

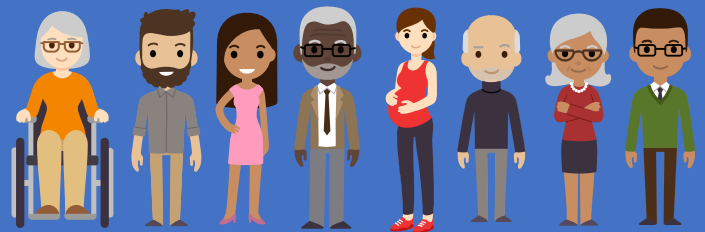
TENANT SATISFACTION SURVEY 2023

Cannock Chase Council commissioned M·E·L Research to survey tenants so that we can see what is going well and what not so well. This is the first survey we have carried out using these questions and the findings will help us to improve the quality of services we deliver to our tenants.

A sample of tenants were invited to take part and 564 took part either online or by post.

76%

satisfied with the overall service provided by Cannock Chase Council



76%

satisfied with the overall repairs service



72%

satisfied with the time taken to complete most recent repair



74%

satisfied that the Council provides a home that is well maintained

81%

satisfied that Cannock Chase Council provides a home that is safe

76%

agree that the Council treats them fairly and with respect

65%

satisfied that the Council keeps them informed about things that matter to them

58%

satisfied that the Council listens to their views and acts upon them



41%

satisfied with Cannock Chase Council's approach to complaints handling



64%

satisfied that Cannock Chase Council keeps communal areas clean and well maintained

54%

satisfied that Cannock Chase Council makes a positive contribution to their neighbourhood



53%

satisfied with Cannock Chase Council's approach to handling anti-social behaviour

