



Melton Borough Council

Tenant Satisfaction Measures Survey 2024/2025

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.

If you wish Melton Borough Council to respond quickly to any issues raised in the survey, please contact the Council on **01664 502 502** (for emergencies) or email tenancyservices@melton.gov.uk rather than raising them in the survey. This is due to the time taken for survey analysis and otherwise may take time to respond. Should you have any queries or need assistance completing the survey, please contact the lead researcher Colin Warren on 01205 820892 or email enquiries@hwlincs.co.uk.

Tenant Satisfaction Measures

Q1. 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

Q1. Please can you tell us the reason(s) you gave that score?

a

Q2. Has Melton Borough Council housing services carried out a repair to your home in the last 12 months?

Yes [Go to Q2a then Q2b]

No [Go to Q3]

Q2. 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

Q2. 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

Q3. How satisfied or dissatisfied are you that Melton Borough Council housing services provides a home that is well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q4. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Melton Borough Council housing services provides a home that is safe?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ Don't know

Q4. If you are dissatisfied with this, what more could Melton Borough Council housing services do to make you feel safe?

Q5. How satisfied or dissatisfied are you that Melton Borough Council housing services listens to your views and acts upon them?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ Don't know

Q5. What more could Melton Borough Council housing services do to make you feel that they are listening to you?

Q6. How satisfied or dissatisfied are you that Melton Borough Council housing services keeps you informed about the things that matter to you?

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

Q7. 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

Q7. How could Melton Borough Council housing services improve this?

a

Q8. Have you made a complaint to Melton Borough Council housing services in the last 12 months?

- Yes [Go to Q8a] No [Go to Q9]

Q8. How satisfied or dissatisfied are you with Melton Borough Council housing services approach to complaints handling?

a

- Very satisfied Fairly satisfied Neither satisfied or dissatisfied Fairly dissatisfied Very dissatisfied

Q9. Do you live in a building with communal areas, either inside or outside, that Melton Borough Council housing services is responsible for maintaining?

- Yes [Go to 9a] No [Go to Q10] Don't know [Go to Q10]

Q9. How satisfied or dissatisfied are you that Melton Borough Council housing services keeps these communal areas clean and well maintained?

a

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

Q10 How satisfied or dissatisfied are you that Melton Borough Council housing services makes a positive contribution to your neighbourhood?

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

Q11 How satisfied or dissatisfied are you with Melton Borough Council housing services approach to handling anti-social behaviour?

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

***Important: Permissions and Confidentiality**

Q12 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 Q12a]**
 No, I wish to remain anonymous **[That's the end, thank you]**

Q12.a Are you happy for Melton Borough Council housing services to contact you about anything you have raised in this survey?

- Yes **[Go to Q13]**
 No **[That's the end, thank you]**

Q13 Please provide the contact details you would be happy for Melton Borough Council housing services to get in touch with you

Name

Phone

Email

Address (if you would prefer paper communications)