

Tenant Survey 2025

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. They can take enforcement action if we are deemed to be failing. 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.

You must complete all the questions that apply to you for your survey to be counted.

Prizes: We have prizes worth **£300** up for grabs (3 x £100 All4One vouchers) as a thank you for giving up your time to tell us what you think. 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 2026.

Return paper surveys by 30 November 2025.

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:



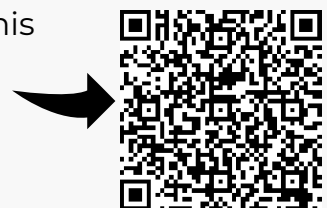
To save postage or a trip to the post box, you can complete this survey online instead by using this link:

www.surveymonkey.com/r/Tenant-Survey-2025

Or scan the QR code on a mobile device to complete the survey.



If you would like to complete this survey over the phone, please call **01304 872083**.



Contacting us:

Please do not include any service requests in the comments as this will delay your issue being dealt with. Instead, please contact the team below:

Property Assets Team: For matters relating to the building.



01304 801110



housing.repairs@dover.gov.uk or housingplannedmaintenance@dover.gov.uk

Housing Team: For matters relating to your tenancy, ASB (anti-social behaviour) or Rent.



01304 801084



housing@dover.gov.uk

Please mark your answer using an 'X'	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
1. TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dover District Council?					
2. 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
3. TP02: <u>If yes</u> , How satisfied or dissatisfied are you with the overall repairs service from Dover District Council over the last 12 months?					
4. 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
5. TP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?					
6. TP04: How satisfied or dissatisfied are you that Dover District Council provides a home that is well maintained?					
7. TP05: 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?					
8. TP06: How satisfied or dissatisfied are you that Dover District Council listens to your views and acts upon them?					
9. TP07: How satisfied or dissatisfied are you that Dover District Council keeps you informed about things that matter to you?					
10. Are there ways we can improve how we keep you informed, or are there things we are doing particularly well?	Comment:				
	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
11. TP08: To what extent do you agree or disagree with the following "Dover District Council treats me fairly and with respect"?					

12. Have you made a complaint to Dover District Council in the last 12 months?	Yes		No			
Note: This question is about formal complaints made to your landlord — for example, about repairs, service quality, or communication. It does not include reports of anti-social behaviour (ASB), which are handled separately.						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
13. TP09: If yes, how satisfied or dissatisfied are you with Dover District Council's approach to complaints handling?						
14. Are there ways we can improve our handling of complaints, or is there anything we are doing particularly well?	Comment:					
15. Do you live in a building with communal areas, either inside or outside, that Dover District Council is responsible for maintaining?	Yes		No		Don't know	
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
16. TP10: If yes, 'How satisfied or dissatisfied are you that Dover District Council keeps these communal areas clean and well maintained?'						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	N/A / don't know
17. TP11: How satisfied or dissatisfied are you that Dover District Council makes a positive contribution to your neighbourhood?						
18. Are there ways we can improve our contribution to your neighbourhood, or is there anything we are doing particularly well?	Comment:					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	N/A / don't know
19. TP12: How satisfied or dissatisfied are you with Dover District Council's approach to handling anti-social behaviour?						
20. 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 answer to this questions is only used for the purpose of validating surveys and keeping our information we hold accurate.									
25. 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:			Prefer not to say	
26. What is your age band?	15-24	25-34	35-44	45-54	55-64	65-74	75+	Prefer not to say	
27. Your Name	First Name:				Last Name: <i>*Mandatory Question</i>				
28. Contact	Address: <i>*Mandatory Question</i>								
	Email:								
	Telephone:								
29. 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	
30. If yes, please specify which is the best way for us to contact you in the future?			Telephone		Post		Text		In person
31. Do you have any specific needs or requirements that you'd like your Housing Service to be aware of? (e.g. hearing loss requiring emails or texts only, or mobility issues meaning you might take longer to answer the door)									
32. Would you like to become involved in any Tenant Engagement activities in the future?			Yes				No		
33. If yes, which engagement activities would you be interested in joining?	Dover District Tenants' Consultative Group – 6 weekly formal meetings		Focus Groups (Inc. strategy and performance)		Signing up to our Housing for tenants 'Keep me Posted'			Joining Estate Walkabouts	
Please ensure you have answered every question that applies to you for your survey to be counted.									

Once completed, please return this form to us by 30th November 2025.

Use the freepost envelope or post back to this address:

Housing Survey 2025
Dover District Council
White Cliffs Business Park
Dover
Kent
CT16 3PJ
To visit our website: 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.

