



Regulator of
Social Housing



Annual Tenants Satisfaction Survey 2026

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 paper surveys is **5pm on Friday 20th February 2026.**

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?

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ 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?

☐ Yes	☐ 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?

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ 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?

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ 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

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ 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?

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ Very dissatisfied	☐ 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

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ Very dissatisfied	☐ 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?

☐ Very satisfied	☐ Fairly satisfied	☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied	☐ Very dissatisfied	☐ 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

☐ Strongly agree	☐ Agree	☐ Neither agree nor disagree
☐ Disagree	☐ Strongly disagree	☐ 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?

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

2. Which of the following best describes your property?

☐ Flat	☐ Bungalow	☐ House
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3. Do you live in Sheltered Housing (St Davids House and Queens Cottages)?

☐ Yes	☐ No
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4. Including yourself, how many people live in the household from the 3 categories listed below?

☐ Adults 18 and over	☐ Children 16-17	☐ 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.