

# Tenant Satisfaction Survey 2024/25



This survey asks tenants for feedback on a range of landlord services provided City of York Council in 2024. 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 **17 November 2024**.

**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:



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 میا 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](https://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 551 244 or [housing.serviceimprovements@york.gov.uk](mailto: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**.

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**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  Fairly dissatisfied  Very dissatisfied

Please tell us why:

.....  
.....  
.....

**3. How satisfied or dissatisfied are you that your landlord is easy to deal with?**

Very satisfied  Fairly satisfied  Neither/nor  Fairly dissatisfied  Very dissatisfied

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

Very satisfied  Fairly satisfied  Neither/nor  Fairly dissatisfied  Very dissatisfied

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

Very satisfied  Fairly satisfied  Neither/nor  Fairly dissatisfied  Very dissatisfied

Please tell us why:

.....  
.....  
.....

**6. In relation to your home, how concerned are you about:**

Not concerned at all      Slightly concerned      Somewhat concerned      Very concerned      Extremely concerned

Being able to pay rent and bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to keep your home warm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting repairs done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making it more energy efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**REPAIRS**

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

Yes (go to question 8)            No (go to question 10)     

**8. 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            Fairly dissatisfied            Very dissatisfied     

Please tell us why:

.....

.....

.....

**9. 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            Fairly dissatisfied            Very dissatisfied

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Ease of reporting a repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being told when workers would call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to make an appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time taken before work started	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The attitude of the workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping dirt and mess to a minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The repair being done 'right first time'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The workers doing the job you expected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CUSTOMER SERVICE**

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

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

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

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

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

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

## CONDITION AND MAINTENANCE

**14. 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  Fairly dissatisfied  Very dissatisfied   
Not applicable/don't know

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

Very satisfied  Fairly satisfied  Neither/nor  Fairly dissatisfied  Very dissatisfied

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

Yes  No  Don't know

**17. 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  Fairly dissatisfied  Very dissatisfied

## COMPLAINTS

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

Yes (go to question 19)  No (go to question 20)

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

Very satisfied  Fairly satisfied  Neither/nor  Fairly dissatisfied  Very dissatisfied

**20. Do you know how to access the complaints process?**

Yes  No

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
How easy it was to make your complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information, advice and support housing staff provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well you were kept informed about the progress of your complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed your complaint was dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the final outcome of the complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**YOUR NEIGHBOURHOOD**

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

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

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

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

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

Very satisfied  Fairly satisfied  Neither/nor  Fairly dissatisfied  Very dissatisfied

**25. To what extent are the following a problem in your neighbourhood?**

	Not a problem	Minor problem	Major problem
Car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disruptive children/ teenagers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog fouling/ dog mess	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drunk or rowdy behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noisy neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People damaging your property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with pets and animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Racial or other harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubbish or litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism or graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CONSENT**

**26. Your landlord is keen to involve tenants in developing, improving and giving feedback on housing services. Please indicate whether you consent to the following further contact options:**

	Yes	No
Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to your landlord. Would that be OK?	<input type="radio"/>	<input type="radio"/>
Are you happy for your landlord to contact you in connection with your feedback, if they wish to do so?	<input type="radio"/>	<input type="radio"/>
Are you happy for your landlord to contact you in connection with other opportunities to have your say about the services they provide?	<input type="radio"/>	<input type="radio"/>



# 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	<input type="radio"/>		
16-24	<input type="radio"/>	56-59	<input type="radio"/>
25-39	<input type="radio"/>	60-64	<input type="radio"/>
40-55	<input type="radio"/>	65+	<input type="radio"/>

**Your gender:**

Prefer not to say	<input type="radio"/>	Male	<input type="radio"/>
Female	<input type="radio"/>	Non-binary/gender variant	<input type="radio"/>

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

Prefer not to say	<input type="radio"/>	Gay woman/lesbian	<input type="radio"/>
Bisexual	<input type="radio"/>	Heterosexual/ straight	<input type="radio"/>
Gay man	<input type="radio"/>		

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

Prefer not to say	<input type="radio"/>	Muslim	<input type="radio"/>
Buddhist	<input type="radio"/>	Sikh	<input type="radio"/>
Christian	<input type="radio"/>	No religion	<input type="radio"/>
Hindu	<input type="radio"/>	Other (please specify) .....	<input type="radio"/>
Jewish	<input type="radio"/>	.....	

**What is your ethnic group?**

- |                                                           |                       |                             |                       |
|-----------------------------------------------------------|-----------------------|-----------------------------|-----------------------|
| Prefer not to say                                         | <input type="radio"/> | Asian – Indian              | <input type="radio"/> |
| White – English/Welsh/Scottish/<br>Northern Irish/British | <input type="radio"/> | Asian – Pakistani           | <input type="radio"/> |
| White - Irish                                             | <input type="radio"/> | Asian – Bangladeshi         | <input type="radio"/> |
| White – Gypsy or Irish Traveller                          | <input type="radio"/> | Asian – Chinese             | <input type="radio"/> |
| Any other White background                                | <input type="radio"/> | Any other Asian background  | <input type="radio"/> |
| Mixed – White and Black Caribbean                         | <input type="radio"/> | Black African               | <input type="radio"/> |
| Mixed – White and Black African                           | <input type="radio"/> | Black Caribbean             | <input type="radio"/> |
| Mixed – White and Asian                                   | <input type="radio"/> | Other – Arab                | <input type="radio"/> |
| Any other Mixed/multiple ethnicity                        | <input type="radio"/> | Any other ethnic background | <input type="radio"/> |

**Do you consider yourself disabled? (You are disabled under the Equality Act 2010 if you have a physical or mental impairment that has a ‘substantial’ and ‘long term’ negative effect on your ability to do normal activities.)**

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