

Tenant Satisfaction Survey 2023



return by Tuesday **20 June 2023**

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services?

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

2 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is well maintained?

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

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Barking & Dagenham 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

4 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. That your rent provides value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. That your service charges provide value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>



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your code: 9999XX

Barking & Dagenham

5 Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q6** ↓ No **go to Q8** ↷

6 How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?

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

7 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

8 How satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

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

9 Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?

Yes **go to Q10** ↓ No **go to Q11** ↷ Don't know **go to Q11** ↷

10 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?

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

11 How satisfied or dissatisfied are you that Barking & Dagenham 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



12 How satisfied or dissatisfied are you that Barking & Dagenham 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

13 To what extent do you agree or disagree with the following "Barking & Dagenham Council housing services treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

14 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Is easy to deal with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
.....						
b. Give you the opportunity to make your views known?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

15 Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?

Yes **go to Q16** ↓ No **go to Q17** ↘

16 How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 How satisfied or dissatisfied are you that Barking & Dagenham 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>



18 How satisfied or dissatisfied are you with Barking & Dagenham 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

19 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know

Thank you!



Please now return in the freepost envelope supplied

Barking & Dagenham

