



Mansfield
District Council

Tenant Satisfaction Measures Survey, November 2025

[Email Survey Example]

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.

If you have a specific concern about Mansfield District Council housing services, please note this survey does not serve as a formal complaint. For more information on the complaints procedure, please contact Mansfield directly at mdc@mansfield.gov.uk or phone 01623 463463.

Please complete the survey by **9.00am Monday 8th December 2025**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email info@serviceinsights.co.uk

Q1 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

☐ ☐ ☐ ☐ ☐

Q1a Please briefly tell us why you gave that score?

Q2 Has Mansfield District Council housing services carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

Q2a

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

☐

☐

☐

☐

☐

Q2b

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

☐

☐

☐

☐

☐

Q3

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

☐

☐

☐

☐

☐

Q4

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

☐

☐

☐

☐

☐

☐

Q5

How satisfied or dissatisfied are you that Mansfield District Council housing services 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

☐

☐

☐

☐

☐

☐

Q6

How satisfied or dissatisfied are you that Mansfield District Council housing services 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

☐

☐

☐

☐

☐

☐

Q7

To what extent do you agree or disagree with the following: "Mansfield District Council housing services treats me fairly and with respect"?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable / don't know

☐

☐

☐

☐

☐

☐

Q8

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

☐ Yes

☐ No

Q8a

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

☐

☐

☐

☐

☐

Q9 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

☐

Q9a 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

☐

Q10 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

☐

Q11 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

Q12 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

☐

Q12a How would you improve this?

***Important: Permissions and Confidentiality**

Q13 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

Q13a 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.