

Town Hall, Library Street,
Wigan, WN1 1YN

Date: Date Here

Wigan Council Tenant

Tenant Satisfaction Measures

Dear Tenant

Last year, thanks to your feedback, we made real improvements to our services, and we're excited to build on that success. Your voice matters, and the results from this survey will guide further service improvements.

The Tenant Satisfaction Measures are a set of questions designed to assess how well Wigan Council is performing as your social housing provider. These measures, introduced by the Regulator of Social Housing, ensure we're delivering quality homes and services while raising standards across the sector.

The Regulator will also share best practices across the sector, allowing all social housing landlords to learn and improve.

Please complete the following questions, if you would like the survey in a different format, please contact us either by phone 01942 486645 or email TVT@wigan.gov.uk

Please note that any individual comments made in the following survey regarding a dissatisfaction in any service we have provided to you will be used to influence improvements to the service as a whole and will not be logged as an individual complaint.

If you wish to provide addition feedback, or make a compliment or complaint about any service please contact us at: Complaints, Compliments and feedback (wigan.gov.uk)

We've partnered with GovMetric to help us carry out this survey.

Thank you for your time.

Kathryn Perry

Assistant Director of Housing Services

Tenant Satisfaction Survey Questions

Question 1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wigan Council?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 2 Has Wigan Council carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

If yes, how satisfied, or dissatisfied are you with the overall repairs service from Wigan Council over the last 12 months?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 3 Has Wigan Council carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

If yes, how satisfied, or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied



Question 4 How satisfied or dissatisfied are you that Wigan Council provides a home that is well maintained?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wigan Council provides a home that is safe?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

Question 6 How satisfied or dissatisfied are you that Wigan Council listens to your views and acts upon them?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

Question 7 How satisfied or dissatisfied are you that Wigan Council keeps you informed about things that matter to you?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know



Question 8 To what extent do you agree or disagree with the following “Wigan Council treats me fairly and with respect”?

Response options:

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/ don't know

Question 9 Have you made a complaint to Wigan Council in the last 12 months?’

- ☐ Yes
- ☐ No

If yes, how satisfied, or dissatisfied are you with Wigan Councils’ approach to complaints handling?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 10 Do you live in a building with communal areas, either inside or outside, that Wigan Council is responsible for maintaining?’

- ☐ Yes
- ☐ No
- ☐ Don't know

If yes, how satisfied, or dissatisfied are you that Wigan Council keeps these communal areas clean and well maintained?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 11 How satisfied or dissatisfied are you that Wigan Council makes a positive contribution to your neighbourhood?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

Question 12 How satisfied or dissatisfied are you with Wigan Council's approach to handling anti-social behaviour?

Response options:

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

Question 13 Have you personally experienced or witnessed any sort of anti-social behaviour in your local area in the last 12 months?

Response options:

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Where you have answered yes, what type of anti-social behaviour was this?

Please select all that apply

- ☐ Personal, where an individual or group is targeted (e.g., intimidation, harassment)
- ☐ Nuisance, where incidents affect the community rather than an individual (e.g., drug misuse, animals, vehicle problems)
- ☐ Environmental, where actions impact on wider surroundings (e.g., littering, graffiti, criminal damage)

Question 14 To what extent do you agree or disagree with the following “Wigan Council treats my home with respect

Response options:

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/ don't know

Question 15 If you answered ‘strongly agree’ or ‘agree’ to previous question, please explain why you feel this

Question 16 If you answered ‘strongly disagree’ or ‘disagree’ to previous question, please explain why you feel this

Question 17 How satisfied are you in the way Wigan Council treats you when you contact them or have a query:

Please select one option for each of the following questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
They listen to me	☐	☐	☐	☐	☐
They never make assumptions about me or my situation	☐	☐	☐	☐	☐
They follow-up issues that I raise	☐	☐	☐	☐	☐
They keep me informed of progress	☐	☐	☐	☐	☐
I trust them to always do the right thing	☐	☐	☐	☐	☐

Question 18 If you answered 'strongly agree' or 'agree' to any of the points in the previous question, please explain why you feel this

Please tell us your views

Question 19 If you answered 'strongly disagree' or 'disagree' to any of the points, please explain why you feel this

Please tell us your views



Question 20 Have you ever felt stigmatised because you live in social housing?
Response options:

- ☐ Yes
- ☐ No

If yes, please explain why this is

Question 21 Is there anything else you would like to say about your home, or housing services that Wigan Council provides

Please tell us your views

Question 22 Would you like to get involved in having a say on your housing services?

Response options:

- ☐ Yes
- ☐ No



Question 23 Would you like to receive regular information on your housing services?

Tick the one/s that you are interested in.

- ☐ Housing Newsletter
- ☐ Housing Facebook

Question 24 If Wigan Council need to, can we contact you to discuss the survey? (Please note, your contact details won't be shared and will be kept separately from the responses to the survey).

Response options:

- ☐ Yes
- ☐ No

Question 25 Do you want to be entered into a prize draw?

Response options:

- ☐ Yes
- ☐ No

Question 26 If you have answered YES to any of the previous four questions, please add details of your preferred contact method below:

Email address:

Landline telephone number:

Mobile telephone number:

The questions in this next section are optional and have been included to give us a better understanding of who is living in Wigan Council owned homes.

Please complete as many as possible since it will help us to shape our services to ensure we are meeting the needs of our tenants. We will treat all information you give as confidential. For any questions where you prefer not to say, just leave the question blank.

Are you happy to proceed to the next section, asking for information about you and the people living with you?

- ☐ Yes
☐ No

Question 27 What race or ethnicity best describes you?

	White British		Arab
	Other White		Latin American
	Bangladeshi		Irish
	Chinese		Gypsy or Irish Traveller
	Indian		Roma
	Pakistani		Central and Eastern European
	Other Asian		Western and Southern European
	African		Do not wish to answer
	Caribbean		Any other ethnic group (please specify)
	Black British		
	Other Black		

Question 28 What is your current religion or belief, if any?

	No religion		Sikh
	Christian		Agnostic
	Buddhist		Atheist
	Hindu		Do not wish to answer
	Jewish		Other religion (please specify)
	Muslim		

Question 29 What is your main language?

	English		Italian
	Albanian		Turkish
	Arabic		Urdu
	British Sign Language		Do not wish to answer



	Cantonese		Other language (please specify)
	Farsi		
	French		

Question 30 Do you have any permanent disabilities, impairments, or health conditions?

These include conditions related to ageing.
Please select all that apply

- ☐ I do not have a disability/ health condition or impairment
- ☐ Vision
- ☐ Hearing
- ☐ Mobility
- ☐ Mental Health
- ☐ Stamina
- ☐ Medical Condition
- ☐ Speech and language difficulties
- ☐ Learning difficulties
- ☐ Neuro-divergent condition
- ☐ Prefer not to say
- ☐ Other (please specify)

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Question 31 'Do you have any temporary disabilities?

Please select one of the options

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Question 32 Are you a carer for a member of your family or household?

Please select one of the options

- ☐ Yes
☐ No

Question 33 Which of these best describes your current work or education status?

Please select the option that best reflects your employment status

☐	Employee in full time job	☐	Full time education
☐	Employee in part time job	☐	Looking after family/home
☐	Self-employed	☐	Permanently sick or disabled
☐	Government supported training	☐	Prefer not to say
☐	Unemployed and available for work	☐	Other (please specify)
☐	Wholly retired from work		

Thank you for taking the time to complete this survey.

We really appreciate it.

