



Regulator of
Social Housing



Annual Tenants Satisfaction Survey 2025

Welcome to our annual Tenants Satisfaction Survey. Please use this survey to tell us your views and opinions about our service over the last 12 months.

Your views are important to help us improve our service to you and will be reported to the Regulator of Social Housing to help measure our performance in that year.

The survey is open to Redditch Borough Council Housing tenants only and should take about 5 minutes to complete.

The closing date for responses is **5pm on Friday 14th February 2025.**

What is this survey for?

As a social landlord, Redditch Borough Council (RBC) is accountable to the Regulator of Social Housing. The regulator has recently introduced a new national standard for assessing the performance of social landlords in providing good quality homes and services in England.

To help measure performance against that new standard, the regulator has also introduced new 'tenant satisfaction measures', which social landlords must gather and report annually.

This survey forms part of those measures by gathering tenants' views and opinions looking back over the last 12 months.

Thank you for taking time to complete this survey, we appreciate it.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your Redditch Borough Council?

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

Please tell us more about your experience of being a tenant of Redditch Borough Council:

Has Redditch Borough Council carried out a repair to your home in the last 12 months?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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2. If yes, how satisfied or dissatisfied are you with the overall repairs service from Redditch Borough Council over the last 12 months?

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

3. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

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

Please tell us more about your experience of our repairs service:

4. How satisfied or dissatisfied are you that Redditch Borough Council provides a home that is well maintained

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

5. Thinking about the **condition** of the property or building you live in, how satisfied or dissatisfied are you that Redditch Borough Council provides a home that is safe?

Condition = the property is in a good, habitable state, heating & other systems work and there are no health & safety issues.

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Not applicable / Don't know

Please tell us more about why the condition of your home does not make you feel safe:

6. How satisfied or dissatisfied are you that Redditch Borough Council listens to your views and acts upon them

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Not applicable / Don't know

7. How satisfied or dissatisfied are you that Redditch Borough Council keeps you informed about things that matter to you?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Not applicable / Don't know

8. To what extent do you agree or disagree with the following: Redditch Borough Council treats me fairly and with respect

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither agree nor disagree
<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Not applicable / Don't know

Have you made a complaint to Redditch Borough Council in the last 12 months?

☐

Yes

☐

No

9. How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

Please tell us more about your experience of our complaints service:

Do you live in a building with communal areas, either inside or outside, that Redditch Borough Council is responsible for maintaining?

☐

Yes

☐

No

☐

Don't know

10. How satisfied or dissatisfied are you that Redditch Borough Council keeps these communal areas clean and well maintained

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

11. How satisfied or dissatisfied are you that Redditch Borough 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

12. How satisfied or dissatisfied are you with Redditch Borough 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

About You

The following 5 questions ask a few details about you. This is used to provide anonymous statistics only.

1. What area do you live in?

<input type="checkbox"/> Abbeydale	<input type="checkbox"/> Hunt End	<input type="checkbox"/> Town Centre
<input type="checkbox"/> Astwood Bank	<input type="checkbox"/> Ipsley	<input type="checkbox"/> Walkwood
<input type="checkbox"/> Batchley	<input type="checkbox"/> Lakeside	<input type="checkbox"/> Webheath
<input type="checkbox"/> Brockhill	<input type="checkbox"/> Lodge Park	<input type="checkbox"/> Winyates East
<input type="checkbox"/> Callow Hill	<input type="checkbox"/> Matchborough East	<input type="checkbox"/> Winyates Green
<input type="checkbox"/> Church hill North	<input type="checkbox"/> Matchborough West	<input type="checkbox"/> Winyates West
<input type="checkbox"/> Church Hill South	<input type="checkbox"/> Oakenshaw	<input type="checkbox"/> Wirehill
<input type="checkbox"/> Crabbs Cross	<input type="checkbox"/> Oakenshaw South	<input type="checkbox"/> Woodrow North
<input type="checkbox"/> Enfield	<input type="checkbox"/> Riverside	<input type="checkbox"/> Woodrow South
<input type="checkbox"/> Feckenham	<input type="checkbox"/> Smallwood	
<input type="checkbox"/> Greenlands	<input type="checkbox"/> Southcrest	
<input type="checkbox"/> Headless Cross	<input type="checkbox"/> St. Georges	

2. Which of the following best describes your property?

<input type="checkbox"/> Flat	<input type="checkbox"/> Bungalow	<input type="checkbox"/> House
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3. Do you live in Sheltered Housing (St Davids House and Queens Cottages)?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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4. Including yourself, how many people live in the household from the 3 categories listed below?

<input type="checkbox"/> Adults 18 and over	<input type="checkbox"/> Children 16-17	<input type="checkbox"/> Children under 16
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5. What is your age group?

- ☐ 16 - 17
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65 - 74
- ☐ 75 - 84
- ☐ 85 or over

6. Including yourself, please let us know the ethnic group/s that make up your household (please tick all that apply)

- ☐ White (English, Welsh, Scottish, Northern Irish or British)
- ☐ Any other white background
- ☐ Mixed or multiple ethnic groups
- ☐ Asian or Asian British
- ☐ Black, Black British, Caribbean or African
- ☐ Prefer not to say
- ☐ Any other ethnic group

7. If other, please describe your ethnic group

Thank you for taking part in this survey. The results will be published on our website once released.