

TENANT

SATISFACTION SURVEY 2024

Tamworth Borough Council commissioned MEL Research to survey tenants so that we can see what is going well and not so well. This is the first survey we have carried out using these questions and the findings will help us to improve the quality of housing services we deliver to our tenants.

745 Council tenants took part either by post or telephone.

58%

satisfied with the overall service provided by Tamworth Borough Council



62%

satisfied with the overall repairs service



62%

satisfied with the time taken to complete most recent repair

63%

satisfied that the Council provides a home that is well maintained



69%

satisfied that the Council provides a home that is safe

51%

satisfied that the Council listens to their views and acts upon them

56%

satisfied that the Council keeps them informed about things that matter to them

69%

agree that the Council treats them fairly and with respect



23%

satisfied with the Council's approach to complaints handling



68%

satisfied that the Council keeps communal areas clean and well maintained

52%

satisfied that the Council makes a positive contribution to their neighbourhood



54%

satisfied with the Council's approach to handling anti-social behaviour

