Tenant Satisfaction Survey 2025 - 2026

This survey asks tenants for feedback on a range of landlord services provided by City of York Council in 2025. The survey is conducted independently of Housing Services, so your views stay confidential.

Please complete and return the survey in the enclosed **FREEPOST** envelope by **21 November 2025.**

FREEPOST: RTEG-TYYU-KLTZ City of York Council, West Offices, Station Rise, York, YO1 6GA

If you would like this document in an alternative format, please contact:

(01904) 551550 ycc@york.gov.uk

@CityofYork @cityofyork

It is available in the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

Publication date: May 2024

For further information: West Offices, Station Rise, York YO1 6GA

Before you start the survey, please read the enclosed privacy notice which tells you what we will do with the personal data and information you give us (available online at **data.yorkopendata.org/dataset/consultation-privacy-notices)**. You will need to confirm that you have read and understood the privacy notice to take the survey.

You can withdraw your consent at any time by contacting 01904 555556 or **housing.serviceimprovements@york.gov.uk** and quoting your ID Number or returning the blank survey in the freepost envelope provided.

1. **Please tick this box to confirm that you have read and understood the privacy notice for the Tenant Satisfaction Survey** ☐

Throughout this survey we will ask questions in relation to your views and experiences as tenants. When we refer to **'your landlord'** this is the **City of York Council.**

GENERAL SATISFACTION

2. **Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?**

Very satisfied	☐	Fairly satisfied	☐	Neither / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

Please tell us why:

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3. **How satisfied or dissatisfied are you with the overall quality of your home?**

Very satisfied	☐	Fairly satisfied	☐	Neither / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

4. **How satisfied or dissatisfied are you that your rent provides value for money?**

Very satisfied	☐	Fairly satisfied	☐	Neither / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

Please tell us why:

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REPAIRS

5. Has your landlord carried out a repair to your home in the last 12 months?

Yes - go to Q6	☐	No - go to Q8	☐

6. If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

Very satisfied	☐	Fairly satisfied	☐	Neither / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

Please tell us why:

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7. 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 / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

8. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied
Ease of reporting a repair	☐	☐	☐	☐	☐
Being told when workers would call	☐	☐	☐	☐	☐
Being able to make an appointment	☐	☐	☐	☐	☐
Time taken before work started	☐	☐	☐	☐	☐
The attitude of the workers	☐	☐	☐	☐	☐
Keeping dirt and mess to a minimum	☐	☐	☐	☐	☐
The repair being done ‘right first time’	☐	☐	☐	☐	☐
The workers doing the job you expected	☐	☐	☐	☐	☐

CUSTOMER SERVICE

9. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	N/A / Don't know ☐

10. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	N/A / Don't know ☐

11. To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"?

Strongly agree ☐	Agree ☐	Neither / nor ☐
Strongly disagree ☐	Disagree ☐	N/A / Don't know ☐

CONDITION AND MAINTENANCE

12. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	N/A / Don't know ☐

13. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	

14. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

Yes – go to Q15 ☐	No – go to Q16 ☐	Don't know – go to Q16 ☐

15. If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

Very satisfied	☐	Fairly satisfied	☐	Neither / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

COMPLAINTS

16. Have you made a complaint to your landlord in the last 12 months?

Yes – go to Q17	☐	No – go to Q19	☐

17. If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

Very satisfied	☐	Fairly satisfied	☐	Neither / nor	☐
Very dissatisfied	☐	Fairly dissatisfied	☐		

18. How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied
How easy it was to make your complaint	☐	☐	☐	☐	☐
The information, advice and support housing staff provided	☐	☐	☐	☐	☐
How well you were kept informed about the progress of your complaint	☐	☐	☐	☐	☐
The speed your complaint was dealt with	☐	☐	☐	☐	☐
Overall, the final outcome of the complaint	☐	☐	☐	☐	☐

YOUR NEIGHBOURHOOD

19. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	N/A / Don't know ☐

20. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	N/A / Don't know ☐

21. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied ☐	Fairly satisfied ☐	Neither / nor ☐
Very dissatisfied ☐	Fairly dissatisfied ☐	

To what extent are the following a problem in your neighbourhood?	Not a problem	Minor problem	Major problem
Car parking	☐	☐	☐
Disruptive children / teenagers	☐	☐	☐
Dog fouling / dog mess	☐	☐	☐
Drunk or rowdy behaviour	☐	☐	☐
Noisy neighbours	☐	☐	☐
People damaging your property	☐	☐	☐
Problems with pets and animals	☐	☐	☐
Racial or other harassment	☐	☐	☐
Rubbish or litter	☐	☐	☐
Vandalism or graffiti	☐	☐	☐
Other crime	☐	☐	☐

COMMENTS

22. What's one thing we could do to improve the service we provide?

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23. Is there anything else you'd like to tell us about your home or the services your landlord provides?

- Please do not use this section to report repairs or issues with your home as this survey will not be linked to your address
- If you require extra space please continue on a separate sheet

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CONFIDENTIAL

We want to make sure that our Housing Services are fair and accessible for everyone. Your answers to the following questions will help us make sure that everyone's needs are considered. The information you provide will be kept confidential.

Thank you for helping us continue to improve Housing Services.

Your age: (please select the appropriate age range):

- Prefer not to say ☐
- 16-24 ☐
- 25-39 ☐
- 40-55 ☐
- 56-59 ☐
- 60-64 ☐
- 65+ ☐

Your gender:

- Prefer not to say ☐
- Female ☐
- Male ☐
- Non-binary ☐

Which of the following best describes how you think of yourself?

- Prefer not to say ☐
- Bisexual ☐
- Gay or Lesbian ☐
- Heterosexual/ straight ☐
- Other ☐

Please tick the appropriate box to describe your religion or belief:

- Prefer not to say ☐
- Buddhist ☐
- Christian ☐
- Hindu ☐
- Jewish ☐
- Muslim ☐
- Sikh ☐
- Atheist ☐
- No religion ☐
- Other (please specify) ☐

What is your ethnic group?

Prefer not to say	☐	Asian – Indian	☐
White – English/Welsh/Scottish/ Northern Irish/British	☐	Asian – Pakistani	☐
White - Irish	☐	Asian – Bangladeshi	☐
White – Gypsy or Irish Traveller	☐	Asian – Chinese	☐
White - Roma	☐	Any other Asian background	☐
Any other White background	☐	Black African	☐
Mixed – White and Black Caribbean	☐	Black Caribbean	☐
Mixed – White and Black African	☐	Any other Black/Black British/African/Caribbean background	☐
Mixed – White and Asian	☐	Other – Arab	☐
Any other Mixed/multiple ethnicity	☐	Any other ethnic background	☐

Do you consider yourself disabled?

Prefer not to say ☐ Yes ☐ No ☐

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? (Excluding anything which is part of paid employment)

Prefer not to say ☐ Yes ☐ No ☐

Do you have any experience of being in care?

Prefer not to say ☐ Yes ☐ No ☐