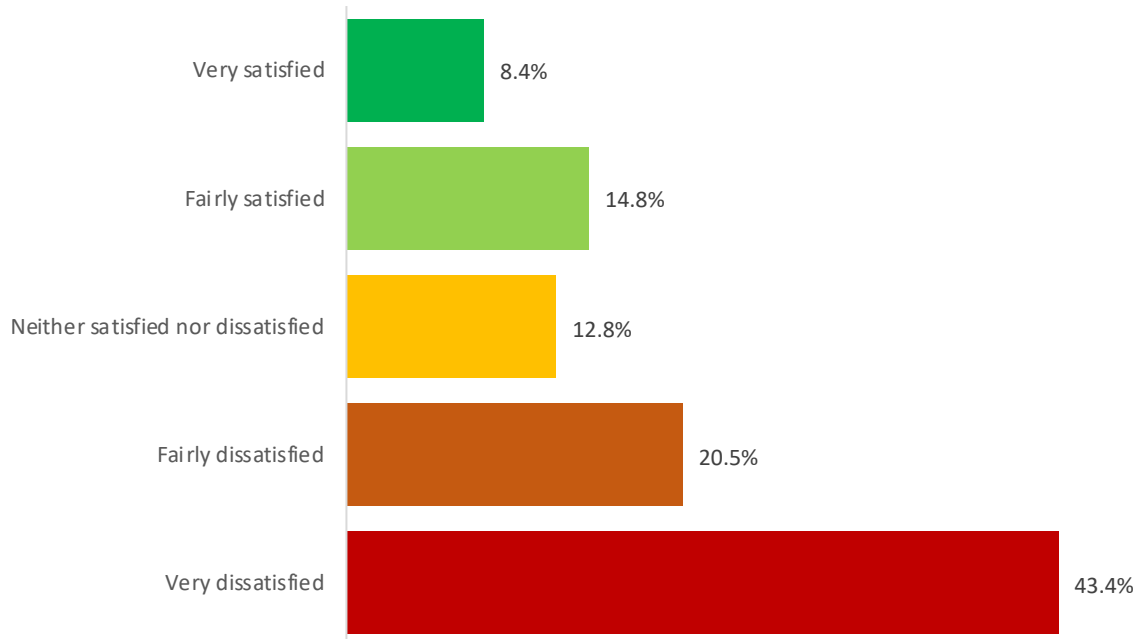
Residents were asked, “*Have you made a complaint to Charnwood Borough Council Landlord Services in the last 12 months?*”. A total of 29.1% (441 respondents) stated ‘Yes’ compared to 1073% (1,073 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “*How satisfied or dissatisfied are you with Charnwood Borough Council Landlord Services approach to complaints handling?*”.

Figure 22 shows that **a total of 23.2% (102 respondents) were satisfied**, compared to a total of 63.9% (280 respondents) dissatisfied, and a further 12.8% (56 respondents) who were neither satisfied nor dissatisfied.

For this question, it is also worth noting that a relatively high proportion of respondents stated that were ‘very dissatisfied’: 43.4%, or 190 respondents.

Figure 22: Satisfaction with the landlord’s approach to handling complaints, illustrated by response category (n=438)



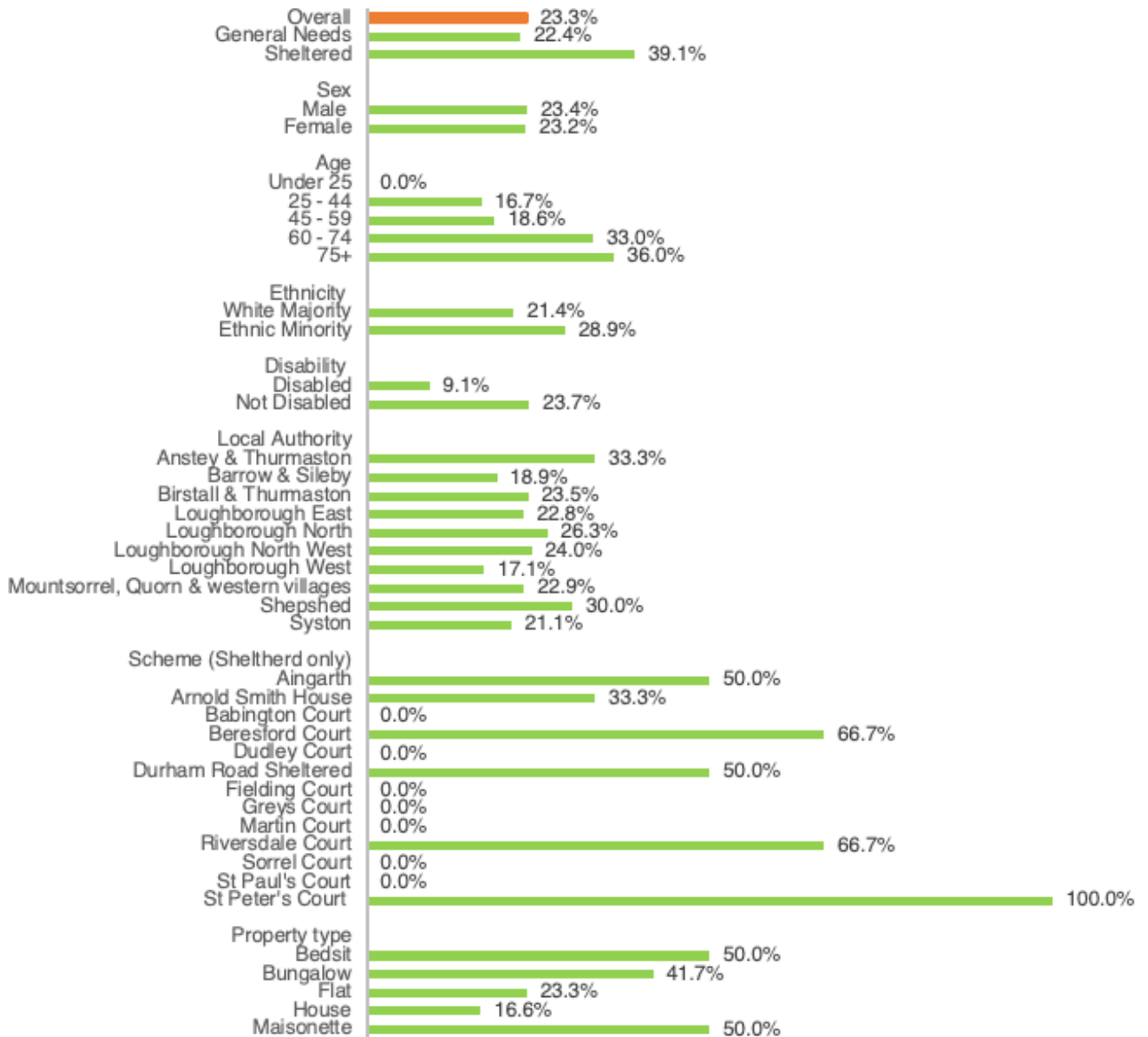
4.9.1. Satisfaction with the landlord’s approach to handling complaints by sub-group [TP09]

Those that said ‘yes’, sheltered tenants are significantly more satisfied (39.1% satisfaction) than general needs tenants (22.4% satisfaction).

Considering age, there is a clear correlation between age and satisfaction with 75+ year olds having the highest satisfaction (36.0%) and under 25-44 year-olds having the lowest satisfaction (16.7%).

Those living in Anstey and Thurmaston have the highest satisfaction (33.3%) whereas satisfaction is lowest in Loughborough West (17.1%). Those that live in bedsits have the highest satisfaction (50.0%) with those living in houses having the lowest satisfaction (16.6%).

Figure 23: Satisfaction with the landlord’s approach to handling complaints by sub-group (n=438)



Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

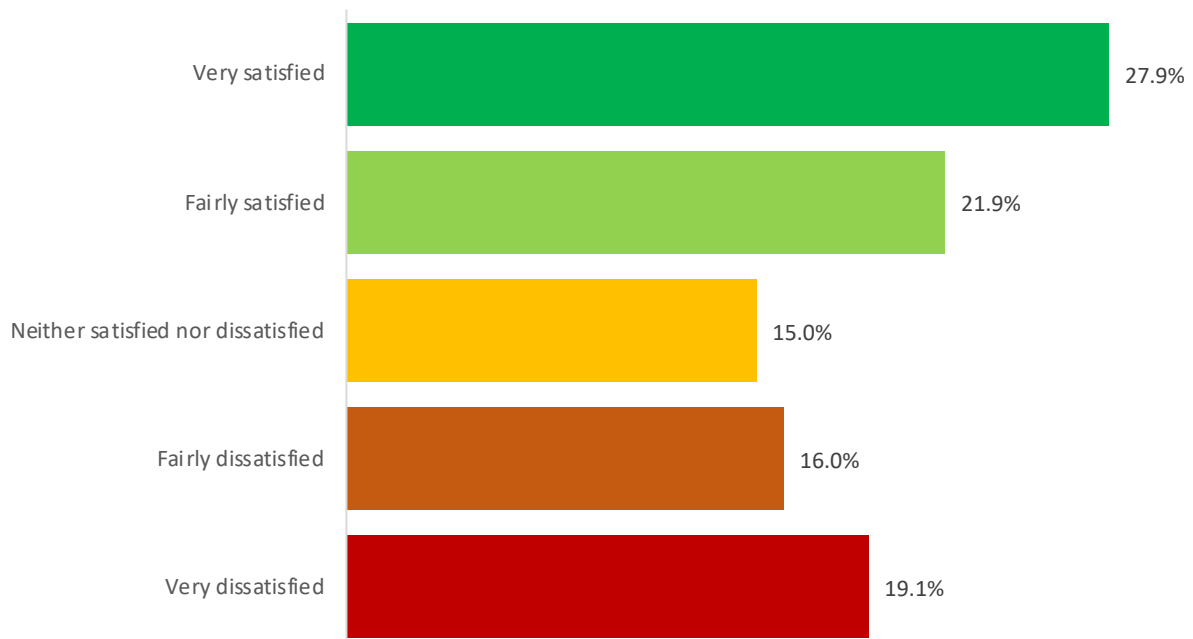
4.10. Satisfaction that the landlord keeps communal areas clean and well maintained [TP10]

Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Charnwood Borough Council Landlord Services is responsible for maintaining?”. A total of 43.2% (652 respondents) stated ‘Yes’ compared to 51.2% (772 respondents) who stated ‘No’. A further 5.6% (85 respondents) stated they did not know.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you that Charnwood Borough Council Landlord Services keeps these communal areas clean and well maintained?”.

Figure 24 shows that **a total of 49.8% (323 respondents) were satisfied**, compared to a total of 35.1% (228 respondents) dissatisfied, and a further 15.0% (97 respondents) who were neither satisfied nor dissatisfied.

Figure 24: Satisfaction that the landlord keeps communal areas clean and well maintained, illustrated by response category (n=648)



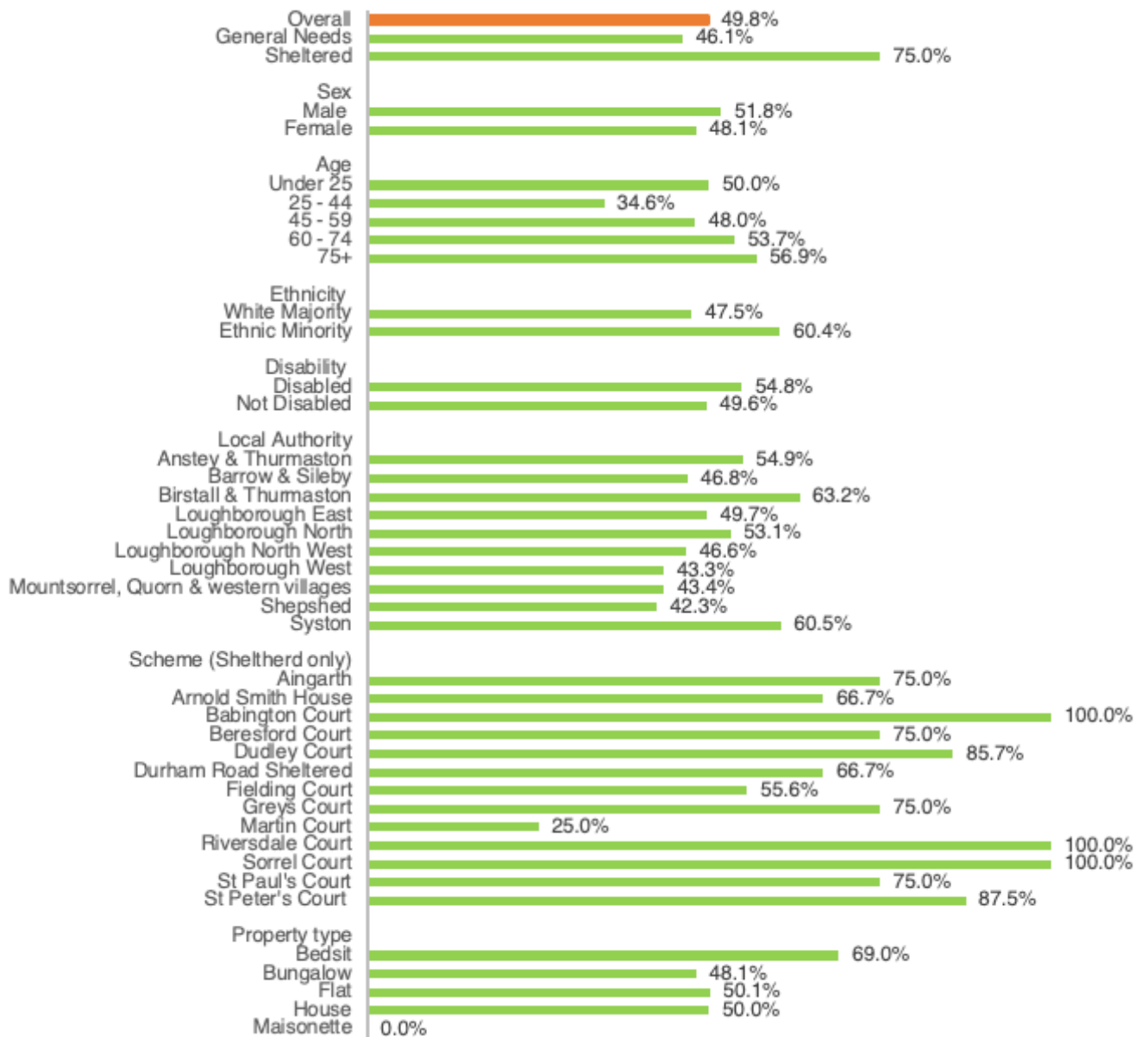
4.10.1. Satisfaction that the landlord keeps communal areas clean and well maintained by sub-group [TP10]

Sheltered tenants are significantly more satisfied (75.0% satisfaction) than general needs tenants (46.1% satisfaction).

Considering age, 75+ year olds have the highest satisfaction (56.9%) and 25-44 year-olds having the lowest satisfaction (34.6%).

Those living in Birstall and Thumaston have the highest satisfaction (63.2%) whereas satisfaction is lowest in Shepshed (42.3%). Those that live in bedsits have the highest satisfaction (69.0%) with those living in bungalows having the lowest satisfaction (48.1%).

Figure 25: Satisfaction that the landlord keeps communal areas clean and well maintained by sub-group (n=648)



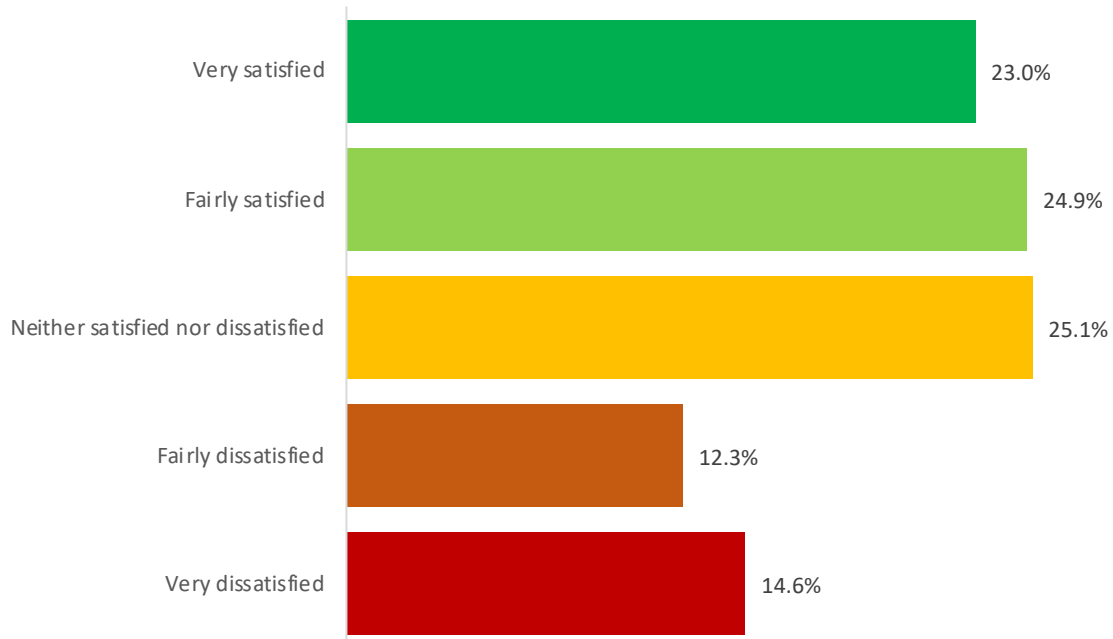
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.11. Satisfaction that the landlord makes a positive contribution to neighbourhoods [TP11]

Residents were asked, “How satisfied or dissatisfied are you that Charnwood Borough Council Landlord Services make a positive contribution to your neighbourhood?”.

Figure 26 shows that **a total of 47.9% (635 respondents) were satisfied**, compared to a total of 26.9% (357 respondents) dissatisfied, and a further 25.1% (333 respondents) who were neither satisfied nor dissatisfied.

Figure 26: Satisfaction that the landlord makes a positive contribution to neighbourhoods, illustrated by response category (n=1,325)



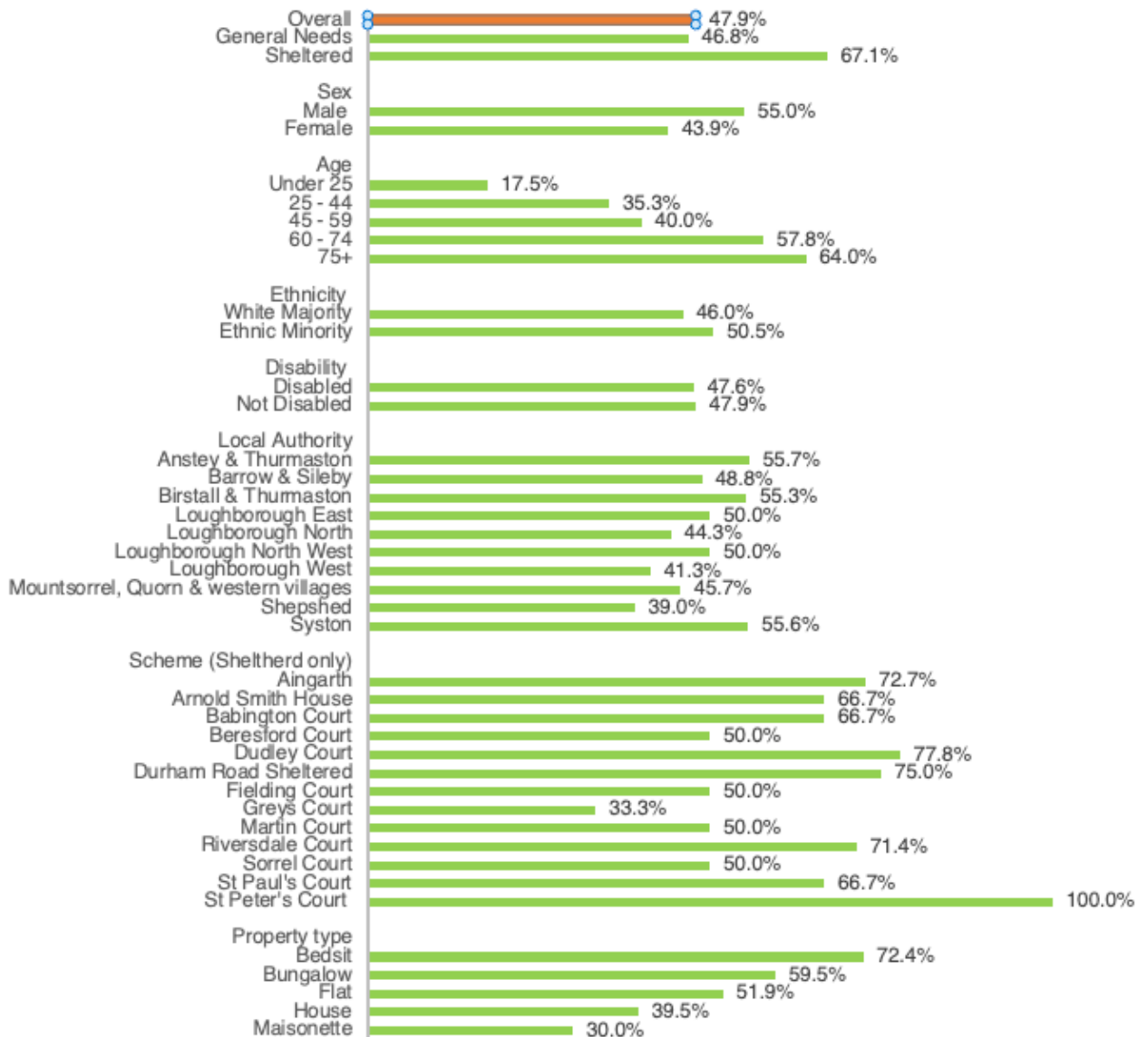
4.11.1. Satisfaction that the landlord makes a positive contribution to neighbourhoods by sub-group [TP11]

Sheltered tenants are significantly more satisfied (67.1% satisfaction) than general needs tenants (46.8% satisfaction).

Considering age, there is a clear correlation where 75+ year olds have the highest satisfaction (64.0%) and under 25 year olds have the lowest satisfaction (17.5%).

Those living in Anstey and Thurmaston have the highest satisfaction (55.7%) whereas satisfaction is lowest in Shepshed (39.0%). Those that live in bedsits have the highest satisfaction (72.4%) with those living in maisonettes having the lowest satisfaction (30.0%).

Figure 27: Satisfaction that the landlord makes a positive contribution to neighbourhoods by sub-group (n=1,325)



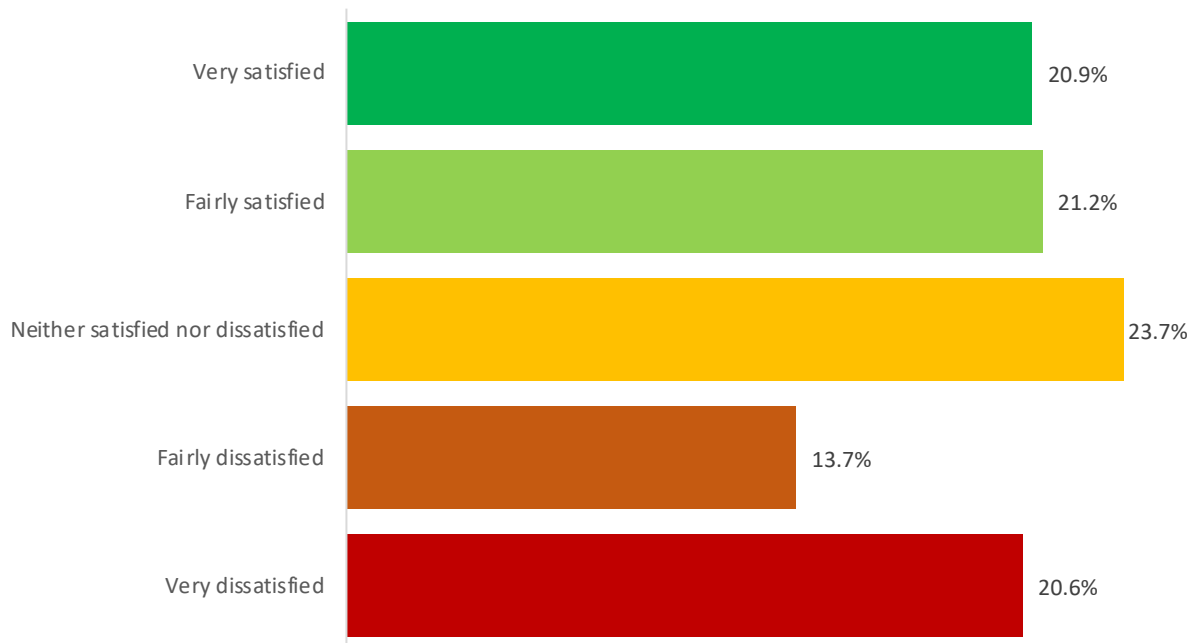
Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

4.12. Satisfaction with the landlord’s approach to handling anti-social behaviour [TP12]

Residents were asked, “*How satisfied or dissatisfied are you with Charnwood Borough Council Landlord Services approach to handling anti-social behaviour?*”.

Figure 28 shows that **a total of 42.1% (421 respondents) were satisfied**, compared to a total of 34.3% (343 respondents) dissatisfied, and a further 23.7% (237 respondents) who were neither satisfied nor dissatisfied.

Figure 28: Satisfaction with the landlord's approach to handling anti-social behaviour, illustrated by response category (n=1,001)



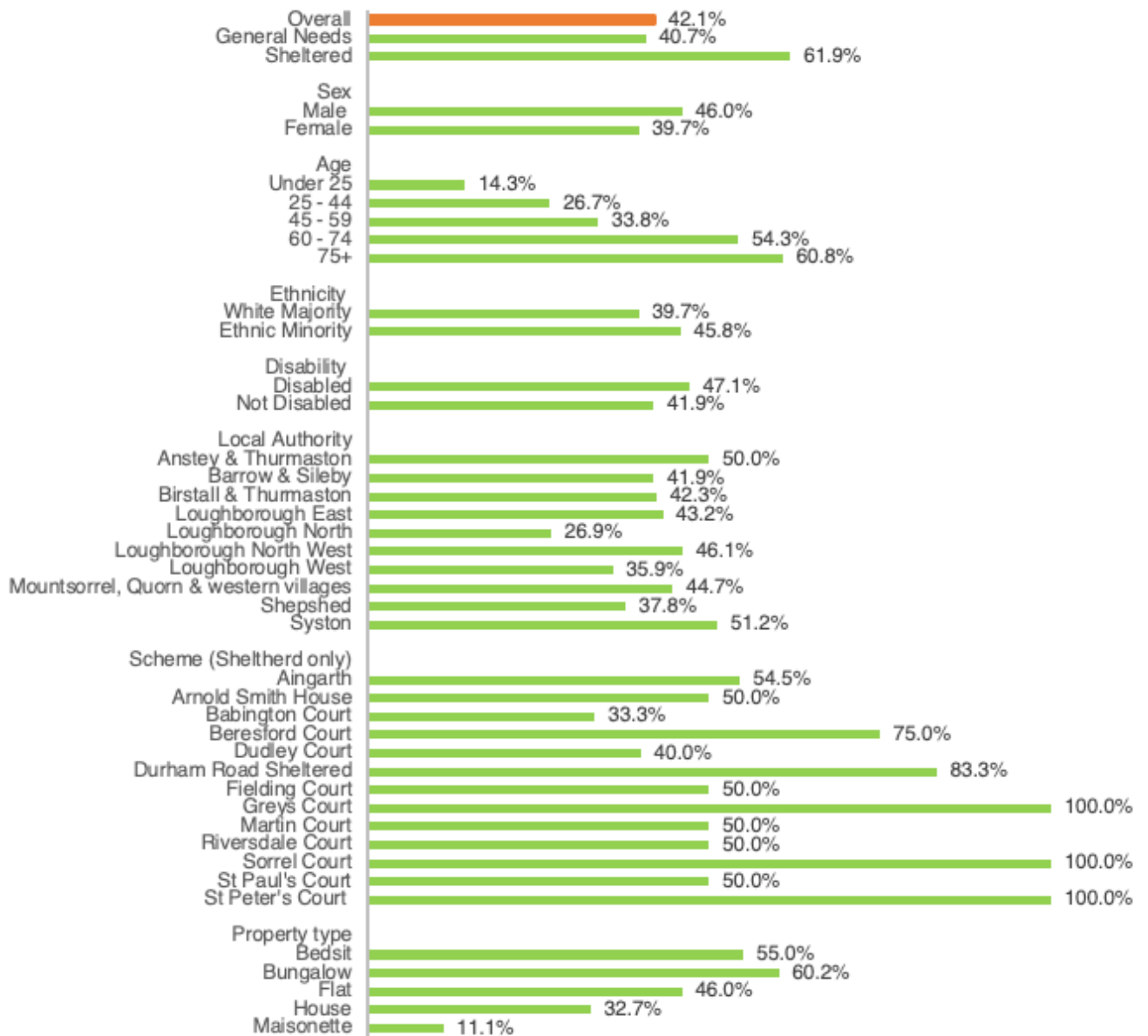
4.12.1 Satisfaction with the landlord’s approach to handling anti-social behaviour by sub-group [TP12]

Sheltered tenants are significantly more satisfied (61.9% satisfaction) than general needs tenants (40.7% satisfaction).

Considering age, there is a clear correlation where 75+ year olds have the highest satisfaction (60.8%) and under 25 year olds have the lowest satisfaction (14.3%).

Those living in Syston have the highest satisfaction (51.2%) whereas satisfaction is lowest in Loughborough North (26.9%). Those that live in bungalows have the highest satisfaction (60.2%) with those living in maisonettes having the lowest satisfaction (11.1%).

Figure 29: Satisfaction that the landlord makes a positive contribution to neighbourhoods by sub-group (n=1,001)



Note – Some sub-group analysis in the graph above uses relatively small numbers of responses, and therefore should be used as an indication rather than statistically representative data.

5. Additional Analysis

5.1. Benchmarking

Benchmarking provides additional insight and context for how service performance compares to similar organisations. For the purpose of this report, Charnwood’s scores have been benchmarked against the most recent TSM survey data available from Housemark and specifically defined as follows:

Overall Satisfaction

Overall satisfaction has been tracking downward over the last five years. Although there are a number of factors that have influenced this downward trend (Covid, economic downturn, cost of living and energy crisis, etc...), fundamentally landlords are failing to consistently meet the needs of tenants driving overall perceptions of dissatisfaction.

Figure 30: Median overall satisfaction since 2018/19

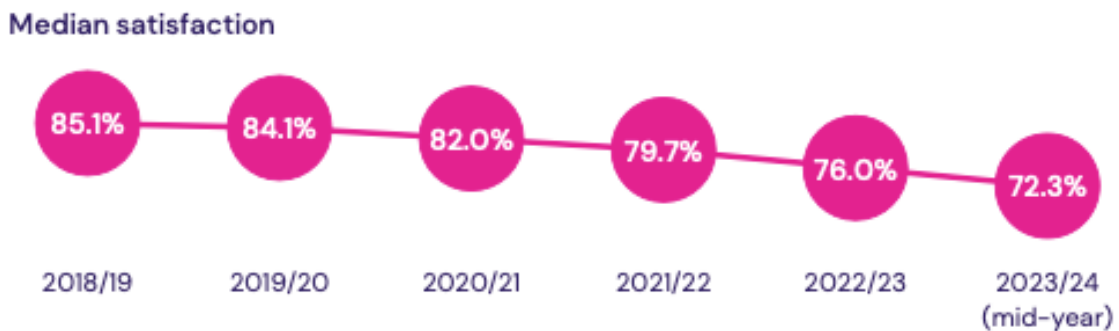
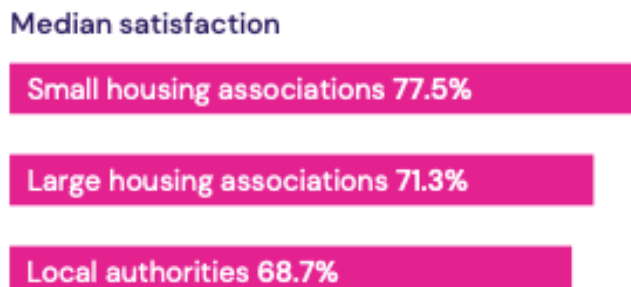


Figure 31: Median overall satisfaction by landlord type



Satisfaction by measure

In addition to benchmarking overall satisfaction, we can benchmark each TSM requirement against overall median scores for the sector in 2023.

Figure 32: Charnwood TSM scores benchmarked against 2023 median scores

Measure	TSM scores	TSM Median	Difference
TP01: Proportion of respondents who report that they are satisfied with the overall service from Charnwood Borough Council Landlord Service	58.0% (1,577)	72.3%	-14.3%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council Landlord Service over the last 12 months	62.3% (946)	74.5%	-12.2%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	55.0% (931)	70.0%	-15%
TP04: Proportion of respondents who report that they are satisfied that Charnwood Borough Council Landlord Service provides a home that is well maintained	58.8% (1,529)	72.2%	-13.4%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Charnwood Borough Council Landlord Service provides a home that is safe	66.5% (1,508)	78.7%	-12.2%
TP06: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service listening to their views and acting upon them	49.2% (1,386)	61.0%	-11.8%
TP07: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service keeping them informed about things that matter to them	58.2% (1,446)	71.4%	-13.2%
TP08: Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council Landlord Service treats me fairly and with respect"	69.3% (1,471)	78.2%	-8.9%
TP09: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service approach to complaints handling	23.3% (438)	34.0%	-10.7%
TP10: Proportion of respondents who report that they are satisfied Charnwood Borough Council Landlord Service keeps communal areas clean and well maintained	49.9% (648)	66.0%	-16.1%
TP11: Proportion of respondents who report that they are satisfied Charnwood Borough Council Landlord Service make a positive contribution to their neighbourhood	47.9% (1,325)	64.0%	-16.1%
TP12: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service's approach to handling anti-social behaviour	42.1% (1001)	57.6%	-15.5%

5.2. Key driver analysis

Customer satisfaction can provide great insight into residents' perspectives and their experiences with services. Key driver analysis takes this insight a step further by exploring the relationships between different aspects of service to better understand what most influences overall customer satisfaction.

When exploring the question of 'what influences overall satisfaction?' this can be achieved by undertaking a correlation analysis (known as a Pearson's r) of the relationship between overall satisfaction and each of the other core variables in the survey. Correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

In statistics it is generally accepted that the following scale can be used to estimate the effect size:

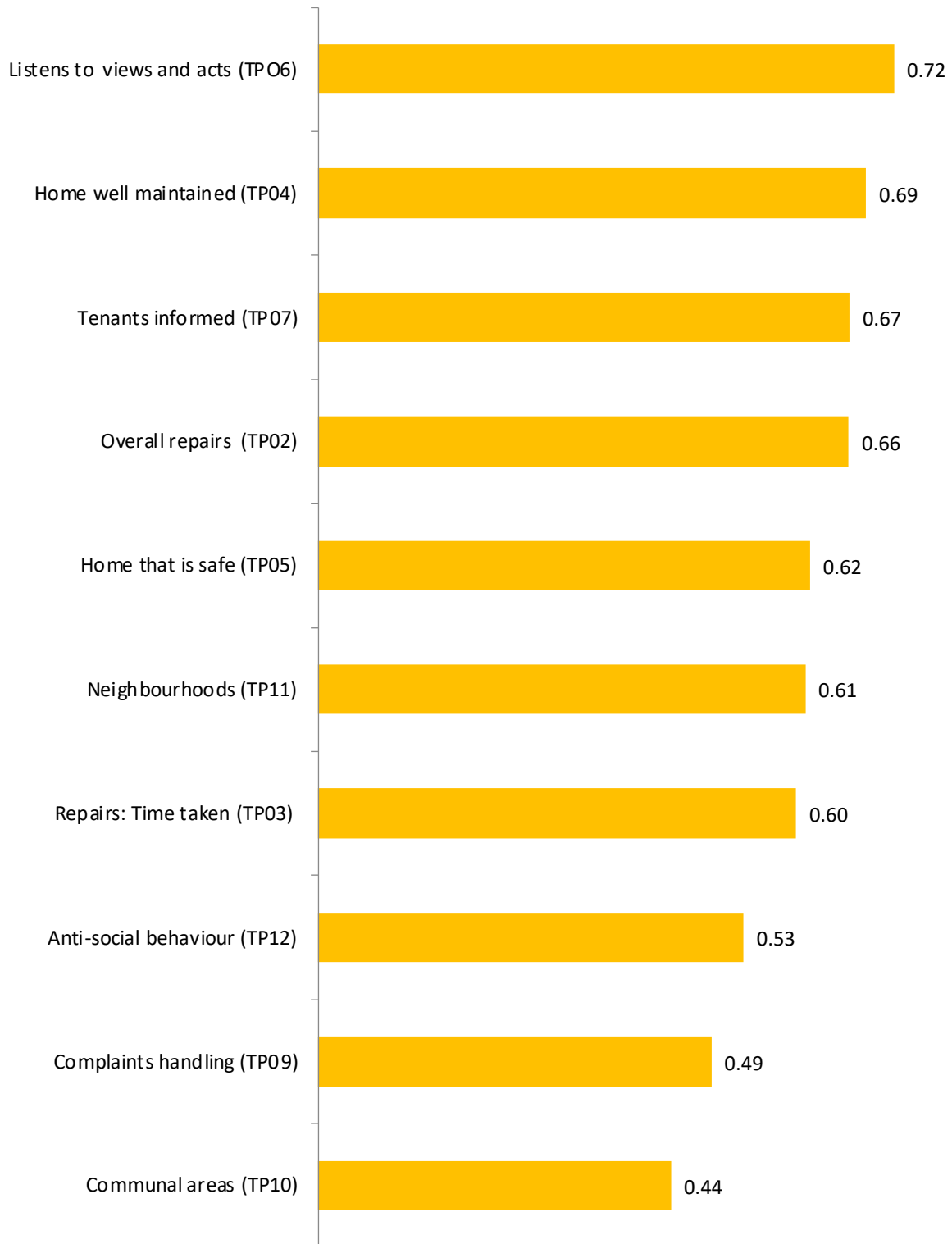
If $r = +/- .5$ it has a large effect
 If $r = +/- .3$ it has a medium effect
 If $r = +/- .1$ it has a small effect

Firstly, when looking at the key driver results for Charnwood Borough Council Landlord Services (Figure 33, seen over the page), it is worth noting that all of the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking TSM items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies ***satisfaction that the landlord listens to tenant views and acts upon them (TP06)***; ***satisfaction that the home is well maintained (TP04)***; and ***satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)***. Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

Thirdly and finally, it is worth noting that despite satisfaction with handling of complaint (TP12) scoring a relatively low key driver score (2nd lowest in the key driver analysis, so therefore suggesting it has little relationship with overall satisfaction), this complaints handling can still be considered as an essential element of any service offer due to the importance of quickly resolving service failures for residents whilst presenting opportunities to integrate longer term learning for the organisation.

Figure 33: Key driver analysis



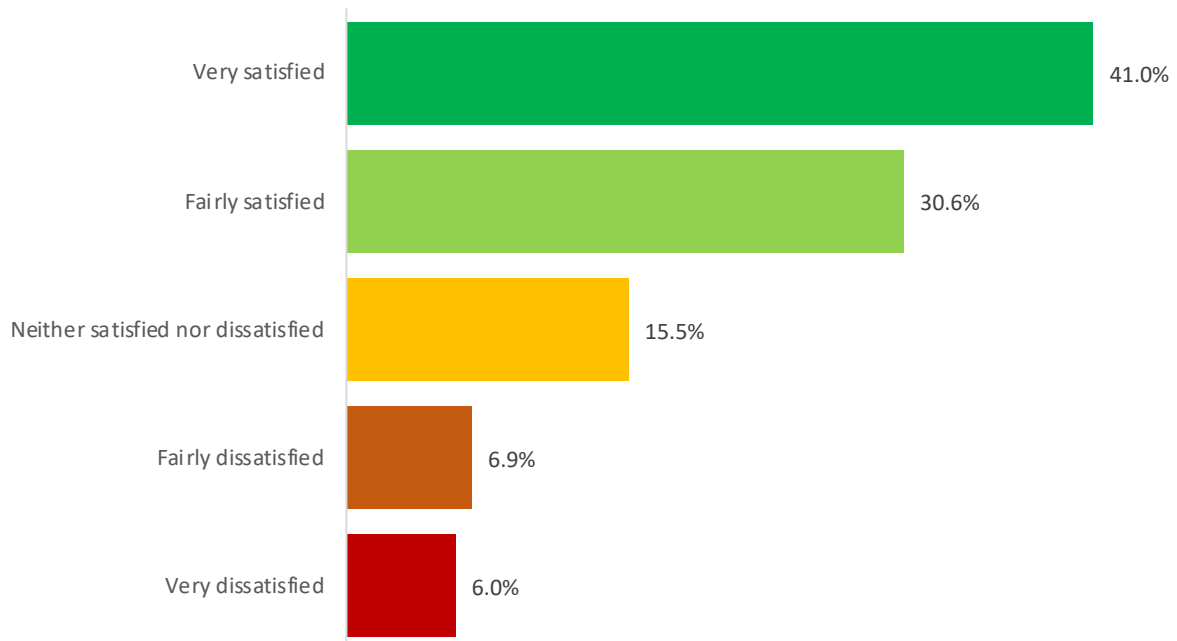
Note: TP08 (To what extent do you agree or disagree with the following: “Charnwood Borough Council Landlord Services treats me fairly and with respect”?) is not shown above due to the fact that it measures levels of agreement. All other variables measure satisfaction.

5.3. Value for money

Residents were asked, “How satisfied or dissatisfied are you that your rent provides value for money?”.

Figure 34 shows that **a total of 71.6% (1,055 respondents) were satisfied**, compared to a total of 12.9% (190 respondents) who were dissatisfied, and a further 15.5% (229 respondents) who were neither satisfied nor dissatisfied.

Figure 34: Satisfaction with rent providing value for money, illustrated by response category (n=1,474)

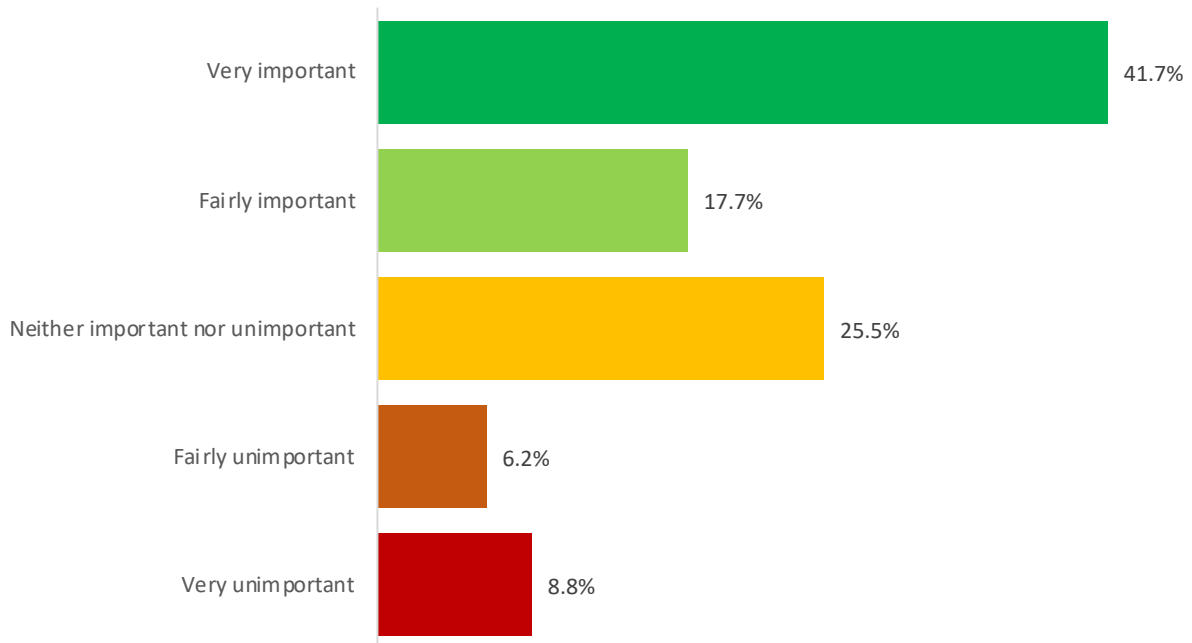


5.4. Visiting the Charnwood Borough Council Landlord Services office

Residents were asked, “How important to you is the ability to visit Charnwood Borough Council Landlord Services offices without an appointment, and see one of the landlord services team?”.

Figure 35 shows that a total of **59.4% (867 respondents)** stated it was important, compared to a total of 15.0% (220 respondents) who stated it was unimportant, and a further 25.5% (373 respondents) who considered it to be neither important nor unimportant.

Figure 35: Importance with the ability to visit Charnwood Borough Council Landlord Services offices without an appointment (n=1,460)



Respondents were then asked “Please briefly tell us why this is important to you?”. A total of 153 tenants provided comments. From this, the top emerging themes included that tenants appreciated the option and convenience of having face to face contact, and often perceived it to be easier and more effective to speak to someone face to face than using the phone or use other means (e.g. email). Examples included:

“Face to face contact gives you a better chance to explain”.

“Face to face services help you feel you are valued and listened to”.

“Because you’re not on hold on the phone and you can speak directly which is great for communication”.

Inclusivity was also recognised as a factor for the convenience for tenants being able to talk to someone as and when they required. For example. **“Some find appointments difficult to keep due to disability, ill health, mental health”**.

5.4.1. Why is the ability to visit Charnwood Borough Council Landlord Services offices without an appointment, and see one of the landlord services team, important?

The comments obtained from the survey express a clear preference for face-to-face communication, particularly among older individuals. Why this remains important is driven by the following key themes:

- **Improves communication and understanding:**
 - Face-to-face communication is seen as more effective for conveying many of the issues faced by residents. There is a belief that in-person discussions lead to better understanding of problems.
 - Challenges exist in explaining concerns over the phone, leading to a preference for face-to-face interaction.
- **Hastens urgency and timely resolution:**
 - Residents see face to face contact as more effective for speed of response and speedier resolution of issues.
 - There is a frustration with delays in addressing urgent matters over the phone or through other means.
- **Face to face offers greater personalisation and connection:**
 - There is a strong desire for a personal, human connection with council representatives.
 - Face to face contact makes residents feel more valued and listened to.
 - Face-to-face contact is seen as more inclusive and accessible, especially for individuals with disabilities or health issues.
- **Face to face fosters accountability and action:**
 - Belief that face-to-face interactions lead to more serious consideration of concerns by council staff.
 - There are a considerable number of concerns about issues being ignored or unresolved after phone calls.
- **Face to face is more appropriate with complex or sensitive matters:**
 - Residents cite challenges in discussing sensitive or complex issues over the phone.
 - Face-to-face interviews are considered important, especially for discussing specific or challenging problems and there is a need for direct communication to address issues that may arise immediately.

There is a recurring dissatisfaction with communication via telephone, characterised by delays, unresponsiveness, and difficulty in conveying problems residents have. Convenience and accessibility to staff are emphasised, with concerns about long waiting times and challenges in making appointments, especially for those with work or health-related constraints.

The comments highlight a desire for immediate and effective action on long-standing issues, illustrating a perception that face-to-face interactions are more likely to yield tangible results. Overall, there's a strong call for a personal, empathetic, and responsive approach in dealing with housing and council-related matters.

“It’s very difficult to get someone on the phone”.

“At times it is better to talk to an individual face to rather than being put on hold to various different people or waiting for someone to ring you back”.

“To speak to someone face to face rather than wait for over 30 minutes for someone to answer the phone and then either get cut off or nobody get back to you would be a benefit”.

“Trying to get through on the phones can be virtually impossible so having a drop in service without having an appointment would be handy”.

5.5. Further comments and suggestions for improvement

A final question was asked, “Do you have any further comments or suggestions for improving Charnwood Borough Council Landlord Services?”. A total of 670 comments were provided, from which first and second cycle coding was undertaken.

Whilst some positive comments were noted (e.g. “***I am quite happy with what they are doing***”; “***I am very happy and satisfied with where I am***”; “***they have always been good to me***”), the vast majority of comments related to improvements needed in the responsive repairs service.

Of these cases, the predominant sub-themes related to outstanding repairs, repairs taking too long, and the general maintenance and upkeep of properties. Examples included:

“A few jobs still outstanding/chased but no response”.

“[It] takes a very long time to receive a response or for repairs to be carried out”.

“People take pride in the house that they are living in, and it needs more support from the council in terms of maintaining the house to a good standard for us tenants”.

The need for better service-based communication was also a factor, often relating to the responsive repairs service. For example:

“The people on the phone are lovely and can't seem help you enough, but after the phone call it's like it all gets lost and nothing ever happens”.

“Listen to the tenants that call trying to get things done. [Charnwood] just don't seem to be interested in what you are telling them”.

“They seem to be very short staffed, they just don't reply to any correspondence”.

Finally, it is worth noting comments from two tenants about the importance of using feedback to make improvements, and how ambivalence can occur if actions are not taken:

“They do listen to what you have to say but doing something about it is a different matter entirely”.

“I don't think it would make any difference what comments we gave them”.

6. Conclusions

This report has presented results for Charnwood Borough Council's 2023/24 Tenant Satisfaction Measures (TSMs). The survey followed regulatory guidance and adhered with the Market Research Society Code of Conduct.

By undertaking a mixed methods research approach combining telephone and online surveys, a total of 1,577 responses were gained, and key findings were identified as follows:

- **Overall satisfaction (TP01):** This measure is often used as the headline measure of service performance. The 2023/24 score for Charnwood Borough Council Landlord Services is **58.0%**.
- **Highest scoring TSMs:** The top scoring Tenant Satisfaction Measures were identified as follows:
 - i) **TP08 69.3%** - Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council Landlord Services treats me fairly and with respect".
 - ii) **TP05: 66.5%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Charnwood Borough Council Landlord Services provides a home that is safe.
 - iii) **TP02: 62.3%** - Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council Landlord Services over the last 12 months.
- **Lowest scoring TSMs / high dissatisfaction:** Complaints handling reflects low levels of satisfaction. Based on those who stated they had experienced the service in the last 12 months, this scored **23.3%** satisfaction and **63.9%** dissatisfaction.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in Charnwood Borough Council Landlord Services are **satisfaction that the landlord listens to tenant views and acts upon them (TP06)**; **satisfaction that the home is well maintained (TP04)**; and **satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)**. Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents. Investing time, energy and resources in these areas (whilst not disregarding high levels of dissatisfaction) will help contribute to increasing satisfaction over time.

It is also worth noting that a difference of 27.5% can be observed in the overall satisfaction scores between the telephone and online response methods (see Section 4.1). Whilst differences can often be seen between data collection methods, the extent of the differences seen here are quite stark and therefore worthy of further discussion and consideration for future years.

Overall, based on the findings in this report, whilst it can be concluded that there is clearly room for improvement, focussing upon the key satisfaction drivers will help increase satisfaction for the majority of residents over time, whilst consideration should also be given to areas of particularly low satisfaction (specifically complaints).

7. Next Steps

The smallest of actions is better than the greatest of intentions.

Most customer research is good at identifying where core problems exist that organisations need to address. Despite being obvious, the majority of organisations fail to take any action and simply stagnate in their approach.

Research indicates that whilst most organisations undertake some form of research, at best only half of those that undertake research feedback the results to employees, and at best a quarter actually take action on the back of the results.

With this in mind, we strongly suggest that the following foundations are followed:



Communicate – ‘You said / we did’

Communicating the results of customer surveys, and what you are planning to do with the results, is often the most neglected part of the customer research process. It represents a missed opportunity.

Communicating the results of customer surveys should be targeted both internally to employees, and externally to customers themselves.

Communicating results internally

Communicating customer survey results to employees is crucial for several reasons. It helps employees understand customer satisfaction and expectations, revealing service strengths and weaknesses. This knowledge empowers them to make informed decisions and improvements. Secondly, sharing survey results fosters a sense of accountability and responsibility among employees. When employees understand how their work impacts customers, it inspires them to improve customer experience. When survey findings are communicated clearly, it helps the organisation learn and grow.

Communicating results externally

Sharing survey results with customers is important for several reasons. First, it shows transparency and a commitment to putting the customer first. Also, sharing survey results builds trust and loyalty. It gives customers power, knowing their opinions are heard and acted upon. When an organisation communicates openly, it builds stronger relationships with customers. This fosters loyalty. Furthermore, when we share survey results, it shows that we care about meeting customer needs. It helps manage customer expectations. When improvements are made based on feedback, it improves the overall customer experience.

We recommend considering designing and rolling out employee and customer feedback as part of the next steps. Feedback can be designed in different formats. For example, we could create:

- One-page results infographics
- Animated results video
- Results video with live action shoot
- Team or organisation-wide live feedback (e.g at a staff away day)

Take Action!

To make customers happy and improve services over time, it's crucial to act on survey feedback. This, however, is arguably the hardest stage in the feedback loop.

Acting on survey results has two main benefits:

- First, it shows that the organisation values customer feedback and responds to it. When customers share their opinions in surveys, it's important to act on them for improvement.
- Second, acting promptly on survey results helps address and fix issues, making organisations more efficient. Being proactive in problem-solving makes customers happy and prevents bad feelings.

Above all, use the feedback gained alongside other service performance measurement data to inform and improve both strategic and day to day operational delivery.

Appendix 1: Representativeness of responses

Figure 36 shows that the survey sample achieved is generally representative of the relevant tenant population. Therefore, weighting of the data was not required.

Figure 36: Representativeness of the survey profile compared to the tenant population

	Tenant Profile		Survey Profile	
	Overall number	%	Achieved	%
Tenure				
General Needs	4,727	94%	1,477	94%
Sheltered	294	6%	100	6%
Total	5,021	100%	1,577	100%
Area				
Anstey & Thurmaston	440	9%	147	9%
Barrow & Sileby	439	9%	147	9%
Birstall & Thurmaston	141	3%	47	3%
Loughborough East	762	15%	218	14%
Loughborough North	379	8%	125	8%
Loughborough North West	603	12%	196	12%
Loughborough West	729	15%	221	14%
Mountsorrel, Quorn & western villages	610	12%	193	12%
Shepshed	442	9%	134	9%
System	476	9%	149	10%
Total	5,021	100%	1,577	100%
Type				
Bedsit	172	3%	35	2%
Bungalow	544	11%	192	12%
Flat	2,154	43%	659	42%
House	2,130	42%	681	43%
Maisonette	21	0%	10	1%
Total	5,021	100%	1,577	100%

Continued over the page...

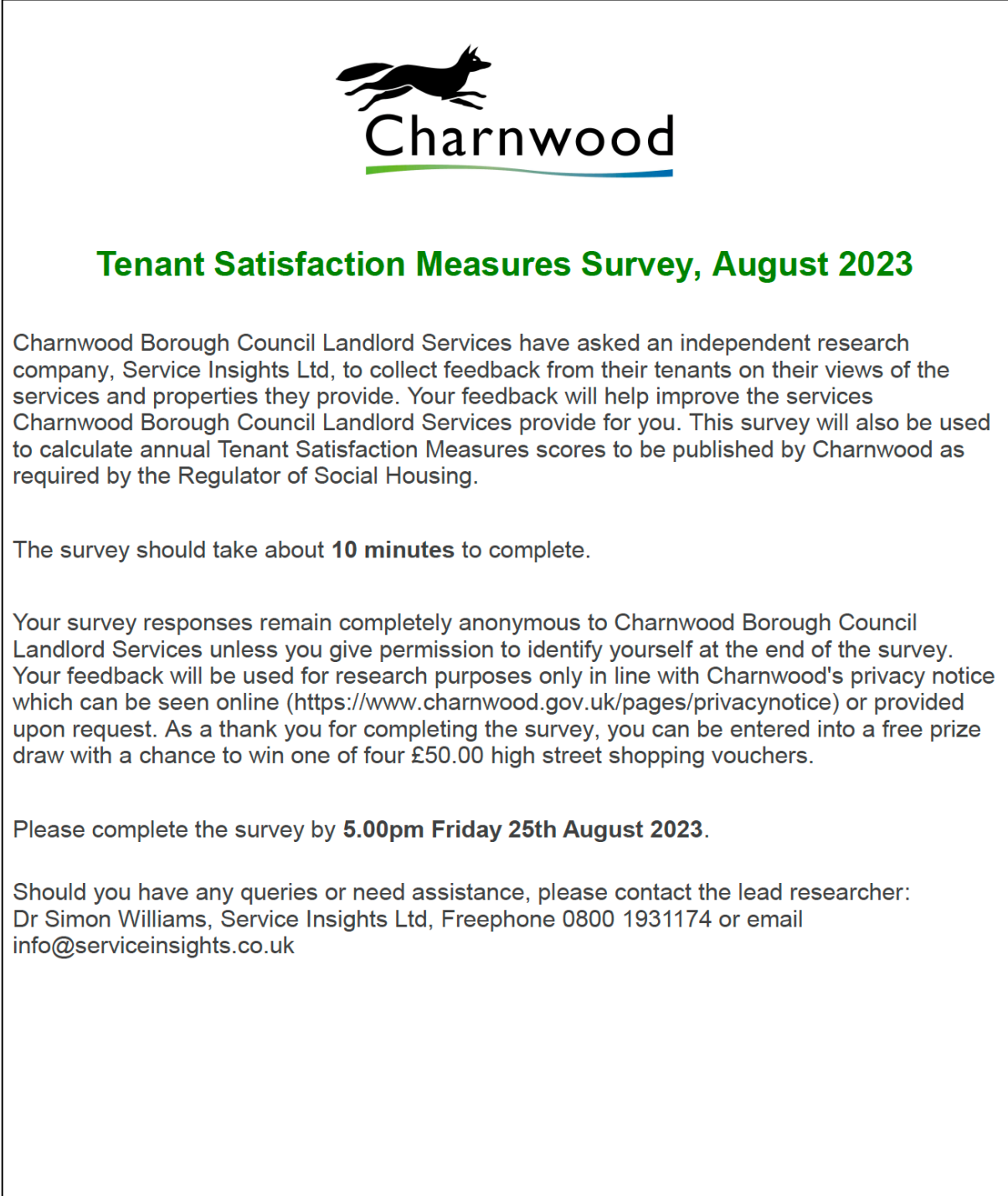
Continued from the previous page...


	Tenant Profile		Survey Profile	
	Overall number	%	Achieved	%
Rooms				
1	2,288	46%	701	45%
2	789	16%	248	16%
3+	1,944	39%	628	40%
Total	5,021	100%	1,577	100%
Age				
Under 25	105	2%	22	1%
25-44	1,295	26%	366	23%
45-59	1,421	28%	446	28%
60-74	1,352	27%	467	30%
75+	848	17%	276	18%
Total	5,021	100%	1,577	100%
Ethnicity				
White	3,684	73%	1,142	73%
Non WB	402	8%	125	8%
Unknown	935	19%	310	20%
Total	5,021	100%	1,577	100%

Appendix 2: Questionnaire

Figure 37 provides an example of the TSM survey sent to tenants via online methods. Please note that this image of the online version does not visually show the questionnaire routing, however this was included. For instance, if a respondent answered 'yes' for Q2, only then would they be asked Q2a.

Figure 37: Example TSM questionnaire; online version





Tenant Satisfaction Measures Survey, August 2023

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

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

Your survey responses remain completely anonymous to Charnwood Borough Council Landlord 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 Charnwood's privacy notice which can be seen online (<https://www.charnwood.gov.uk/pages/privacynotice>) or provided upon request. As a thank you for completing the survey, you can be entered into a free prize draw with a chance to win one of four £50.00 high street shopping vouchers.

Please complete the survey by **5.00pm Friday 25th August 2023**.

Should you have any queries or need assistance, please contact the lead researcher:
Dr Simon Williams, Service Insights Ltd, Freephone 0800 1931174 or email info@serviceinsights.co.uk

Continued over the page...

Continued from the previous page...

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

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

Q2 Has Charnwood Borough Council Landlord 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 Charnwood Borough Council Landlord 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 Charnwood Borough Council Landlord 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 Charnwood Borough Council Landlord 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 Charnwood Borough Council Landlord 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

Q6 How satisfied or dissatisfied are you that Charnwood Borough Council Landlord 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

Continued over the page...

Continued from the previous page...

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

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

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

Yes

No

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

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

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

Yes No Don't know

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

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

Q10 How satisfied or dissatisfied are you that Charnwood Borough Council Landlord 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 Charnwood Borough Council Landlord Services approach to handling anti-social behaviour?

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

Continued over the page...

Continued from the previous page...

Additional questions

Q12 How satisfied or dissatisfied are you that your rent provides value for money?

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

Q13 How important to you is the ability to visit Charnwood Borough Council Landlord Services offices without an appointment, and see one of the landlord services team?

Very important Fairly important Neither important nor
unimportant Fairly unimportant Very unimportant

Q13a Please briefly tell us why this is important to you:

Q14 Do you have any further comments or suggestions for improving Charnwood Borough Council Landlord Services?

***Important: Permissions and Confidentiality**

Q15 Charnwood Borough Council Landlord 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 Charnwood Borough Council Landlord Service?

- Yes
 No

Q15a Are you happy for Charnwood Borough Council Landlord Services to contact you about anything you have raised in this survey?

- Yes
 No

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