

2021 Tenant Satisfaction Survey



Listening to the views and opinions of our tenants is very important to us and our 2021 survey is a chance to tell us what you think about your home and the services that we provide. We will use the information we collect to shape the services we provide to you in the future.

We would very much appreciate your help. By completing the survey you will automatically be entered into the free prize draw, with a chance of winning up to £100 in shopping vouchers.

We've asked an independent research company called ARP Research to carry out the survey on our behalf. Anything that you say on the survey is confidential, which means that it will not be possible for any person or address to be identified.

If you have any questions or concerns about this survey you can contact Waverley Borough Council's Housing service on 01483 523546 and we will be happy to help you.

How to fill it in

- For any technical difficulties please contact support@arp-research.co.uk
- Your answers are saved after every page and/or when clicking 'resume later' from the top menu.
- Some questions require an answer before you can continue to the next section.
- The survey will automatically skip some questions if they don't apply to you.

The survey is being carried out on the behalf of Waverley Borough Council by an independent specialist called ARP Research according to the Market Research Society Code of Conduct. The survey is confidential, which means that once processed your answers will not be linked with your identity without your consent and will be treated and stored according to the General Data Protection Regulation (GDPR). We do not use any of the information you provide for direct marketing or other non-research activities. For more detail please [click here](#).

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11%

Service overall

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Waverley Borough Council's Housing Service?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Why did you give this score?

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22%

Repairs and maintenance

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you had any repairs to your home in the last 12 months?

- Yes
- No
- Can't remember

Thinking about the **last** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service you received?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion/ NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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33%

Your home

How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
With the overall quality of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the heating and efficiency of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the safety and security of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That your rent provides value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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44%

Your home

Thinking about your home, which of these two main types of home improvement would be most important to you at the moment?

🔗 Move the slider to tell us which is more important. If you feel they are equally important, put the slider in the middle.

Energy efficiency
improvements
that reduce your
bills, such as
heating and
insulation

Both equal



Other
improvements to
update your home,
such as kitchens
or bathrooms

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55%

Neighbourhoods

Generally, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Why did you give this score?

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66%

Communication and involvement

How satisfied or dissatisfied are you that the Council's Housing Service:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion / N.A.
Is easy to deal with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listens to your views and act upon them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gives you the opportunity to make your views known	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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77%

Communication and involvement

Have you contacted the Housing Service in the last 12 months?

- Yes
- No
- Can't remember

How satisfied or dissatisfied are you with the online services provided by Waverley Borough Council's Housing Service?

Very
satisfied

Fairly
satisfied

Neither

Fairly
dissatisfied

Very
dissatisfied

No opinion /
N.A.

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88%

The future

What could Waverley Borough Council's Housing service do better?

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Submit

Thank You!

Your survey is now complete and you can close this window.

Click below to go to the Council website.

