



Tenant Satisfaction Measures Survey 2025/2026

We would first like to thank everyone who completed the annual tenancy survey last year and welcome to anyone new to the process.

Melton Borough Council housing services have asked an independent company called HWLincs to collect tenant feedback on the housing services and properties they provide. Your feedback will help improve the services the Council provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Melton Borough Council as required by the Regulator of Social Housing.

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

Your survey responses remain completely anonymous to Melton Borough Council unless you give permission to identify you at the end of the survey. Your feedback will be used for research purposes only in line with Melton Borough Council's privacy notice seen online or provided on request. When you have completed this year's survey, you will not be asked again for feedback until later on in 2026.

Please return your survey by post using our free post address by Friday 27th February 2026. All you need to do is return it to us using the freepost envelope provided.

If you raise any issues that need a quick response, please contact Melton Borough Council on **01664 502 502** (for emergencies) or email tenancyservices@melton.gov.uk. For help completing the survey or questions, please contact the lead researcher Colin Warren on 01205 820892 or email enquiries@hwlincs.co.uk

Tenant Satisfaction Measures

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Melton Borough Council housing services?

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

- 1a. Please can you tell us the reason(s) you gave that score?

--

2. Has Melton Borough Council housing services carried out a repair to your home in the last 12 months?

- ☐ Yes [Go to 2a then 2b]
☐ No [Go to 3]

- 2a. How satisfied or dissatisfied are you with the overall repairs service from Melton Borough Council housing services over the last 12 months?

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

- 2b. 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
☐	☐	☐	☐	☐

5a. What more could Melton Borough Council housing services do to make you feel that they are listening to you?

--

6. How satisfied or dissatisfied are you that Melton Borough Council housing 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
☐	☐	☐	☐	☐	☐

7. To what extent do you agree or disagree with the following: "Melton Borough Council housing services treats me fairly and with respect"?

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

7a. How could Melton Borough Council housing services improve this?

--

8. Have you made a complaint to Melton Borough Council housing services in the last 12 months?

- ☐ Yes [Go to 8a]
☐ No [Go to 9]

***Important: Permissions and Confidentiality**

12. Melton Borough Council housing services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your survey responses to be attributed to you when being passed back to Melton Borough Council housing services?

- ☐ Yes, I'm happy to be named [Go to 12a]
- ☐ No, I wish to remain anonymous [**That is the end of the questionnaire, thank you.**]

12a. Are you happy for Melton Borough Council housing services to contact you about anything you have raised in this survey?

- ☐ Yes, and please contact me using the following details:

Name:	
Phone:	
Email:	

- ☐ No

Please return your questionnaire in the Freepost envelope provided.