

# Tenant Perception Survey

## **Q: What are Tenancy Satisfaction Measures?**

**A:** The Regulator of Social Housing has introduced new Tenant Satisfaction Measures (TSM) that will enable tenants to scrutinise MKCC's performance and give us insight about where we can improve. There are 22 tenant satisfaction measures that are divided into two categories:

- Landlord Measures - 10 will be measured by landlords directly. The results will be published on MKCC's website in June 2024.
- Tenant Perception Survey - 12 will be measured by landlords carrying out Tenant Perception Survey, like the one you are completing now.

## **Q: Who is being asked to complete the survey?**

**A:** Around 10% of residents will be asked to complete the survey each year. We have selected a sample that well represents the whole population of our residents, which stands at approximately 12000 tenants and shared owners. This year this includes you.

## **Q: What else do I need to know about the survey?**

**A:**

- Tenant Perception Survey will take around 10 minutes to complete.
- All surveys will be returned to MKCC Housing Business Improvement Team who will compile the data and calculate annual Tenant Satisfaction Measures as per the regulator's guidance.
- The calculated results, without any identifying or personal data, will be then shared with the Regulator for Social Housing, with the relevant MKCC Board of Directors, and will be published on MKCC website in June 2024.
- The surveys can be completed by a carer, another household member on behalf of a tenant or through an interpreter.

## **Q: What to do if I still have some questions?**

**A:** If you have any other questions about this survey, contact us on [housingbi@milton-keynes.gov.uk](mailto:housingbi@milton-keynes.gov.uk)

## Disclaimer

Everything we do with information about people, such as how we collect it and who we share it with, has to comply with the Data Protection Act and the General Data Protection Regulation (GDPR). A key part of this is being open about how we use information and what rights you have in respect of information we hold about you. For more information please visit <https://www.milton-keynes.gov.uk/privacy> By continuing with this form, you consent to the Council capturing and storing the personal details in this form for providing the service requested.

## TP01. Overall satisfaction

'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Milton Keynes City Council?'

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

## TP02. Satisfaction with repairs

'Has Milton Keynes City Council carried out a repair to your home in the last 12 months?'

**\*This question is to be answered by tenants only. Please ignore this question if you are a shared owner or a leaseholder.**

- Yes
- No

If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Milton Keynes City Council over the last 12 months?'

**\*This question is to be answered by tenants only. Please ignore this question if you are a shared owner or a leaseholder.**

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

### **TP03. Satisfaction with time taken to complete most recent repair**

'Has Milton Keynes City Council carried out a repair to your home in the last 12 months?'

**\*This question is to be answered by tenants only. Please ignore this question if you are a shared owner or a leaseholder.**

- Yes
- No

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

**\*This question is to be answered by tenants only. Please ignore this question if you are a shared owner or a leaseholder.**

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

## TP04. Satisfaction that the home is well maintained

'How satisfied or dissatisfied are you that Milton Keynes City Council provides a home that is well maintained?'

**\*This question is to be answered by tenants only. Please ignore this question if you are a shared owner or a leaseholder.**

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

## TP05. Satisfaction that the home is safe

'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Milton Keynes City Council provides a home that is safe?'

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

## **TP06. Satisfaction that the landlord listens to tenant views and acts upon them**

'How satisfied or dissatisfied are you that Milton Keynes City 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

## **TP07. Satisfaction that the landlord keeps tenants informed about things that matter to them**

'How satisfied or dissatisfied are you that Milton Keynes City 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

## **TP08. Agreement that the landlord treats tenants fairly and with respect**

To what extent do you agree or disagree with the following "Milton Keynes City Council treats me fairly and with respect"?

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

## **TP09. Satisfaction with the landlord's approach to handling complaints**

'Have you made a complaint to Milton Keynes City Council in the last 12 months?'

- Yes
- No

If yes, 'How satisfied or dissatisfied are you with Milton Keynes City Council's approach to complaints handling?'

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

## **TP10. Satisfaction that the landlord keeps communal areas clean and well maintained**

'Do you live in a building with communal areas, either inside or outside, that Milton Keynes City Council is responsible for maintaining?'

- Yes
- No
- Don't know

If yes, 'How satisfied or dissatisfied are you that Milton Keynes City Council keeps these communal areas clean and well maintained?'

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

## **TP11. Satisfaction that the landlord makes a positive contribution to neighbourhoods**

'How satisfied or dissatisfied are you that Milton Keynes City 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

## TP12. Satisfaction with the landlord's approach to handling anti-social behaviour

'How satisfied or dissatisfied are you with Milton Keynes City 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

### Personal details

First name

\*

Last name

\*

Address

\*

What type of customer are you?

\*

- Tenant
- Leaseholder
- Shared owner