

Date

Tenant Satisfaction Measures

Dear Tenant

What are they: the Tenant Satisfaction Measures (TSM) are a set of questions to assess how well the Council, as a provider of social housing, is performing in providing good quality homes and housing services. The measures have been introduced by the Regulator of Social Housing and have been set up to improve standards in housing and to ensure that we are held accountable for the services we deliver.

To help assess how you think the Council is performing, the TSM survey will be sent out to you annually and the results will be reported back to both the Social Housing Regulator and you, our tenants. The results will then be used to highlight areas of improvement that as a council we will act upon. The Social Housing Regulator will share best practice with other social housing landlords so that we can learn from each other.

Your Feedback Matters - We really want to know about your views and experiences as a Wigan Council tenant, to help ensure our housing services continue to adapt to meet our tenants' needs.

Please complete the following questions and if you would like the survey in a different format, please contact us either by phone 01942 486645 or email TVAET@wigan.gov.uk

We've partnered with GovMetric to help us carry out this survey so please return your responses to GovMetric, The King Centre, Barleythorpe, Oakham LE15 7WD

Thank you for your time.

Kathryn Perry

Assistant Director of Housing Services

Tenant Satisfaction Survey Questions

Question 1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wigan Council.

Response options:

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

Question 2 Has Wigan Council carried out a repair to your home in the last 12 months?

- Yes
- No

If yes, how satisfied, or dissatisfied are you with the overall repairs service from Wigan Council over the last 12 months?

Response options:

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

Question 3 Has Wigan Council carried out a repair to your home in the last 12 months?

- Yes
- No

If yes, how satisfied, or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Response options:

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

Question 4 How satisfied or dissatisfied are you that Wigan Council provides a home that is well maintained?

Response options:

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

Question 5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wigan Council provides a home that is safe?

Response options:

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

Question 6 How satisfied or dissatisfied are you that Wigan Council listens to your views and acts upon them?

Response options:

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

Question 7 How satisfied or dissatisfied are you that Wigan Council keeps you informed about things that matter to you?

Response options:

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

Question 8 To what extent do you agree or disagree with the following
“Wigan Council treats me fairly and with respect”?

Response options:

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

Question 9 Have you made a complaint to Wigan Council in the last 12 months?’

- Yes
- No

If yes, how satisfied, or dissatisfied are you with Wigan Councils’ approach to complaints handling?

Response options:

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

Question 10 Do you live in a building with communal areas, either inside or outside, that Wigan Council is responsible for maintaining?’

- Yes
- No
- Don't know

If yes, how satisfied, or dissatisfied are you that Wigan Council keeps these communal areas clean and well maintained?

Response options:

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

Question 11 How satisfied or dissatisfied are you that Wigan Council makes a positive contribution to your neighbourhood?

Response options:

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

Question 12 How satisfied or dissatisfied are you with Wigan Council's approach to handling anti-social behaviour?

Response options:

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

Question 13 How would you prefer that we communicate with you about your housing services? (Tick one box only)

Response options:

- Email
- Text
- Letter
- Telephone
- Face to face at the Life Centre or a community venue near to you
- Other (please specify in the box below)

Question 14 What matters to you most about your home? *(tick 2 boxes only)*.

Response options:

- Doing repairs right first time and in time
- Having your say in how we invest in your homes
- Energy efficiency of your home
- Condition of your home
- Feeling safe in your home
- Other (please specify in the box below)

Question 15 What matters to you most about your neighbourhood? *(tick 2 boxes only)*.

Response options:

- How clean your street is
- The appearance of your neighbourhood
- Dealing with anti-social behaviour
- Having access to green spaces
- Feeling part of your community
- Other (please specify in the box below)

Question 16 What matters to you most about your housing services? *(tick 2 boxes only)*.

Response options:

- How we communicate with you
- Taking your views into account
- Value for money of your rent
- Choice on how to contact us
- Digital access to housing services
- Other (please specify in the box below)

Question 17 How safe do you feel when out and about in your local area? *Please think of your local area as within about a 10-minute walk from your home.*

During the day:

Response options:

- Very safe
- Fairly safe
- Neither
- Fairly unsafe
- Very unsafe

After dark:

Response options:

- Very safe
- Fairly safe
- Neither
- Fairly unsafe
- Very unsafe

Question 18 Have you personally experienced or witnessed any sort of anti-social behaviour in your local area in the last 12 months?

Response options:

- Yes
- No
- Prefer not to say

Question 19 Would you like to get involved in having a say on your housing services?

Response options:

- Yes
- No

Question 20 If Wigan Council need to, can we contact you to discuss the survey? (Please note, your contact details won't be shared and will be kept separately from the responses to the survey)

Response options:

- Yes
- No

Question 21 Do you want to be entered into a prize draw?

Response options:

- Yes
- No

Question 22 If you have answered YES to either question 19, 20 or 21 please add details of your preferred contact method below.

Email address:	
Landline telephone number:	
Mobile telephone number:	

Thank you.