

Council tenants perception survey

Overview

Leicester City Council manages around 21,500 properties (both tenanted and leasehold) across the city. This includes council houses, flats, maisonettes and bungalows (this accounts for one in six homes in Leicester).

The Housing Division is required to undertake a tenant perception survey of satisfaction so that we can provide the results to the Regulator of Social Housing (RSH) in April 2024 and every year thereafter. The Regulator of Social Housing sets the format and questions for this survey.

We would like to hear your views on the levels of satisfaction or dissatisfaction with the service provided by Leicester City Council's Housing Division. The results of the survey is confidential and essential in helping us make business decisions and shape future services.

Feedback to this survey is extremely valuable and will help to inform the council on decision making and to help understand tenant and leaseholder satisfaction and how the services offered could be improved.

Please note: we will only accept one survey result per household. This means that if there is more than one person living at a property, you cannot submit multiple responses. If you do more than one response, we will only use the first one we received. This is because we need to follow the guidelines set by the RSH.

When we have completed and analysed the survey, the outcome will be published on our website and shared with Tenant and Resident groups.

The results from the survey will inform service improvement priorities for the next year and beyond.

We estimate the survey should take no longer than 10 minutes to complete.

We look forward to hearing your views.

About you

The information you provide will be kept in accordance with terms of current Data Protection legislation and will only be used as part of this survey. Your details will not be passed on to any other individual, organisation or group. Leicester City Council is the data controller for the information on this form for the purposes of current Data Protection legislation.

Please add the first line of your address

Postal address

What is your postcode?

Are you responding as.....

Please select only one item

- Leicester City Council tenant
- a Leicester City Council leaseholder
- a homeowner

- a private rented tenant
- on behalf of someone else

If someone else, who?

Your views on the council

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Leicester City Council's Housing Division

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Has the Housing Division carried out a repair to your home in the last 12 months

Please select only one item

- Yes
- No

If yes, how satisfied or dissatisfied are you with the OVERALL REPAIRS SERVICE from the Housing Division over the last 12 months

Please select only one item

- Very satisfied

- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Has the Housing Division carried out a repair to your home in the last 12 months?

Please select only one item

- Yes
- No

If yes, how satisfied or dissatisfied are you with THE TIME TAKEN to complete your most recent repair after you reported it

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied are you that the Housing Division provides a home that is well maintained?

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

How satisfied or dissatisfied are you that the Housing Division listen to your views and acts upon them?

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

How satisfied or dissatisfied are you that the Housing Division keeps you informed about things that matter to you?

Please select only one item

- Very satisfied
- Fairly satisfied

- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

To what extent do you agree or disagree with the following - "The Housing Division treats me fairly and with respect"?

Please select only one item

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Have you made a complaint to the Housing Division in the last 12months?

Please select only one item

- Yes
- No

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

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Do you live in a building with communal areas, either inside or outside, that the Housing Division is responsible for maintaining?

Please select only one item

- Yes
- No
- Don't know

If yes, how satisfied or dissatisfied are you that the Housing Division keeps these communal areas clean and well maintained?

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied are you that the Housing Division makes a positive contribution to your neighbourhood?

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

How satisfied or dissatisfied are you with the Housing Division's approach to handling anti-social behaviour?

Please select only one item

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Do you have any final comments about Leicester City Council's Housing Division?

Any further comments?

Equality monitoring

The information you provide in this final section of the questionnaire will be kept in accordance with terms of current Data Protection legislation and will only be used for the purpose of monitoring. Your details will not be passed on to any other individual, organisation or group. Leicester City Council is the data controller for the information on this form for the purposes of current Data Protection legislation.

Ethnic background:

Please select only one item

- Asian or Asian British: Bangladeshi
- Asian or Asian British: Indian
- Asian or Asian British: Pakistani
- Asian or Asian British: Any other Asian background
- Black or Black British: African
- Black or Black British: Caribbean

- Black or Black British: Somali
- Black or Black British: Any other Black background
- Chinese
- Chinese: Any other Chinese background
- Dual/Multiple Heritage: White & Asian
- Dual/Multiple Heritage: White & Black African
- Dual/Multiple Heritage: White & Black Caribbean
- Dual/Multiple Heritage: Any other heritage background
- White: British
- White: European
- White: Irish
- White: Any other White background
- Other ethnic group: Gypsy/Romany/Irish Traveller
- Other ethnic group: Any other ethnic group
- Prefer not to say

If you said your ethnic group was one of the 'Other' categories, please tell us what this is:

Age:

Please select only one item

- under 18
- 18 - 25
- 26 - 35
- 36 - 45
- 46 - 55
- 56 - 65
- 66+
- Prefer not to say

Sexual orientation. Do you consider yourself to be ...

Please select only one item

- Bisexual
- Gay / lesbian
- Heterosexual / straight
- Prefer not to say
- Other (please specify)

Disability

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term effect on their ability to carry out normal day-to-day activities and has lasted or is likely to last for at least 12 months. People with HIV, cancer, multiple sclerosis (MS) and severe disfigurement are also covered by the Equality Act.

Do you consider yourself to be a disabled person?

Please select only one item

- Yes
- No
- Prefer not to say

If you have answered '**Yes**' to the above, please state the type of impairment that applies to you. People may experience more than one type of impairment, in which case you may need to tick more than one box. If none of the categories apply, please tick 'Other' and state the type of impairment.

Please select all that apply

- A long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- A mental health difficulty, such as depression, schizophrenia or anxiety disorder
- A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches.
- A social / communication impairment such as a speech and language impairment or Asperger's syndrome / other autistic spectrum disorder
- A specific learning difficulty or disability such as Down's syndrome, dyslexia, dyspraxia, or AD(H)D
- Blind or have a visual impairment uncorrected by glasses.
- Deaf or have a hearing impairment.
- An impairment, health condition or learning difference that is not listed above (specify if you wish)
- Prefer not to say.
- Other

If Other, please say:

How would you define your religion or belief?

Please select only one item

- Atheist
- Bahai
- Buddhist
- Christian
- Hindu
- Jain
- Jewish
- Muslim
- Sikh

- No religion
- Prefer not to say
- Other

If Other, please specify.

What is your sex?

Please select only one item

- Female
- Male
- Other
- Prefer not to say

If Other, what term do you use to identify your gender?

Is your gender identity the same as your sex registered at birth?

Please select only one item

- Yes
- No
- Prefer not to say

If No, what term do you use to identify your gender?