

## 2023 Tenant Satisfaction Survey

### Your chance to have your say!

«ShortLink QR  
Code»

Your views are important to North Yorkshire Council and this survey will help them to understand what you think about your home and the services they provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by North Yorkshire Council and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

What you tell us will be strictly confidential. We will report your responses to North Yorkshire Council without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: [www.starsurveys.co.uk/nyc](http://www.starsurveys.co.uk/nyc) and input your unique code which is «Resp\_Code». If you have any difficulties in completing the survey, please call us on 01273 287114 or email [acuity@arap.co.uk](mailto:acuity@arap.co.uk).

### Overall Services

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Yorkshire Council's Housing Service?

- ☐ 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 North Yorkshire Council provides a home that is safe?

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

### Your Home

- 2** How satisfied or dissatisfied are you that North Yorkshire Council provides a home that is well maintained?

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

### Communal Areas

- 4** Do you live in a building with communal areas, either inside or outside, that North Yorkshire Council is responsible for maintaining?

- ☐ Yes (Go to **5**)
- ☐ No (Go to **6**)
- ☐ Don't know (Go to **6**)

**5** How satisfied or dissatisfied are you that North Yorkshire Council keeps these communal areas clean and well maintained?

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

**6** If you are not satisfied with your home and/or communal areas, please provide more information and what North Yorkshire Council could improve.

**9** 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

**10** If you are not satisfied with the repairs and maintenance service, please provide more information and what North Yorkshire Council could improve.

## Repairs and Maintenance

**7** Has North Yorkshire Council carried out a repair to your home in the last 12 months?

- ☐ Yes (Go to **8**)
- ☐ No (Go to **11**)

**8** How satisfied or dissatisfied are you with the overall repairs service from North Yorkshire Council over the last 12 months?

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

## Customer Service, Communications and Information

**11** How satisfied or dissatisfied are you that North Yorkshire Council's Housing Service 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 North Yorkshire Council's Housing Service 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

**13** To what extent do you agree or disagree with the following 'North Yorkshire Council's Housing Service treats me fairly and with respect'?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable / don't know

**14** If you are not satisfied with customer service and communications, please provide more information and what North Yorkshire Council's Housing Service could improve.

## Your Neighbourhood

**15** How satisfied or dissatisfied are you that North Yorkshire Council makes a positive contribution to your neighbourhood?

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

**16** How satisfied or dissatisfied are you with North Yorkshire Council's approach to handling anti-social behaviour?

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

## Making a Complaint

**17** Have you made a complaint to North Yorkshire Council's Housing Service in the last 12 months?

- ☐ Yes (Go to **18**)
- ☐ No (Go to **19**)

**18** How satisfied or dissatisfied are you with North Yorkshire Council's approach to complaints handling?

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

## Permissions and Confidentiality

**19** North Yorkshire Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to North Yorkshire Council?

- ☐ Yes (Go to **20**)
- ☐ No (End)

**20** Are you happy for North Yorkshire Council to contact you regarding any information you have provided in this survey?

☐

Yes

☐

No



**Thank You!**

Thank you for taking the time to complete this survey. Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). North Yorkshire Council will inform you about the results.