



Tenant Satisfaction Survey 2026

The Regulator of Social Housing has introduced a set of measures – called Tenant Satisfaction Measures - to look at how we, and all social housing providers in England, are performing to ensure social housing is of a decent standard across the country. We need to know what we're doing right, where we can improve and give the public greater visibility of our performance.

To gather this information, we need to ask all our tenants some set questions in a Tenant Satisfaction Survey. This survey is a chance for you to voice your opinions on the housing services we provide and to contribute to future improvements.

By completing the survey you'll be eligible to enter a free prize draw to win £100 worth of high street shopping vouchers.

Please answer each question as honestly as possible then return the survey in the freepost envelope provided. If you would prefer to complete the survey online, use your phone or device to scan the QR code on this page or visit www.melresearch.co.uk/cchase2026

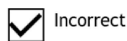
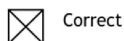


What will happen to my responses?

Cannock Chase Council has asked M·E·L Research an independent market research company to run this research. All responses will remain confidential and will only ever be used for research purposes. Details about how M·E·L Research will process, store and delete your data can be found here: www.melresearch.co.uk/privacy-policy

How to complete this survey

Please read the instructions for each question carefully. Please answer all the questions that apply to you by placing a cross in the appropriate box or by writing in the space.



Please feel free to skip any questions you do not wish to answer. If you make a mistake or change your mind, completely block out the box you have crossed [X] and then put a cross in your preferred answer box. You will need to use **black** ink.

Your satisfaction

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q2 How satisfied or dissatisfied are you with the following?
PLEASE MARK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall condition of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 If there is anything you are dissatisfied with please provide brief comments below:

Repairs and Maintenance

Q4 Has the Council carried out any repairs to your home in the last 12 months?
PLEASE MARK ONE BOX ONLY

Yes

Go to Q5

No

Go to Q8

Q5 How satisfied or dissatisfied are you with the overall repairs service from Cannock Chase Council over the last 12 months? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q6 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q7 Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? **PLEASE MARK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received this time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 How satisfied or dissatisfied are you that Cannock Chase Council provides a home that is well maintained? **PLEASE MARK ONE BOX ONLY**

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"/>

Q9 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cannock Chase Council provides a home that is safe? **PLEASE MARK ONE BOX ONLY**

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="checkbox"/>

Q10 Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? **PLEASE MARK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleaning and upkeep of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep of external environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact and Communication

Q11 How satisfied or dissatisfied are you that Cannock Chase Council listens to your views and acts upon them? **PLEASE MARK ONE BOX ONLY**

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="checkbox"/>

Q12 How satisfied or dissatisfied are you that Cannock Chase Council keeps you informed about things that matter to you? **PLEASE MARK ONE BOX ONLY**

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="checkbox"/>

Q13 To what extent do you agree or disagree with the following "Cannock Chase Council treats me fairly and with respect"? **PLEASE MARK ONE BOX ONLY**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? **PLEASE MARK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas servicing arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 How satisfied or dissatisfied are you with the following? **PLEASE MARK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
That Cannock Chase Council is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Cannock Chase Council gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent? **PLEASE MARK ONE BOX ONLY**

Yes **Go to Q17** No **Go to Q20**

Q17 Was getting hold of the right person easy or difficult? **PLEASE MARK ONE BOX ONLY**

Easy Difficult Neither

Q18 Did you find the staff helpful or unhelpful? **PLEASE MARK ONE BOX ONLY**

Helpful Unhelpful Neither

Q19 Was your query answered within a reasonable time? **PLEASE MARK ONE BOX ONLY**

Yes No

Complaints

Q20 Have you made a complaint to Cannock Chase Council in the last 12 months?

PLEASE MARK ONE BOX ONLY

Yes

Go to Q21

No

Go to Q24

Q21 How satisfied or dissatisfied are you with Cannock Chase Council's approach to complaints handling? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q22 How did you submit your complaint?

Directly to a member of staff (by email or phone)

Via the Contact Centre

Email to the Chief Executive's Office

Via your local MP (Josh Newbury MP)

Other method

Q23 Did you view the Council's complaints procedure before submitting a complaint?

PLEASE MARK ONE BOX ONLY

Yes

No

Don't know

Communal areas

Q24 Do you live in a building with communal areas, either inside or outside that Cannock Chase Council is responsible for maintaining? **PLEASE MARK ONE BOX ONLY**

Yes

Go to Q25

No

Go to Q26

Don't know

Go to Q26

Q25 How satisfied or dissatisfied are you that Cannock Chase Council keeps these communal areas clean and well maintained? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Neighbourhood perceptions

Q26 How satisfied or dissatisfied are you that Cannock Chase Council makes a positive contribution to your neighbourhood? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ Don't know

Q27 How satisfied or dissatisfied are you with Cannock Chase Council's approach to handling anti-social behaviour? **PLEASE MARK ONE BOX ONLY**

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ Don't know

How you feel about your landlord

Q28 How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? **PLEASE MARK ONE BOX ONLY**

0 - Not at all likely	1	2	3	4	5	6	7	8	9	10 - Extremely likely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 To what extent do you agree or disagree with the following?

PLEASE MARK ONE BOX FOR EACH ROW

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Cannock Chase Council provides an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council is providing the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council treats its residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust Cannock Chase Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30 Which of the following services would you consider to be priorities?

PLEASE MARK YOUR TOP THREE ONLY

- | | |
|--|---|
| <input type="checkbox"/> Your neighbourhood as a place to live | <input type="checkbox"/> The overall quality of your home |
| <input type="checkbox"/> Value for money for your rent | <input type="checkbox"/> Listening to residents' views and acting upon them |
| <input type="checkbox"/> Support and advice on claiming welfare benefits and paying rent | <input type="checkbox"/> Repairs & maintenance |
| <input type="checkbox"/> Keeping residents informed | <input type="checkbox"/> Dealing with anti-social behaviour |

Independent Living (Sheltered Housing) perceptions

Q31 Do you live in Independent Living scheme accommodation (sheltered housing)?

<input type="checkbox"/> Yes	Go to Q32	<input type="checkbox"/> No	Go to Q33
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Q32 Thinking about where you live, how satisfied or dissatisfied are you with the following?

PLEASE MARK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
The frequency of contact with your Independent Living Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall service provided by your Independent Living Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33 If there are any further comments you would like to make, please use the box below:

About you and your household

Q34 You and your household - please tell us the gender and age of yourself and your partner/joint tenant.

	Male	Female	Other (self describe below)	Prefer not to say
Main tenant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joint tenant / Partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer to self describe	<div style="border: 1px solid black; width: 330px; height: 30px;"></div>			

Q35 Which of the following age bands do you fall into? **PLEASE MARK ONE BOX**

<input type="checkbox"/> 18 - 24	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 35 - 44	<input type="checkbox"/> 85+
<input type="checkbox"/> 45 - 54	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> 55 - 64	

Q36 Which of the following age bands does your partner / joint occupier fall into? **PLEASE MARK ONE BOX**

<input type="checkbox"/> 18 - 24	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 35 - 44	<input type="checkbox"/> 85+
<input type="checkbox"/> 45 - 54	<input type="checkbox"/> Not Applicable
<input type="checkbox"/> 55 - 64	<input type="checkbox"/> Prefer not to say

Q37 Including you, how many people live in your household? **PLEASE WRITE IN BELOW**

Q38 Cannock Chase Council may wish to contact some residents regarding comments or issues raised in the survey, would you be happy to give your permission for them to make contact with you?

PLEASE MARK ONE BOX ONLY

Yes, I give consent

No, I do not give consent

Q39 Finally, would you like to take part in the free prize draw to win £100 worth of high street shopping vouchers? **PLEASE MARK ONE BOX ONLY**

Cannock Chase Council will contact the winner directly.

Yes

No

Thank you for taking the time to complete this survey, the information is very important to us.

Please return your completed questionnaire to M·E·L Research in the freepost envelope provided.

Cannock Chase Council will use the information you have provided in accordance with data protection legislation and to measure customer satisfaction, ultimately to help them to improve their performance, and deliver a better standard of service to tenants and leaseholders. They will not share personal information with other departments or organisations other than where the law obliges or allows them to. For further information please see: <http://www.cannockchasedc.gov.uk/privacynotices>

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/page/privacypolicy>

If you have any queries or issues then please contact:

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