

Westmorland & Furness Council

Housing Service TSM Survey

2025/2026: Accessible outline

About this document

This document provides a screenreader accessible outline of Westmorland and Furness Council's 2025/2026 TSM survey questionnaire, which was carried out by M·E·L Research. This document outlines the questions asked as they are in the paper format questionnaire posted to participants, who were also able to complete the format in an accessible digital format.

Questionnaire outline

Introduction

The Regulator of Social Housing has introduced a set of measures - called Tenant Satisfaction Measures - to look at how we, and all social housing providers in England, are performing to ensure social housing is of a decent standard across the country. We need to know what we're doing right, where we can improve and give the public greater visibility of our performance.

To gather this information, we need to ask all our tenants some set questions in a Tenant Perception Survey. This survey is a chance for you to voice your opinions on the housing services we provide and to contribute to future improvements.

Please answer each question as honestly as possible then return the survey in the freepost envelope provided. If you would prefer to complete the survey online, use your phone or device to scan the QR code on this page or visit www.melresearch.co.uk/wftenants

Everyone who completes the survey will be automatically entered into a prize draw, with four lucky tenants each winning a £50 shopping voucher.

What will happen to my responses?

Westmorland and Furness Council Housing Service has asked M·E·L Research an independent market research company to run this research. All responses will remain confidential and will only ever be used for research purposes. Details about how M·E·L Research will process, store and delete your data can be found here: www.melresearch.co.uk/privacy-policy. By completing/sending a survey you are consenting to M·E·L Research processing any data you provide.

How to complete this survey

Please read the instructions for each question carefully. Please answer all the questions that apply to you by placing a cross in the appropriate box or by writing in the space.

Please feel free to skip any questions you do not wish to answer. If you make a mistake or change your mind, completely block out the box you have crossed [x] and then put a cross in your preferred answer box. You will need to use black ink.

Overall satisfaction

This survey asks about your experience of the services provided by your landlord. Your answers are confidential and will be used to improve services. Please answer honestly. There are no right or wrong answers.

Q1. Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by Westmorland and Furness Council Housing Service? Please mark one box only

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

Q2. If you are fairly or very dissatisfied with the service provided by your landlord please explain why in the box below.

- Open text box

Repairs

Q3. Has Westmorland and Furness Council Housing Service carried out a repair to your home in the last 12 months? Please mark one box only

- Yes - go to Q4
- No - go to Q6

Q4. How satisfied or dissatisfied are you with the overall repairs service from Westmorland and Furness Council Housing Service over the last 12 months? Please mark one box only

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

Q5. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Please mark one box only

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

A home that is well-maintained and safe

Q6. How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service provides a home that is well maintained? Please mark one box only

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

Q7. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service provides a home that is safe? Please mark one box only

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

Q8. If you are fairly or very dissatisfied that your home is safe please explain why in the box below.

- Open text box

Listening to tenants and keeping you informed

Q9. How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service listens to your views and acts upon them? Please mark one box only

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

Q10. How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps you informed about things that matter to you? Please mark one box only

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

Q11. To what extent do you agree or disagree with the following? "Westmorland and Furness Council Housing Service treats me fairly and with respect" Please mark one box only

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

Handling complaints

Q12. Have you made a complaint to Westmorland and Furness Council Housing Service about your housing in the last 12 months? Please mark one box only

- Yes - go to Q13
- No - go to Q14

Q13. How satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to complaints handling? Please mark one box only

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

Maintaining communal areas

Q14. Do you live in a building with communal areas, either inside or outside, that Westmorland and Furness Council Housing Service is responsible for maintaining? Please mark one box only

- Yes - go to Q15
- No - go to Q16
- No - go to Q16

Q15. How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps these communal areas clean and well maintained? Please mark one box only

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

Neighbourhood management

Q16. How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service makes a positive contribution to your neighbourhood? Please mark one box only

- Strongly agree

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

Q17. How satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour? Please mark one box only

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

Other comments

Q18. What one thing would you most like Westmorland and Furness Council Housing Service to improve in the next 12 months?

- Open text

About you

In this final section, we are asking some optional questions about Equality, Diversity and Inclusion (EDI) as your landlord is keen to understand your needs better to improve the service they provide you with. You do not have to answer any questions you are not comfortable with. We will share this information with your landlord so that they can update their records and ensure your needs are taken into consideration when communicating with you.

If you do not want this information to be shared with your landlord, please tick the box below.

- I do not want the information I give about me to be shared with Westmorland and Furness Council Housing Service

Q19. What is your preferred method of contact? Please mark one box only

- Phone
- Email
- Letter
- Text message
- Prefer not to say

Q20. Do you, or anyone in your household, have a disability as defined under the Equality Act 2010? This includes any physical or mental impairment that has a substantial and long-term effect on your ability to carry out normal daily activities. Please mark all that apply

- Yes, a physical impairment (tell us more in the box below)
- Yes, a mental impairment (tell us more in the box below)
- No
- Prefer not to say

- Open text

Q21. When speaking with or receiving information from us, would you, or someone in your household, require any of the following? Please mark all that apply

- Translation (please state your preferred language below)
- Sign language (please state your preferred language below)
- Braille
- Large print
- Audio format
- Induction loop
- Other (please tell us more below)
- Prefer not to say
- Open text

Q22. Would any of the following help us to provide a better service for you? Please mark all that apply

- Extra time to answer the door or telephone
- Caller to knock loudly or more than once
- Help needed with reading or writing
- Support or assistance required (please give details in the box below)
- Prefer not to say
- Open text

Q23. Which of the following age groups are you in? Please mark one box only

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

Q24. What is your gender identity? Please mark one box only

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

Q25. How would you describe your ethnic group? Please mark one box only

- Black

- Black British
- African
- Caribbean
- Other Black background
- Asian
- Asian British
- Bangladeshi
- Indian
- Pakistani
- Other Asian background
- Mixed
- White and black African
- White and black Caribbean
- White and Asian
- Other Mixed background
- White
- British
- Irish
- Other white background
- Other
- Arab
- Chinese
- Other ethnic origin
- Prefer not to say

Q26. What is your religion? Please mark one box only

- No religion
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Prefer not to say

Q27. Westmorland and Furness Council Housing Service may want to explore the results of this survey with tenants. Would you be happy for the council to contact you in the future about future research or other ways to get involved in improving services? We would only share your interest in this, not the answers you gave today.

- Yes - happy to be recontacted
- No - do not recontact

If you are happy to be recontacted, please write your email address or phone number in the box below

- Open text