

Town Hall, Library Street,  
Wigan, WN1 1YN

Date: Date Here

Wigan Council Tenant

Tenant Address

## Tenant Satisfaction Measures

Dear Tenant

Last year, thanks to your feedback, we made real improvements to our services, and we're excited to build on that success. Your voice matters, and the results from this survey will guide further service improvements.

The Tenant Satisfaction Measures are a set of questions designed to assess how well Wigan Council is performing as your social housing provider. These measures, introduced by the Regulator of Social Housing, ensure we're delivering quality homes and services while raising standards across the sector.

The Regulator will also share best practices across the sector, allowing all social housing landlords to learn and improve.

Please complete the following questions, if you would like the survey in a different format, please contact us either by phone 01942 486645 or email [TVAET@wigan.gov.uk](mailto:TVAET@wigan.gov.uk)

Please note that any individual comments made in the following survey regarding a dissatisfaction in any service we have provided to you will be used to influence improvements to the service as a whole and will not be logged as an individual complaint.

If you wish to provide addition feedback, or make a compliment or complaint about any service please contact us at: Complaints, Compliments and feedback ([wigan.gov.uk](http://wigan.gov.uk))

We've partnered with GovMetric to help us carry out this survey.

Thank you for your time.

Kathryn Perry

Assistant Director of Housing Services



## **Tenant Satisfaction Survey Questions**

**Question 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wigan Council?

Response options:

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

**Question 2** Has Wigan Council carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

If yes, how satisfied, or dissatisfied are you with the overall repairs service from Wigan Council over the last 12 months?

Response options:

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

**Question 3** Has Wigan Council carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

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

Response options:

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



**Question 4** How satisfied or dissatisfied are you that Wigan Council provides a home that is well maintained?

Response options:

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

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

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

**Question 6** How satisfied or dissatisfied are you that Wigan Council listens to your views and acts upon them?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

**Question 7** How satisfied or dissatisfied are you that Wigan Council keeps you informed about things that matter to you?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know



**Question 8** To what extent do you agree or disagree with the following “Wigan Council treats me fairly and with respect”?

Response options:

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

**Question 9** Have you made a complaint to Wigan Council in the last 12 months?’

- ☐ Yes
- ☐ No

If yes, how satisfied, or dissatisfied are you with Wigan Councils’ approach to complaints handling?

Response options:

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

**Question 10** Do you live in a building with communal areas, either inside or outside, that Wigan Council is responsible for maintaining?’

- ☐ Yes
- ☐ No
- ☐ Don't know

If yes, how satisfied, or dissatisfied are you that Wigan Council keeps these communal areas clean and well maintained?

Response options:

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



**Question 11** How satisfied or dissatisfied are you that Wigan Council makes a positive contribution to your neighbourhood?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

**Question 12** How satisfied or dissatisfied are you with Wigan Council's approach to handling anti-social behaviour?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

**Question 13** Have you given your views about your housing services in the last 12 months?

- ☐ Yes
- ☐ No
- ☐ Don't know

If yes, in the last 12 months, have you given your views about your housing services in any of the following ways (tick all those that are relevant)?

- ☐ Completed a survey
- ☐ Attended a tenant group
- ☐ Took part in an estate inspection
- ☐ Attended a Talk & Tidy Tuesday
- ☐ Made a formal complaint
- ☐ Gave a compliment or suggestion on the website
- ☐ Gave feedback directly to an officer
- ☐ Gave feedback via an elected member/councillor
- ☐ Other

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**Question 14** Do you feel we listened to your views?

- ☐ Yes  
☐ No

If no, why do you think we didn't listen to your views?

**Question 15** If, in the last 12 months you have not given your views, can you please describe why?

**Question 16** How satisfied are you with the different ways that Wigan Council contributes to your local neighbourhood:

Please select tick which option best reflects your experience.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Keeping your estate clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grounds maintenance, including grass cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining parks and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting on your estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with the police to make you feel safe in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting activities for young people and children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to residents to get their views on their local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Question 17** Have you personally experienced or witnessed any sort of anti-social behaviour in your local area in the last 12 months?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If yes, what type of anti-social behaviour was this?

Please select all that apply

- ☐ **Personal**, where an individual or group is targeted (e.g., intimidation, harassment)
- ☐ **Nuisance**, where incidents affect the community rather than an individual (e.g., drug misuse, animals, vehicle problems)
- ☐ **Environmental**, where actions impact on wider surroundings (e.g., littering, graffiti, criminal damage)

**Question 18** Tell us how Wigan Council could improve your neighbourhood?

**Question 19** Is there anything else you would like to say?

**Question 20** Would you like to get involved in having a say on your housing services?

- ☐ Yes
- ☐ No

**Question 21** Would you like to receive regular information on your housing services?

Tick the one/s that you are interested in.

- ☐ Housing newsletter
- ☐ Housing Facebook

**Question 21** If Wigan Council need to, can we contact you to discuss the survey?  
(Please note, your contact details won't be shared and will be kept separately from the responses to the survey).

- ☐ Yes
- ☐ No

**Question 22** Do you want to be entered into a prize draw?

- ☐ Yes
- ☐ No

**Question 23** If you have answered YES to any of the previous four questions, please add details of your preferred contact method below:

Email address:

Landline telephone number:

Mobile telephone number:



The questions in this next section are optional and have been included to give us a better understanding of who is living in Wigan Council owned homes.'

Please complete as many as possible since it will help us to shape our services to ensure we are meeting the needs of our tenants. We will treat all information you give as confidential. For any questions where you prefer not to say, just leave the question blank.

**Question 24** What race or ethnicity best describes you?

	White British		Arab
	Other White		Latin American
	Bangladeshi		Irish
	Chinese		Gypsy or Irish Traveller
	Indian		Roma
	Pakistani		Central and Eastern European
	Other Asian		Western and Southern European
	African		Do not wish to answer
	Caribbean		Any other ethnic group (please specify)
	Black British		
	Other Black		

**Question 25** What is your current religion or belief, if any?

	No religion		Sikh
	Christian		Agnostic
	Buddhist		Atheist
	Hindu		Do not wish to answer
	Jewish		Other religion (please specify)
	Muslim		

**Question 26** What is your main language?

	English		Italian
	Albanian		Turkish
	Arabic		Urdu
	British Sign Language		Do not wish to answer
	Cantonese		Other language (please specify)
	Farsi		
	French		

**Question 27** 'Do you have any temporary disabilities?

☐ Yes

☐ No

**Question 28** Are you a carer for a member of your family or household?

☐ Yes

☐ No

**Question 29** Which of these best describes your current work or education status?

<input type="checkbox"/>	Employee in full time job	<input type="checkbox"/>	Full time education
<input type="checkbox"/>	Employee in part time job	<input type="checkbox"/>	Looking after family/home
<input type="checkbox"/>	Self-employed	<input type="checkbox"/>	Permanently sick or disabled
<input type="checkbox"/>	Government supported training	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	Wholly retired from work		

Thank you for taking the time to complete this survey.

We really appreciate it.

