



## 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](mailto:tenantengagement@gravesham.gov.uk)

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





### Overall Satisfaction

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord, Gravesham Borough Council?

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

### Keeping Properties in Good Repair

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

- ☐ Yes
- ☐ No

**If you answered No to question 2, please go to question 5.**

3. How satisfied or dissatisfied are you with the repairs service you have received to your home from Gravesham Borough Council over the last 12 months?

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

4. 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 or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

5. How satisfied or dissatisfied are you that Gravesham Borough Council provides a home that is well maintained?

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

### **Maintaining Building Safety**

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

### **Respectful and Helpful Engagement**

7. How satisfied or dissatisfied are you that Gravesham Borough Council listens to your views and acts upon them?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ 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?



- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

9. To what extent to you agree or disagree with the following? "My landlord treats me fairly and with respect".

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree or disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable / don't know

### **Effective Handling of Complaints**

10. Have you made a complaint to Gravesham Borough Council in the last 12 months?

- ☐ Yes
- ☐ No

**If the answer to question 10 is no, please go to question 12**

11. How satisfied or dissatisfied are you with Gravesham Borough Council's approach to complaints handling?

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



**Responsible Neighbourhood Management**

12. Do you live in a building with communal areas, either inside or outside, that Gravesham Borough Council is responsible for maintaining?

- ☐ Yes
- ☐ No
- ☐ Don't know

13. 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

14. 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

15. 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



- ☐ Very dissatisfied
- ☐ Not applicable / don't know

16. Please tell us your name:

17. Please tell us your address:

18. Lastly, please tell us your contact number and / or email address: