


Appendix 2: Tenant Satisfaction Measures Example Questionnaire


HILLINGDON
LONDON

Tenant Satisfaction Measures Survey 2024/2025

Hillingdon Council's Landlord Service has asked an independent research agency, Service Insights Ltd, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services Hillingdon Council's Landlord Service provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Hillingdon Council as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to Hillingdon Council unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with Hillingdon's privacy notice which can be seen online or provided upon request.

Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 1931174 or email info@serviceinsights.co.uk

Are you ok to proceed? [Yes] To confirm, we are talking about Hillingdon Council's Landlord Service throughout this survey, not wider council services.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hillingdon Council's Landlord Service?

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

Q1a Please briefly tell us why you gave that score?

Q2 Has Hillingdon Council's Landlord Service carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

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Q2a How satisfied or dissatisfied are you with the overall repairs service from Hillingdon Council housing services over the last 12 months?

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

☐ ☐ ☐ ☐ ☐

Q2b 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

☐ ☐ ☐ ☐ ☐

Q2c Are any of the repairs you have reported in the last 12 months not yet completed?

☐ Yes

☐ No

☐ Don't know

Q2d Please tell us what repairs you have reported in the last 12 months that are still outstanding

Q3 How satisfied or dissatisfied are you that Hillingdon Council's Landlord Service provides a home that is well maintained?

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

☐ ☐ ☐ ☐ ☐

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Hillingdon Council's Landlord Service provides a home that is safe?

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

☐ ☐ ☐ ☐ ☐ ☐

Q5 How satisfied or dissatisfied are you that Hillingdon Council's Landlord Service 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

☐ ☐ ☐ ☐ ☐ ☐

Q6 How satisfied or dissatisfied are you that Hillingdon Council's Landlord Service 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

☐ ☐ ☐ ☐ ☐ ☐

Q7 To what extent do you agree or disagree with the following: "Hillingdon Council's Landlord Service treats me fairly and with respect"?

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

☐ ☐ ☐ ☐ ☐ ☐

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Q8

Have you made a complaint to Hillingdon Council's Landlord Service in the last 12 months?

☐ Yes
 ☐ No

Q8a

How satisfied or dissatisfied are you with Hillingdon Council's Landlord Service approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

☐
☐
☐
☐
☐

Q9

Do you live in a building with communal areas, either inside or outside, that Hillingdon Council's Landlord Service is responsible for maintaining?

Yes

No

Don't know

☐
☐
☐

Q9a

How satisfied or dissatisfied are you that Hillingdon Council's Landlord Service keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

☐
☐
☐
☐
☐

Q10

How satisfied or dissatisfied are you that Hillingdon Council's Landlord Service makes a positive contribution to your neighbourhood?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable / don't know

☐
☐
☐
☐
☐
☐

Q11

How satisfied or dissatisfied are you with Hillingdon Council's Landlord Service approach to handling anti-social behaviour?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable / don't know

☐
☐
☐
☐
☐
☐

Additional Questions

Q12

How easy or difficult do you find contacting Hillingdon Council's Landlord Service?

Very easy

Fairly easy

Neither easy nor difficult

Fairly difficult

Very difficult

Not applicable / don't know

☐
☐
☐
☐
☐
☐

Q13

Hillingdon Council's Landlord Service welcomes the opportunity to involve tenants in having a say on making decisions about how landlord services are delivered. Would you like to know more about opportunities to get involved?

☐ Yes, please tell me more (Note - your survey responses can still remain anonymous)
 ☐ No thank you

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Q14 To what extent do you agree or disagree that Hillingdon Council Landlord Services is committed to ensuring fire safety where you live?

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

☐ ☐ ☐ ☐ ☐ ☐

***Important: Permissions and Confidentiality**

Q15 Hillingdon Council's Landlord Service would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Hillingdon housing services?

☐ Yes
☐ No

Q16 Are you happy for Hillingdon Council's Landlord Service to contact you about anything you have raised in this survey?

☐ Yes
☐ No

Thank you.