

Tenant perception survey



2023/24

For more information on Tenant Perception Survey visit our website - <https://www.milton-keynes.gov.uk/housing/tps>

* Required

* This form will record your name, please fill your name.

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TP01. Overall satisfaction

1. '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

2. '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

3. 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

4. '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

5. 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

6. '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

7. '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

8. '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

9. '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

10. 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

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

Yes

No

12. 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

13. '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

14. 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

15. '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

16. '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

17. First name *

18. Last name *

19. Address *

20. What type of customer are you? *

- Tenant
- Leaseholder
- Shared owner

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