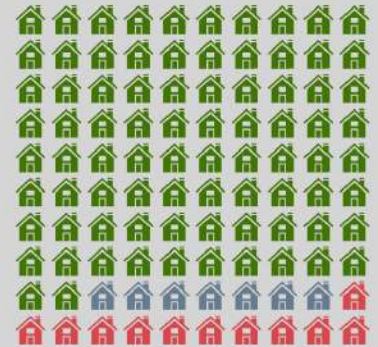



# Tenant Satisfaction Survey 2018

In June 2018 Charnwood Borough Council commissioned BMG Research to carry out a postal survey to establish tenant satisfaction with different aspects of the housing service. The findings of the survey will help inform how services are provided in the future and how best to deliver them



82% of tenants are satisfied with the overall services provided by Charnwood Borough Council



 -4% Decrease in satisfaction compared to the previous survey

84%




84% of tenants are satisfied with the quality of their home

Results remained the same compared to the previous survey 



55%

55% expressed satisfaction towards their views being listened to and acted upon

 -7% Decrease in satisfaction compared to the previous survey

77%

77% are satisfied with the repairs and maintenance service provided



 -2% Decrease in satisfaction compared to the previous survey

85%

85% of tenants are satisfied with the value for money their rent provides




 +5% Increase in satisfaction compared to the previous survey

78%

78% of tenants are satisfied with their neighbourhood as a place to live



 -3% Decrease in satisfaction compared to the previous survey

1014 surveys were returned

A postal survey was sent out to a sample of 4,479 general needs tenants and all sheltered tenants. There was also an option to complete the survey online. Face to face surveys were also undertaken among sheltered tenants.