



WESTMORLAND & FURNESS COUNCIL
HOUSING SERVICE

Tenant Perception Survey 2024/2025

**YOUR CHANCE TO
WIN ONE OF FOUR**

**£50
PRIZES!**

Every completed survey returned to us, will be automatically entered into a prize draw and you could win one of four £50 gift vouchers.

Dear Tenant

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.

We are required to report the results of the survey to the Regulator of Social Housing and the results will be used to calculate annual Tenant Satisfaction Measures which will be published annually.

The survey consists of only 12 questions and will take no more than five minutes to complete. Please place a tick or a cross in the relevant boxes and once complete, return it to us in the pre-paid FREEPOST envelope provided.

You can also complete the survey using this QR code or by calling us on (01229) 876523.

Your responses are strictly confidential and will only be used to help us improve the overall housing service.

Thank you in advance.

CAROLINE WAGSTAFF
Assistant Director of Housing

**To complete online:
Open your phone's
camera app, point it
at this QR code and
tap on the link to
open the survey**



What you tell us is strictly confidential, but in order for us to manage responses and ensure you're entered into the prize draw, please provide your age range, name and address:

AGE RANGE	16-24 <input type="checkbox"/>	25-44 <input type="checkbox"/>	45-61 <input type="checkbox"/>	62+ <input type="checkbox"/>	unspecified <input type="checkbox"/>
FULL NAME:					
ADDRESS:					

TPO6 Satisfaction that Westmorland and Furness Council Housing Service listens to tenant views and acts upon them

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO7 Satisfaction that Westmorland and Furness Council Housing Service keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO8 Agreement that Westmorland and Furness Council Housing Service treats tenants fairly and with respect

To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPO9 Satisfaction with Westmorland and Furness Council Housing Service's approach to handling of complaints

Have you made a complaint to Westmorland and Furness Council Housing Service in the last 12 months?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

If YES, how satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to complaints handling?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP10 Satisfaction that Westmorland and Furness Council Housing Service

Do you live in a building with communal areas, either inside or outside, that Westmorland and Furness Council Housing Service is responsible for maintaining?	YES	NO	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If YES, how satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service keeps these communal areas clean and well maintained?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP11 Satisfaction that Westmorland and Furness Council Housing Service makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that Westmorland and Furness Council Housing Service makes a positive contribution to your neighbourhood?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TP12 Satisfaction with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour

How satisfied or dissatisfied are you with Westmorland and Furness Council Housing Service's approach to handling anti-social behaviour?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We appreciate you taking the time to complete this survey.

Your response will help us to see what we're doing well and, most importantly, where we need to improve - so, thank you and good luck in the draw!