

Tenant satisfaction survey 2023/24



Your views are really important to us, and this survey will help us understand what you think about your home, your neighbourhood and the services we provide.

It will show us what we are doing well and the areas we can improve.

The Regulator of Social Housing has asked all social landlords to measure tenant satisfaction. The results of this survey will be published on both the Manchester City Council Housing Services website and the regulator's website.

You can complete the questionnaire anonymously, and personal information will be kept strictly confidential.

The survey should take around ten minutes to complete.

How to complete the survey

- Only one survey must be completed for each household/property. This can be done by the tenant, their partner/spouse, or on behalf of the tenant by a carer, another household member or an interpreter (if appropriate).
- For all questions that ask for a response, tick one box only.
- Read the instructions for answering each question carefully.
- Answer all the questions that apply to you.

If you have any difficulties in completing the survey, call us on 03000 123 123.

Please use the prepaid envelope to return your completed survey by **1 March 2024**.

Overall satisfaction

Question 1

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Manchester City Council Housing Services?

(Please tick one box only)

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

Repairs – keeping properties in good repair

Question 2

Has Manchester City Council Housing Services carried out a repair to your home in the past 12 months?

- Yes
- No (Go to Question 5)

Question 3

If yes, how satisfied or dissatisfied are you with the overall repairs service over the past 12 months?

(Please tick one box only)

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

Question 4

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

(Please tick one box only)

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

Question 5

How satisfied or dissatisfied are you that Manchester City Council Housing Services provides a home that is well maintained?

(Please tick one box only)

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

Question 6

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Manchester City Council Housing Services provides a home that is safe?

(Please tick one box only)

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

Resident engagement

Question 7

How satisfied or dissatisfied are you that Manchester City Council Housing Services listens to your views and acts upon them?

(Please tick one box only)

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

Question 8

How satisfied or dissatisfied are you that Manchester City Council Housing Services keeps you informed about things that matter to you?

(Please tick one box only)

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

Question 9

To what extent do you agree or disagree with the following statement:
'Manchester City Council Housing Services treats me fairly and with respect'?

(Please tick one box only)

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

Handling of complaints

Question 10

Have you made a complaint to Manchester City Council Housing Services in the past 12 months?

- Yes
- No (Go to Question 12)

Question 11

If yes, how satisfied or dissatisfied are you with the approach to complaints handling?

(Please tick one box only)

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

Neighbourhood management

Question 12

Do you live in a building with communal areas, either inside or outside, that Manchester City Council Housing Services is responsible for maintaining?

- Yes
- No (Go to Question 14)
- Don't know (Go to Question 14)

Question 13

If yes, how satisfied or dissatisfied are you that Manchester City Council Housing Services keeps these communal areas clean and well maintained?

(Please tick one box only)

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

Question 14

How satisfied or dissatisfied are you that Manchester City Council Housing Services makes a positive contribution to your neighbourhood?

(Please tick one box only)

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

Question 15

How satisfied or dissatisfied are you with the Manchester City Council Housing Services approach to handling antisocial behaviour?

(Please tick one box only)

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

Question 16

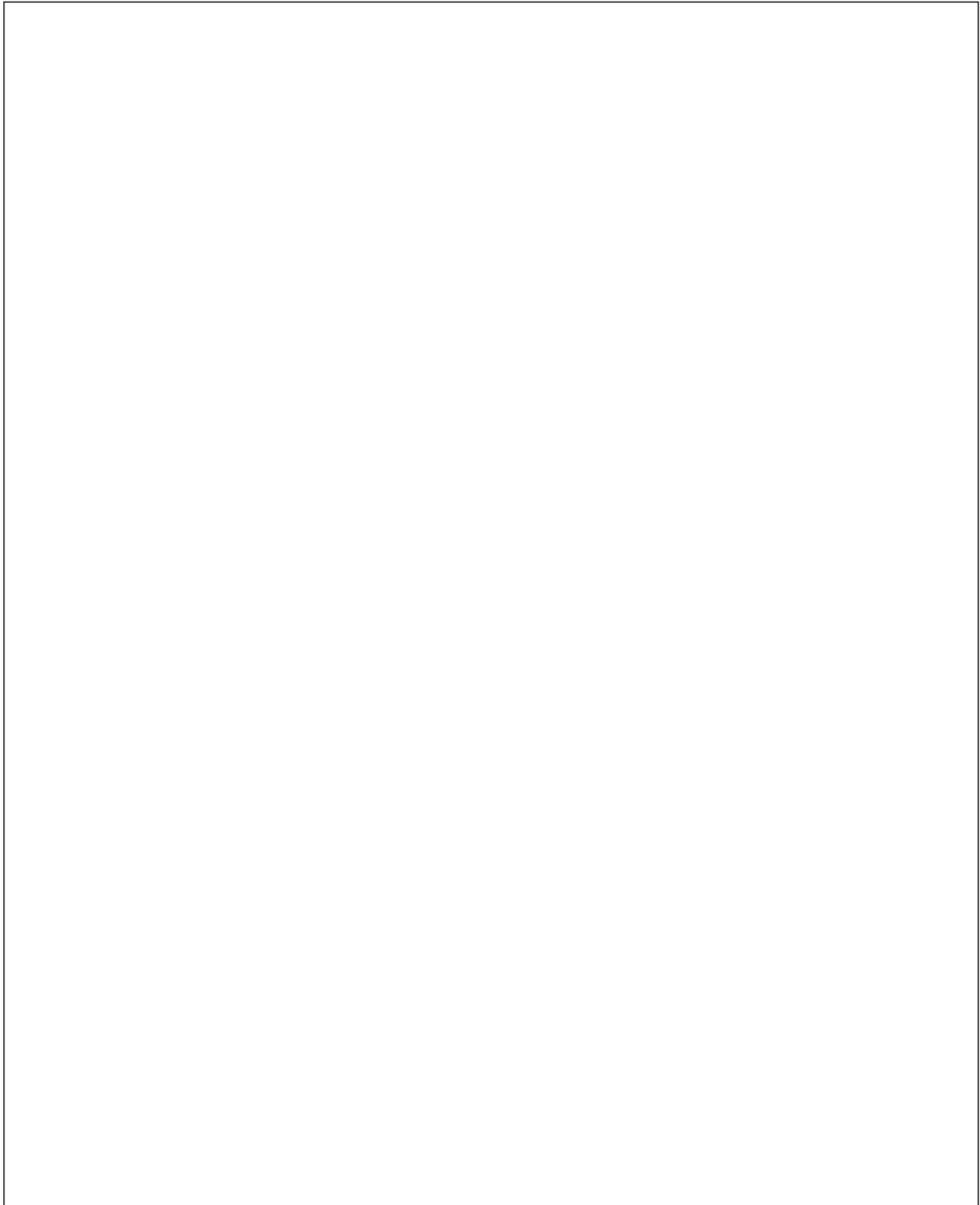
Have you made a complaint regarding antisocial behaviour to Manchester City Council Housing Services in the past 12 months?

(Please tick one box only)

- Yes
- No

Question 17

Please use the space below to let us know your thoughts on what we are doing right and/or any areas you think we need to improve. You can also use it for any other comments you would like to make.

A large, empty rectangular box with a thin black border, intended for the respondent to provide their feedback and comments.

Thank you for completing the survey. Your views are extremely valuable.

Equality, diversity and inclusion information

These are optional questions that will help us understand which groups have responded and where services need to be targeted. This information is strictly confidential.

What age bracket are you in?

- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 and over

What ethnic group do you identify with?

White

- English/Welsh/Scottish
- Northern Irish/British
- Irish
- Gypsy or Irish Traveler
- Roma
- Prefer not to say

Asian

- English/Welsh/Scottish
- Northern Irish/British
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Kashmiri

Black

- English/Welsh/Scottish
- Northern Irish/British
- African
- Caribbean

Mixed

- White and Black British
- White and Black African
- White and Black Caribbean
- White and Asian British
- White and Asian (continent)
- Other



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