



Hinckley & Bosworth Borough Council

Tenant Satisfaction Measures Survey (March 2025)

Hinckley & Bosworth Council have asked an independent research company, Service Insights Ltd working with Housemark, to collect feedback from their residents on their perceptions of the services and properties they provide. Your feedback will help improve the services Hinckley & Bosworth Council provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Hinckley & Bosworth 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 Hinckley & Bosworth Council unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only and in line with the Councils' privacy notice which can be seen online or provided upon request.

Please do not enter any personal data relating to yourself, or others, in the free text response questions. If you have a specific concern about Hinckley & Bosworth Council services, please note this survey does not serve as a formal complaint. To make a complaint about Hinckley & Bosworth Council services, please telephone 01455 238141.

Q1

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hinckley & Bosworth Borough Council housing services?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q1a

Can you briefly tell us why you gave that score?

Q2

Has Hinckley & Bosworth Borough Council housing services carried out a repair to your home in the last 12 months?

Yes [Please go to Q2a]

No [Please go to Q3]

Q2a

How satisfied or dissatisfied are you with the overall repairs service from Hinckley & Bosworth Borough Council housing services over the last 12 months?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q3

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

Q4

How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services provides a home that is well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q5

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Hinckley & Bosworth Borough 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

Q6

How satisfied or dissatisfied are you that Hinckley & Bosworth Borough 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

Q7

How satisfied or dissatisfied are you that Hinckley & Bosworth Borough 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

Q8

How would you like to be kept informed about things that matter to you as a tenant? Please tick all that apply

☐

Articles on the council's website

☐

Messages on the Tenant Portal (MyHousing)

☐

Tenant newsletters☐☐☐☐☐☐

Q8a

In what other ways would you like to be kept informed?

Q9

To what extent do you agree or disagree with the following: “Hinckley & Bosworth Borough Council housing services treats me fairly and with respect”?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable / don't know

Q10

Have you made a complaint to Hinckley & Bosworth Borough Council housing services in the last 12 months?

Yes [Please go to Q10a]

No [Please go to Q11]

Q10a

How satisfied or dissatisfied are you with Hinckley & Bosworth Borough Council housing services approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q10b

Can you briefly tell us why you gave that score?

Q11

Do you live in a building with communal areas, either inside or outside, that Hinckley & Bosworth Borough Council housing services is responsible for maintaining?

Yes [Please go to Q11a]

No [Please go to Q12]

Don't know [Please go to Q12]

Q11a

How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q12

How satisfied or dissatisfied are you that Hinckley & Bosworth Borough 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

Q13 How satisfied or dissatisfied are you with Hinckley & Bosworth Borough 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

Q14 To what extent do you agree or disagree that the cost of living crisis is currently having an impact on the way you live your daily life?

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

☐ ☐ ☐ ☐ ☐ ☐

Q15 Hinckley & Bosworth Borough Council housing services believes it's important to involve residents in their decision making regarding their home and services provided. Would you be interested in finding out about opportunities to get involved to influence decisions made on homes and the services provided?

- ☐ Yes, please tell me more
- ☐ No thanks

Q16 Do you have any further comments or suggestions for improving services at Hinckley & Bosworth Borough Council housing services?

Q17 Before you go, Hinckley & Bosworth Borough Council housing services have asked us to collect an up-to-date email address from survey respondents. This will only be used by Hinckley & Bosworth Borough Council housing services for the purpose of issuing council housing updates and relevant news.

*Important: Permissions and Confidentiality

Q18 Hinckley & Bosworth Borough 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 Hinckley & Bosworth Borough Council housing services?

- ☐ Yes [Please go to Q19]
- ☐ No [That's the end of the questions]

Q19 Are you happy for Hinckley & Bosworth Borough Council housing services to contact you about anything you have raised in this survey?

- ☐ Yes
- ☐ No