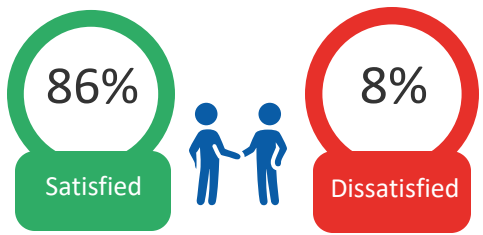


Tenants' Satisfaction Survey 2021

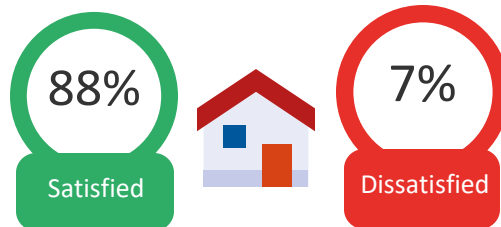
Understanding our residents

Cannock Chase District Council commissioned M·E·L Research to carry out a residents' satisfaction survey to gather feedback, to better understand how satisfied residents are with their homes and associated services. The results will be used to determine how we can improve things in future. Here are some of the things they told us:

Service Perceptions



Overall satisfaction with the services provided by Cannock Chase District Council

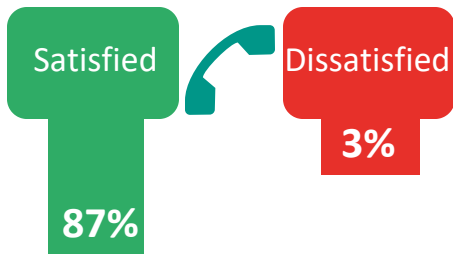


Satisfaction with the quality of home

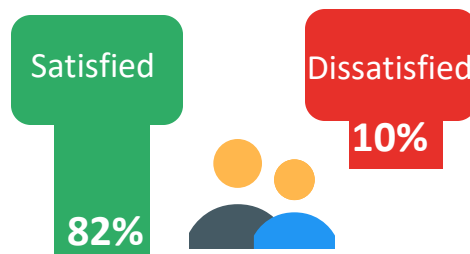


Satisfaction rent provides value for money

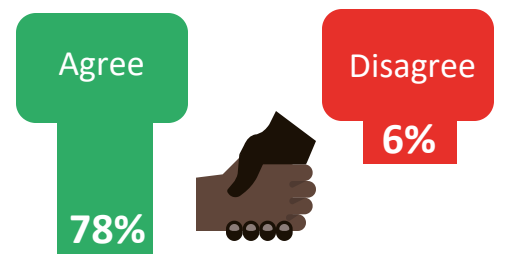
Contact with the Council



Agreement that Cannock Chase District Council has friendly and approachable staff

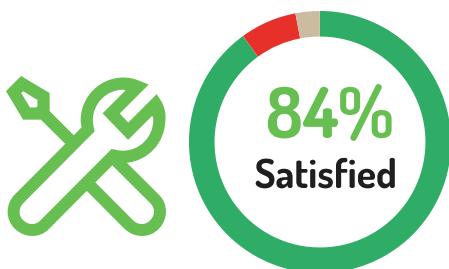


Satisfaction of dealing with enquiries

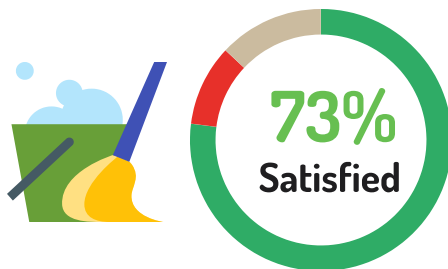


Agreement that Cannock Chase District Council have a good reputation

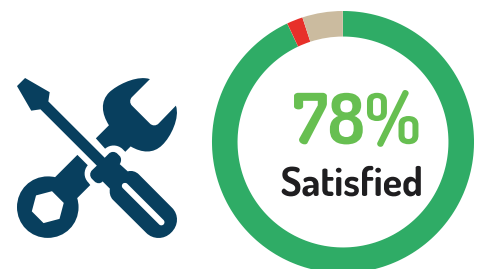
Repair & Maintenance



Overall satisfaction of repairs and maintenance received in last 12 months

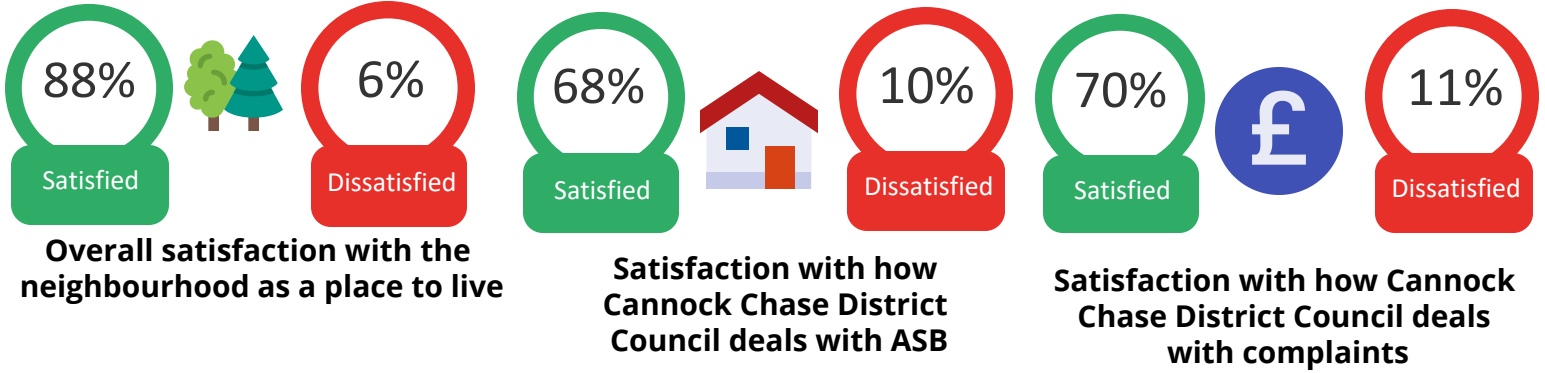


Satisfaction of communal area cleaning and upkeep

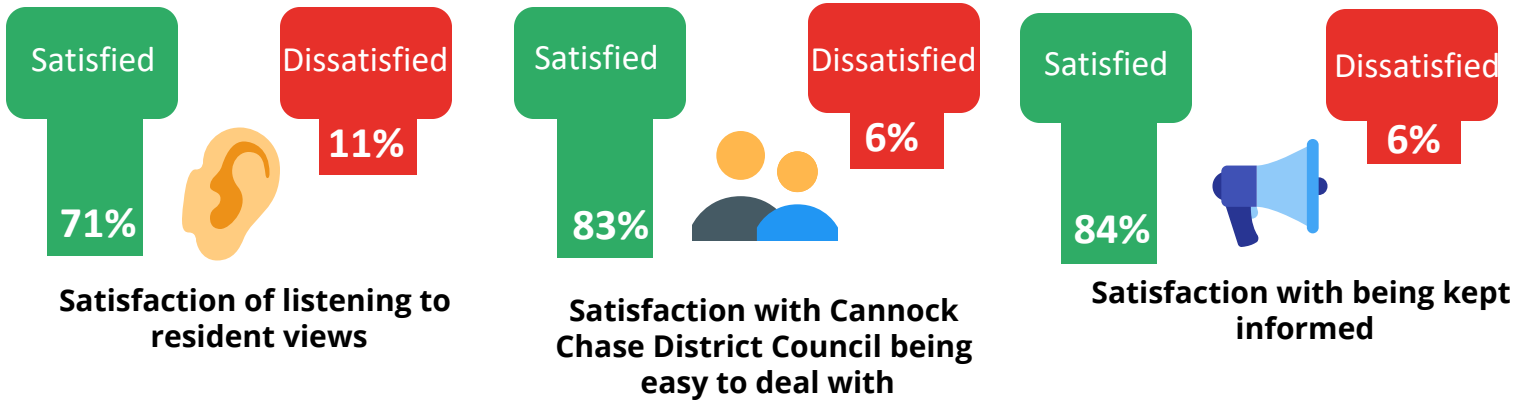


Satisfaction of external building repairs and maintenance

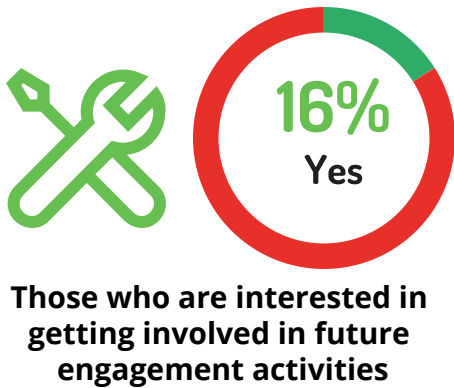
Neighbourhood and complaints



Communication and the Council



Tenant engagement



Top 3 preferred ways to get involved

Tenant advocacy

