



Mansfield
District Council

Tenant Satisfaction Measures Survey, November 2024

Mansfield District Council housing services have asked an independent research company, Service Insights Ltd working with Housemark, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services Mansfield District Council housing services provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Mansfield District Council as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to Mansfield District Council housing services unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with Mansfield's privacy notice which can be seen online or provided upon request.

Please complete the survey by **9.00am Thursday 14th November 2024**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 1931174 or email info@serviceinsights.co.uk

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mansfield District Council housing services?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly tell us why you gave that score?

Has Mansfield District Council housing services carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

How satisfied or dissatisfied are you with the overall repairs service from Mansfield District Council housing services over the last 12 months?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

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

☐

How satisfied or dissatisfied are you that Mansfield District Council housing services provides a home that is well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

○

Fairly dissatisfied

○

Very dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Mansfield District Council housing services provides a home that is safe?

Very satisfied

○

Fairly satisfied

Neither satisfied
nor dissatisfied

○

Fairly dissatisfied

○

Very dissatisfied

○

Not applicable /
don't know

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

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

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

Have you made a complaint to Mansfield District Council housing services in the last 12 months?

☐ Yes

☐ No

How satisfied or dissatisfied are you with Mansfield District Council housing services approach to complaints handling?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Do you live in a building with communal areas, either inside or outside, that Mansfield District Council housing services is responsible for maintaining?

Yes

☐

No

☐

Don't know

☐

How satisfied or dissatisfied are you that Mansfield District Council housing services keeps these communal areas clean and well maintained?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

How satisfied or dissatisfied are you that Mansfield District Council housing services makes a positive contribution to your neighbourhood?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /
don't know

☐

How satisfied or dissatisfied are you with Mansfield District Council housing services approach to handling anti-social behaviour?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /
don't know

☐

Additional Questions

How easy or difficult do you find contacting Mansfield District Council housing services?

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Not applicable / don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mansfield District Council housing services may wish to run some research groups to gain further feedback from tenants (these will be delivered independently by Service Insights Ltd). If this is something you would like to know more about, please note this below.

- ☐ Yes, please (Note - your survey responses can still remain anonymous)
- ☐ No thank you

***Important: Permissions and Confidentiality**

Mansfield District Council housing services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Mansfield housing services?

☐ Yes

☐ No

Are you happy for Mansfield District Council housing services to contact you about anything you have raised in this survey?

☐ Yes

☐ No

Please press 'Submit' to send us your answers. Thank you.