

# Tenant Satisfaction Survey 2024



## Your chance to win £100!



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your code:  
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Please don't use the survey to report something to us as we won't be able to log it. Instead please email [housingmaintenance@welhat.gov.uk](mailto:housingmaintenance@welhat.gov.uk) or call 0800 111 4484.

## About us

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Welwyn Hatfield Borough Council housing services?

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

## Repairs

**2** Has Welwyn Hatfield Borough Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q3** ↓       No **go to Q5** →

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**3** How satisfied or dissatisfied are you with the overall repairs service from Welwyn Hatfield Borough Council housing services over the last 12 months?

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

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**4** 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**WELWYN  
HATFIELD**

closing date:  
**23 February**



**11** To what extent do you agree or disagree with the following “Welwyn Hatfield Borough Council housing services 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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**12** WHBC provides opportunities for tenants and leaseholder to get involved in influencing our housing services: Residents Panel, Neighbourhood Champions, Virtual Panel.

Are you interested in finding out more about these opportunities?

Yes  
 No

 If you tick 'yes', your contact details but not your survey responses will be passed on to the Resident Involvement team.

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**13** What sort of involvement activities would you like the council to offer?

tick all that apply

- Informal meetings
- Being part of the Residents Panel
- Becoming a Neighbourhood Champion
- Offering feedback on policies virtually/online
- Neighbourhood events
- Tenant training and workshops

## Customer service

**14** Have you contacted the Welwyn Hatfield Borough Council housing services in the last 12 months?

Yes **go to Q15 ↓**       No **go to Q17 →**

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**15** When you last contacted us about your housing what was it **mainly** about?

tick ONE only

- Cleaning of communal areas
- Grounds maintenance in communal areas (e.g. grass cutting/hedges etc)
- Neighbour nuisance/Anti-social behaviour
- Your rent account
- Repairs
- Other

# 16

When you **last contacted** us about your housing, how satisfied or dissatisfied were you that:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Getting hold of the right person was easy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Staff were polite and friendly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Staff were able to deal with your query?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Staff were able to resolve your query?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Complaints

# 17

Have you made a complaint to Welwyn Hatfield Borough Council housing services in the last 12 months?

Yes **go to Q18** ↓       No **go to Q19** ↷

# 18

How satisfied or dissatisfied are you with Welwyn Hatfield Borough Council housing services' approach to complaints handling?

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

## Your neighbourhood

# 19

How satisfied or dissatisfied are you that Welwyn Hatfield Borough Council housing services makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

# 20

How satisfied or dissatisfied are you with Welwyn Hatfield Borough Council housing services' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

# Thank you!

Please return by:

## 23 February 2024