

Tenant Satisfaction Measures Survey 2023 – 2024

In 2020, the government published a social housing white paper, aimed at improving the services landlords provide. Part of these proposals was the introduction of Tenant Satisfaction Measures to determine how effectively we and other landlords are meeting the expectations of our tenants, and in particular the way we are:

- Handling complaints
- Managing neighbourhoods
- Maintaining the safety of our buildings
- Maintaining our properties
- Engaging with our tenants
- Tackling anti-social behaviour

These measures require us to conduct annual surveys of our tenants, with your feedback helping us to identify areas for improvement. The performance results of both ourselves and other social housing landlords will be published, enabling you to compare how we are doing with similar organisations.

Whilst we are only allowed to survey each household once each year, we will review the survey results received each month. Every household that completes the survey will be entered into a monthly prize draw and the household that is picked out at random will receive £100 Love to Shop Vouchers.

The Tenant Engagement Team Gravesham Borough Council

Email us: tenantengagement@gravesham.gov.uk

If you would prefer to complete the survey online, you can use the QR code below:





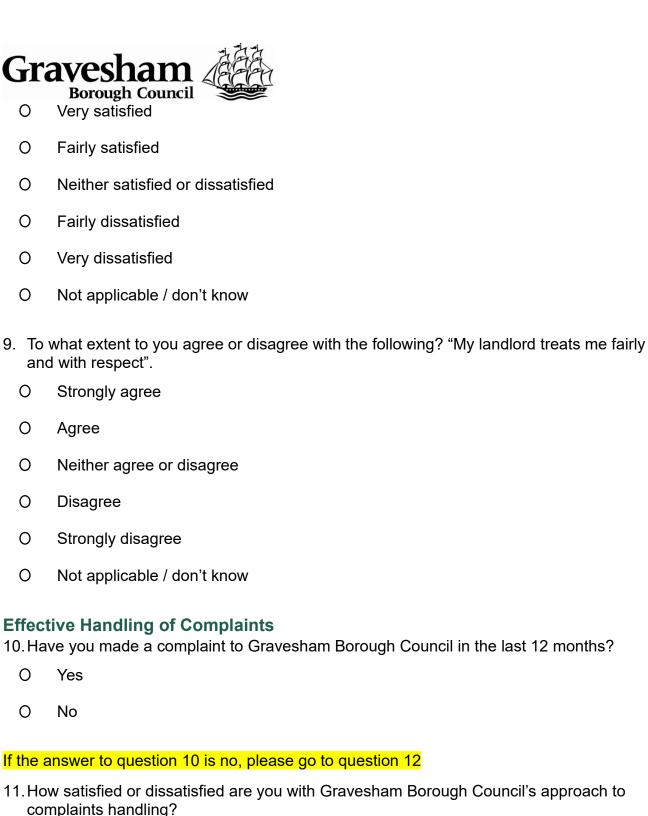
Overall Satisfaction

1.		ing everything into account, how satisfied or dissatisfied are you with the service vided by your landlord, Gravesham Borough Council?
	0	Very satisfied
	0	Fairly satisfied
	0	Neither satisfied or dissatisfied
	0	Fairly dissatisfied
	0	Very dissatisfied
	Has	ng Properties in Good Repair s Gravesham Borough Council carried out a repair to your home in the last 12 nths?
	0	Yes
	0	No
<mark>lf</mark>	<mark>you a</mark>	answered No to question 2, please go to question 5.
3.		w satisfied or dissatisfied are you with the repairs service you have received to your ne from Gravesham Borough Council over the last 12 months?
	0	Very satisfied
	0	Fairly satisfied
	0	Neither satisfied or dissatisfied
	0	Fairly dissatisfied
	0	Very dissatisfied
4.		w satisfied or dissatisfied are you with the time taken to complete your most recent air after you reported it?
	0	Very satisfied
	0	Fairly satisfied
	0	Neither satisfied or dissatisfied
	0	Fairly dissatisfied
	0	Very dissatisfied



5.		How satisfied or dissatisfied are you that Gravesham Borough Council provides a home that is well maintained?			
	0	Very satisfied			
	0	Fairly satisfied			
	0	Neither satisfied or dissatisfied			
	0	Fairly dissatisfied			
	0	Very dissatisfied			
	Thir	aining Building Safety nking about the condition of the property or building you live in, how satisfied or satisfied are you that Gravesham Borough Council provides a home that is safe?			
	0	Very satisfied			
	0	Fairly satisfied			
	0	Neither satisfied or dissatisfied			
	0	Fairly dissatisfied			
	0	Very dissatisfied			
	0	Not applicable / don't know			
	Hov	ectful and Helpful Engagement v satisfied or dissatisfied are you that Gravesham Borough Council listens to your vs and acts upon them?			
	0	Very satisfied			
	0	Fairly satisfied			
	0	Neither satisfied or dissatisfied			
	0	Fairly dissatisfied			
	0	Very dissatisfied			
	0	Not applicable / don't know			

8. How satisfied or dissatisfied are you that Gravesham Borough Council keeps you informed about things that matter to you?



11. How satisti	ed or dissatistied	are you with Gra	avesnam Borot	ign Council's a	approacn to
complaints	handling?				
O 1/					

Very satisfied 0

Fairly satisfied 0

0 Neither satisfied or dissatisfied

0 Fairly dissatisfied

0 Very dissatisfied



Responsible Neighbourhood Management 12. Do you live in a building with communal areas, either inside or outside, that Gravesham

rough Council is responsible for maintaining?
Yes
No
Don't know
How satisfied or dissatisfied are you that Gravesham Borough Council keeps these communal areas cleaned and well maintained?
Very satisfied
Fairly satisfied
Neither satisfied or dissatisfied
Fairly dissatisfied
Very dissatisfied
How satisfied or dissatisfied are you that Gravesham Borough Council makes a positive contribution to your neighbourhood?
Very satisfied
Fairly satisfied
Neither satisfied or dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable / don't know
How satisfied or dissatisfied are you with Gravesham Borough Council's approach to handling anti-social behaviour?
Very satisfied
Fairly satisfied
Neither satisfied or dissatisfied
Fairly dissatisfied

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- Very dissatisfied 0
- Not applicable / don't know 0
- 16. Please tell us your name:
- 17. Please tell us your address:
- 18. Lastly, please tell us your contact number and / or email address: