

# Tenant Survey 2024

Tell us what you think about the **Housing Service** you receive



## About the Survey

These questions are part of the Regulator of Social Housing's national 'Tenant Satisfaction Measures', an annual perception survey designed to check how all social landlords are doing at providing good quality homes and services. Essentially, the Regulator of Social Housing cares what you think about the service we provide and wants to hear from you.

The results will be compiled by the Regulator nationally to check we are performing as we should.

All questions which will be reported on as Tenant Perception Measures are clearly labelled TP01-TP12.

Our Housing Services team will also use the results to directly inform any service improvements.

This survey will take around 10 minutes to complete.

## Prizes

We have prizes worth **\*£350\*** up for grabs as a 'thank you' for giving up your time to tell us what you think. Each tenant has one opportunity to complete this survey, so joint tenants can both submit one if they wish. You must answer every question and submit your answers to be entered into the prize draw and for your answers to be included in the results.

The prize draw will be held in January 2025.

**Closing Date:** Please **return paper copies by 01 December 2024** as the survey closes on 23 December 2024, to ensure your views are counted.

**Important:** Please answer these questions about your Housing landlord housing service only, and not other council services. Your housing service includes:

- Lettings and terminations (moving home)
- Repairs and planned maintenance
- Estate Management (not including bin collections or grounds maintenance)
- Rent Collection
- Tenancy Support & managing anti-social behaviour
- Resident Engagement and Resident Communications

## Other ways to complete the survey:

To save postage, you can complete this survey online instead by using this link: **[www.surveymonkey.com/r/DDC-Tenant-Survey](http://www.surveymonkey.com/r/DDC-Tenant-Survey)**  
Or scan the QR code on a mobile device to complete the survey.

If you would like to complete this over the phone, please call **01304 801084, option 8** and ask for a call back at a convenient time. We might be able to complete the survey with you when you call, but this will be dependent on incoming call levels.



**You must complete all the questions that apply to you for your survey to be counted. Please do not include any service requests in the comments as this will delay your issue being dealt with.** Instead, please contact the team using the correct contact methods.

For matters relating to your property, call 01304 801110, or email:

[housing.repairs@dover.gov.uk](mailto:housing.repairs@dover.gov.uk) or [housingplannedmaintenance@dover.gov.uk](mailto:housingplannedmaintenance@dover.gov.uk)

For matters relating to your tenancy or estate, call 01304 801084 or email

[housing@dover.gov.uk](mailto:housing@dover.gov.uk).

Please mark your answer using an 'X'	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<b>1. TP01:</b> Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dover District Council?					
<b>2.</b> Has Dover District Council carried out a repair to your home in the last 12 months?	Yes		No		
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<b>3. TP02:</b> <u>If yes</u> , How satisfied or dissatisfied are you with the overall repairs service from Dover District Council over the last 12 months?					
<b>4.</b> Do you have any comments regarding the repairs service you have received, including what we have done well or how we can improve?	Comment:				
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<b>5. TP03:</b> How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?					
<b>6. TP04:</b> How satisfied or dissatisfied are you that Dover District Council provides a home that is well maintained?					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<b>7. TP05:</b> Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dover District Council provides a home that is safe?					
<b>8. TP06:</b> How satisfied or dissatisfied are you that Dover District Council listens to your views and acts upon them?					
<b>9. TP07:</b> How satisfied or dissatisfied are you that Dover District Council keeps you informed about things that matter to you?					

<p><b>10.</b> Are there ways we can improve how we keep you informed, or are there things we are doing particularly well?</p>	<p>Comment:</p>				
	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
<p><b>11. TP08:</b> To what extent do you agree or disagree with the following “Dover District Council treats me fairly and with respect”?</p>					
<p><b>12.</b> Have you made a complaint to Dover District Council in the last 12 months?</p>	Yes		No		
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<p><b>13. TP09:</b> <u>If yes</u>, how satisfied or dissatisfied are you with Dover District Council’s approach to complaints handling?</p>					
<p><b>14.</b> Are there ways we can improve our handling of complaints, or is there anything we are doing particularly well?</p>	<p>Comment:</p>				
<p><b>15.</b> Do you live in a building with communal areas, either inside or outside, that Dover District Council is responsible for maintaining?</p>	Yes		No		
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<p><b>16. TP10:</b> <b>If yes</b>, ‘How satisfied or dissatisfied are you that Dover District Council keeps these communal areas clean and well maintained?’</p>					
<p><b>17. TP11:</b> How satisfied or dissatisfied are you that Dover District Council makes a positive contribution to your neighbourhood?</p>					
<p><b>18.</b> Are there ways we can improve our contribution to your neighbourhood, or is there anything we are doing particularly well?</p>	<p>Comment:</p>				

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<b>19. TP12:</b> How satisfied or dissatisfied are you with Dover District Council's approach to handling anti-social behaviour?					
<b>20.</b> Are there ways we can improve our handling of anti-social behaviour, or is there anything we are doing particularly well?	Comment:				

**Diversity Questions**

Please answer these questions to enable us to check that we're hearing the voices of our tenants equally and fairly. Your answers to these questions are only used for the purpose of validating surveys.

For example, if we don't hear views from a particular estate or type of property, we will work harder to reach those people to have an accurate sample of tenants surveyed.

<b>21.</b> What type of property do you live in?	House or bungalow	Flat or maisonette	Flat in Independent Living				
<b>22.</b> Please select your property size (number of bedrooms):	Studio:	1 Bed:	2 Bed:	3 Bed:	4 Bed:	5 Bed:	
<b>22.</b> Please circle your area or estate:							
Dover - American Estate	Dover - Aycliffe	Dover - Buckland	Dover - Canadian Estate	Dover - Dover Town	Dover - Green Lane	Dover - Linces	Dover - Maxton
Dover - Melbourne	Dover - Military Hill	Dover - Shooters Hill	Dover - St Radigunds	Dover - Tower Hamlets	Deal - Town	Deal - Freemens Way & Telegraph Road	
Deal - Middle Deal	Deal - North Deal	Deal - Sholden	Deal - Stockdale Gardens		Deal - Trinity Place & Mill Hill		Deal - Upper Deal
Ash	Aylesham	Capel Le Ferne	Coldred	East Langdon	East Studdal	Eastry	Elvington
Eythorne	Guston	Hougham	Northbourne		Preston	Ringwoud & Kingsdown	
Ripple	Sandwich	Shepherdswell		St Margarets		Staple	Temple Ewell
Tilmanstone	Walmer	Whitfield	Wingham	Woodnesborough		Worth	
Other, please specify:							

<b>24.</b> Please select your age band	15 to 24	25 to 34	35 to 44	45 to 54	55 to 64
	65 to 74	Aged 75 years and over			
<b>25.</b> What is your ethnic group?	White - British	White - Irish	White – Gypsy or Irish Traveller	White - Eastern European	Any other white background
	Mixed - White and Black Caribbean	Mixed - White and Black African	Mixed - White and Asian	Any other mixed background	Asian or Asian British - Indian
	Asian or Asian British - Pakistani	Asian or Asian British - Chinese	Any other Asian background	Black - Caribbean	Black - African
	Any other Black, Black British or Caribbean background	Other Ethnic Group - Arab	Any other Ethnic Group, please specify:		
<b>26.</b> Your Name	First Name:		Last Name:		
<b>27.</b> Address	Address				
	Address 2 (if applicable)				
	Town				
	Email:				
	Telephone:				
<b>28.</b> Are you happy for us to contact you in the event you win the prize draw? If we are unable to contact you, we will draw another name				Yes	No
<b>29.</b> Which is the best way for us to contact you in the future?	Email	Telephone	Post	Text	In person
	Other, please specify:				
<b>30.</b> Do you have any specific needs or requirements that you'd like your Housing Service to be aware of? <i>(eg. hearing loss requiring emails or texts only, or mobility issues meaning you might take longer to answer the door)</i>	If yes, please specify:				

<b>31.</b> Would you like to become involved in any Tenant Engagement activities in the future?	Yes		No	
<b>32.</b> If yes, which engagement activities would you be interested in joining?	Dover District Tenants' Consultative Group - 6 weekly formal meetings	Scrutiny Focus Groups - ad hoc project groups with a focus on service improvement	Joining Estate Walkabouts	Signing up to our Housing 'Keep me posted' email bulletins
<b>33.</b> And lastly, are you a sole tenant (just you) or a joint tenant?	Sole Tenant (just me)		Joint Tenant	
<b>34.</b> Are you answering the survey on behalf of both tenants?	This is my own opinion (please count this once)		On behalf of both tenants (please count this twice)	
<b>PLEASE ENSURE YOU HAVE ANSWERED EVERY QUESTION (THAT APPLIES TO YOU) FOR YOUR SURVEY TO BE COUNTED</b>				

### Want to see the 2023 results?

In addition to sending the results to the Regulator of Social Housing, we publish the results of the Tenant Satisfaction Measures (TSMs) online for our tenants to read in our commitment to being open and transparent about how we're performing. Please check out how we did last year, and look out for the 2024 results which will be published after the closing date. Scan the QR code, on the right, or visit our website and search 'TSMs'.



**2023  
TSM Survey results**

**Once completed, please return this form to us by 1<sup>st</sup> December 2024:**

Housing Survey 2024  
Dover District Council  
White Cliffs Business Park  
Dover  
Kent  
CT16 3PJ

To visit our website: [www.dover.gov.uk/myhome](http://www.dover.gov.uk/myhome)

Dover District Council is a Data Controller under GDPR and we are committed to protecting your privacy when you use our services. To read how we collect, use and store your information, please see our Housing Privacy Notice on our website, [www.dover.gov.uk](http://www.dover.gov.uk).

