

Tenant Satisfaction Measures (TSMs) Survey Questions

Conducted by Stoke-on-Trent City Council 2025-2026

The tenant satisfaction measures survey questions are standard questions that social housing landlords use to assess tenant satisfaction with their services. These measures cover areas like repairs, building safety, complaints, and neighbourhood management.

For Stoke-on-Trent City Council, the 12 tenant perception questions are administered through a survey conducted by our Tenant Engagement Team. The survey is primarily conducted through proactive telephone calls but may also be administered by email, face-to-face engagement or post, depending on the tenant's preference or if contact via telephone call could not be established. The total responses collected are used to calculate tenant satisfaction percentages, supporting transparency and accountability in the delivery of housing services. A standardised set of pre-determined questions is used by all participating landlords to ensure consistency in data collection and comparability of results.

The caller provides an introduction to the survey before asking the questions. They do not prompt tenants or lead them towards a particular point of view so that we can ensure we accurately capture the tenants' voice. Tenants are then asked the questions as listed below, with the available response options given for each question. If a tenant gives further explanation as to why they are dissatisfied, this is recorded in the 'Dissatisfied Comments' section under each question.

TP01. 'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stoke-on-Trent City Council Housing Services?'

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

--Dissatisfied Comments (tenant's words only) --

'Has Stoke-on-Trent City Council Housing Services carried out a repair to your home in the last 12 months?'

- Yes (proceed to TP02 then TP03)
- No (move to TP04)

TP02. 'How satisfied or dissatisfied are you with the overall repairs service from Stoke-on-Trent City Council Housing Services over the last 12 months?'

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

--Dissatisfied Comments (tenant's words only)--

TP03. '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

--Dissatisfied Comments (tenant's words only)--

TP04. 'How satisfied or dissatisfied are you that Stoke-on-Trent City Council Housing Services provides a home that is well maintained?'

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

--Dissatisfied Comments (tenant's words only)--

TP05. 'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stoke-on-Trent City Council Housing Services provides a home that is safe?'

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

--Dissatisfied Comments (tenant's words only)--

TP06. 'How satisfied or dissatisfied are you that Stoke-on-Trent City Council Housing Services listens to your views and acts upon them?'

- Very satisfied
- Fairly satisfied

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

--Dissatisfied Comments (tenant's words only)--

TP07. 'How satisfied or dissatisfied are you that Stoke-on-Trent City Council Housing Services keeps you informed about things that matter to you?'

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

--Dissatisfied Comments (tenant's words only)--

TP08. 'To what extent do you agree or disagree with the following "Stoke-on-Trent City Council Housing Services treats me fairly and with respect?"'

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

--Dissatisfied Comments (tenant's words only)--

TP09. 'Have you made a complaint to Stoke-on-Trent City Council Housing Services in the last 12 months?'

- Yes
- No (move to TP10)

--Dissatisfied Comments (tenant's words only)--

If yes, 'How satisfied or dissatisfied are you with Stoke-on-Trent City Council Housing Service's approach to complaints handling?'

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

--Dissatisfied Comments (tenant's words only)--

TP10. 'Do you live in a building with communal areas, either inside or outside, that Stoke-on-Trent City Council Housing Services is responsible for maintaining?'

- Yes
- No (move to TP11)
- Don't know (move to TP11)

If yes, 'How satisfied or dissatisfied are you that Stoke-on-Trent City Council Housing Services keeps these communal areas clean and well maintained?'

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

--Dissatisfied Comments (tenant's words only)--

TP11. 'How satisfied or dissatisfied are you that Stoke-on-Trent City 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

--Dissatisfied Comments (tenant's words only)--

TP12. 'How satisfied or dissatisfied are you with Stoke-on-Trent City 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.

--Dissatisfied Comments (tenant's words only)--