Portsmouth
CITY COUNCIL

Tenant and leaseholders satisfaction survey 2024

Where to return this survey

Drop it off at any housing office, housing managed community centre, resident participation centre, Leigh Park, or the reception of the civic offices, or post it to:

Tenant and leaseholders satisfaction survey 2024,
City Helpdesk,
Ground Floor,
Civic Offices,
Guildhall Square,
Portsmouth,
Hampshire
PO1 2AL

Introduction

This survey is part of the government's annual Tenant Satisfaction Measures, which closes at **midnight on 31 December 2024**. It's your chance to tell us what you think of the homes and services Portsmouth City Council provides as your landlord. It does not ask for your views on services like bin collections, roads, transport, care, or health services. The council you pay your council tax to provide those services and they usually ask for your views on those surveys separately.

Results of the survey will be published on our website and in House Talk magazine. We will also submit the results to the Housing Regulator who will publish our results alongside results from all social housing providers in England, allowing you to make comparisons.

Please complete the full survey for your answers to be counted.

As a thank you, completed surveys will be entered into a prize draw. One person will win a £250 shopping voucher, and five people will each win a £50 shopping voucher. Only one response is allowed per household and the winners will be drawn 15 January 2025.

We use your address to ensure only one survey per household and to confirm you live in a council-owned/leasehold property. The market research team will remove your address before analysing your answers and sharing the results with the council. The survey is confidential, so your landlord won't see your individual answers.

If you are dissatisfied with our service and wish to make a complaint you can find details on how to make a complaint by visiting **www.portsmouth.gov.uk/services/housing/council-tenants-and-leaseholders/make-a-housing-complaint/**

An easy read guide to the survey is available. Ask your local area office for a copy. If you have any questions or concerns, need a copy translated or in a different format, or need someone to help you complete the form, please contact the Resident Engagement team who will be happy to help:

housing.engagement@portsmouthcc.gov.uk
023 9283 4835

Portsmouth City Council is the Data Controller of any personal data you provide in connection with this survey. It will only be used for the purpose of analysing the results and improving related services and will not be shared with any other organisations in a way that would identify you. The council will be using an external company to analyse some of the data. However, any personally identifiable data will be removed before sending it to the external company for analysis. For further details of how the council collects and uses personal data, please see our full Data Protection Privacy Notice at **www.portsmouth.gov.uk**

Terms and conditions for the prize draw can be found on the housing webpage at **www.portsmouth.gov.uk**

1. What is your address?

Address line 1

Address line 2

City

Postcode

2. Which best describes you? *(please tick one)*

- ☐ Tenant
- ☐ Leaseholder
- ☐ Shared Owner

3. Did you join us from Clarion Housing Group this year? *(please tick one)*

- ☐ Yes - go to question 4
- ☐ No - go to question 8

Clarion Housing Group

4. Did you feel that the move to Portsmouth City Council was managed well? *(please tick one)*

- ☐ Yes - go to question 6
- ☐ No - go to question 5

5. What could have been improved?

6. Do you feel that your housing services have improved following your move to Portsmouth City Council? *(please tick one)*

- ☐ It's a lot better
- ☐ It's a little better
- ☐ The service is about the same
- ☐ It's a little worse
- ☐ It's a lot worse

7. Please use this box to explain your answer, if you would like to.

Overall satisfaction

In this survey, 'your landlord' refers to Portsmouth City Council's Housing, Neighbourhood and Buildings Directorate.

8. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?
(please tick one)

- ☐ Very satisfied - go to question 10
- ☐ Fairly satisfied - go to question 9
- ☐ Neither satisfied nor dissatisfied - go to question 9
- ☐ Fairly dissatisfied - go to question 9
- ☐ Very dissatisfied - go to question 9

9. What could we do better as a Housing Service to support you?

This section is for tenants and leaseholders. If you are a shared owner please go to question 18

Repairs

10. Has your landlord carried out a repair to your home in the last 12 months?
(please tick one)

- ☐ Yes - go to question 11
- ☐ No - go to question 15

11. How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?
(please tick one)

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

12. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
(please tick one)

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

13. What is it that you like about our repairs service to you? *(select all that apply)*

- ☐ First contact with the council by phone to report a repair and make an appointment
- ☐ Kept updated by the contractor about the repair
- ☐ Appointments made were convenient and kept by the contractor
- ☐ Contractors' operatives were good, helpful, respected me and my home
- ☐ Repairs were completed quickly
- ☐ Quality of repairs good
- ☐ Other (please tell us)

14. What could we do to improve our repairs service to you? *(select all that apply)*

- ☐ Improve first contact with the council by phone or offer other communication options
- ☐ Be kept updated by the contactor about the repair
- ☐ Ensure appointment times are convenient and are not rescheduled
- ☐ Ensure contractors are helpful and respect you and your home
- ☐ Improve how long it takes for repairs to be completed
- ☐ Improve the quality of the repair ensuring it is fixed during the first visit
- ☐ Other (please tell us)

Your property

15. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained? *(please tick one)*

- ☐ Very satisfied - go to question 16
- ☐ Fairly satisfied - go to question 16
- ☐ Neither satisfied nor dissatisfied - go to question 17
- ☐ Fairly dissatisfied - go to question 17
- ☐ Very dissatisfied - go to question 17

16. Why are you satisfied that your landlord provides a home that is well maintained? *(select all that apply)*

- ☐ Property is in a good condition
- ☐ Maintenance is carried out regularly
- ☐ I don't have any damp or mould
- ☐ It's easy to report a repair and issues are resolved
- ☐ Other (please tell us)

Now go to question 18

17. Why are you not satisfied that your landlord provides a home that is well maintained? *(select all that apply)*

- ☐ Property is in a poor condition
- ☐ Maintenance is not carried out
- ☐ I have issues with damp and mould
- ☐ Its not easy to report repairs and issues are not resolved
- ☐ Other (please tell us)

This section is for everyone to answer

18. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe? *(please tick one)*

- ☐ Very satisfied - go to question 19
- ☐ Fairly satisfied - go to question 19
- ☐ Neither satisfied nor dissatisfied - go to question 20
- ☐ Fairly dissatisfied - go to question 20
- ☐ Very dissatisfied - go to question 20
- ☐ Not applicable/ don't know - go to question 21

19. Why are you satisfied that your landlord provides a home that is safe? *(select all that apply)*

- ☐ The council regularly keeps me updated about safety in my home
- ☐ Annual gas servicing is a good service
- ☐ I feel safe about fire
- ☐ I feel secure in my home and communal areas
- ☐ I don't have any damp or mould
- ☐ There are no building health and safety concerns and I feel safe
- ☐ Other (please tell us)

Now go to question 21

20. Why are you not satisfied that your landlord provides a home that is safe? *(select all that apply)*

- ☐ I do not receive regular information about safety in my home
- ☐ Annual gas servicing is a poor service
- ☐ I have concerns about fire safety
- ☐ I have concerns about anti-social behaviour
- ☐ I have issues with damp and mould
- ☐ I have concerns about healthy and safety issues that may cause an accident
- ☐ Other (please tell us)

Your landlord

21. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? *(please tick one)*

- ☐ Very satisfied - go to question 22
- ☐ Fairly satisfied - go to question 22
- ☐ Neither satisfied nor dissatisfied - go to question 23
- ☐ Fairly dissatisfied - go to question 23
- ☐ Very dissatisfied - go to question 23
- ☐ Not applicable/ don't know - go to question 24

22. Why are you satisfied that your landlord listens to your views and acts upon them? *(select all that apply)*

- ☐ They are responsive/ proactive
- ☐ I feel I am listened to
- ☐ I feel cared about/ supported by my landlord
- ☐ They have a strong resident engagement team
- ☐ There are lots of opportunities to give feedback
- ☐ Other (please tell us)

Now go to question 24

23. Why are you not satisfied that your landlord listens to your views and acts upon them? *(select all that apply)*

- ☐ They are not responsive/ proactive
- ☐ I do not always feel I am listened to
- ☐ My experience depends on the housing officer
- ☐ They are not efficient at solving issues
- ☐ It's not easy to give them my feedback/ there are not many opportunities to raise issues
- ☐ I haven't contacted them for anything
- ☐ Other (please specify)

24. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you? *(please tick one)*

- ☐ Very satisfied - go to question 25
- ☐ Fairly satisfied - go to question 25
- ☐ Neither satisfied nor dissatisfied - go to question 26
- ☐ Fairly dissatisfied - go to question 26
- ☐ Very dissatisfied - go to question 26
- ☐ Not applicable/ don't know - go to question 27

25. Why are you satisfied that your landlord keeps you informed about things that matter to you? *(select all that apply)*

- ☐ I receive informational magazines like House Talk
- ☐ I receive letters or see posters on information about things like planned works
- ☐ I receive phone calls or am visited in person to be updated on things
- ☐ My housing officer is good at keeping me informed
- ☐ I feel that things that are going on in my area are explained well
- ☐ Other (please tell us)

Now go to question 27

26. Why are you not satisfied that your landlord keeps you informed about things that matter to you? *(select all that apply)*

- ☐ I do not hear from my landlord frequently
- ☐ Information is not consistent - I am informed about some things, but not others
- ☐ I am not told about things that affect me, like building works
- ☐ Information given is not always accurate or detailed enough
- ☐ Other (please tell us)

27. To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"? *(select all that apply)*

- ☐ Strongly agree - go to question 28
- ☐ Agree - go to question 28
- ☐ Neither agree nor disagree - go to question 29
- ☐ Disagree - go to question 29
- ☐ Strongly disagree - go to question 29
- ☐ Not applicable/ don't know - go to question 30

28. Why do you agree with the following: "my landlord treats me fairly and with respect"? *(select all that apply)*

- ☐ I have always found them to be friendly/ polite
- ☐ My landlord is supportive/ helpful
- ☐ My landlord responds to my individual needs (e.g. language, additional support)
- ☐ My housing officer is good
- ☐ I have never, or rarely, had any issues
- ☐ Other (please tell us)

Now go to question 30

29. Why do you not agree with the following: "my landlord treats me fairly and with respect"? *(select all that apply)*

- ☐ I do not feel listened to
- ☐ In the past, I have been treated rudely or with disrespect
- ☐ I am not consistently treated fairly and with respect - e.g. depends on the person, or on the issue
- ☐ My landlord does not respond to my individual needs (e.g. language, additional support)
- ☐ I haven't had much interaction with my landlord
- ☐ Other (please tell us)

Complaints

30. Have you made a complaint to your landlord in the last 12 months? *(please tick one)*

- ☐ Yes - go to question 31
- ☐ No - go to question 34

31. How satisfied or dissatisfied are you with your landlord's approach to complaints handling? *(please tick one)*

- ☐ Very satisfied - go to question 32
- ☐ Fairly satisfied - go to question 32
- ☐ Neither satisfied nor dissatisfied - go to question 33
- ☐ Fairly dissatisfied - go to question 33
- ☐ Very dissatisfied - go to question 33

32. Why are you satisfied with your landlord's approach to complaints handling? *(select all that apply)*

- ☐ They are good/ quick at responding to complaints raised
- ☐ They solve the issues
- ☐ They feel approachable if I have a complaint
- ☐ Other (please tell us)

Now go to question 34

33. Why are you not satisfied with your landlord's approach to complaints handling? *(select all that apply)*

- ☐ They are not quick at responding to complaints raised
- ☐ They do not solve/ have not solved the issues
- ☐ I have been redirected to someone else e.g. the police
- ☐ I do not feel listened to
- ☐ Different staff respond differently to complaints
- ☐ I do not feel they are approachable if I have a complaint
- ☐ Other (please tell us)

Communal areas

34. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? *(please tick one)*

- ☐ Yes - go to question 35
- ☐ No - go to question 38
- ☐ Don't know - go to question 38

35. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained? *(please tick one)*

- ☐ Very satisfied - go to question 36
- ☐ Fairly satisfied - go to question 36
- ☐ Neither satisfied nor dissatisfied - go to question 37
- ☐ Fairly dissatisfied - go to question 37
- ☐ Very dissatisfied - go to question 37

36. Why are you satisfied that your landlord keeps these communal areas clean and well maintained? *(select all that apply)*

- ☐ Cleaning is regular and reliable
- ☐ They generally feel clean and maintained
- ☐ Mess is cleaned promptly
- ☐ Items not allowed in communal areas are removed promptly
- ☐ Repairs are conducted promptly
- ☐ Communal gardens and open spaces are well cared for
- ☐ Other (please tell us)

Now go to question 38

37. Why are you not satisfied that your landlord keeps these communal areas clean and well maintained? *(select all that apply)*

- ☐ Cleaning could be more thorough or frequent
- ☐ Lifts or stairwells are often unclean
- ☐ Cleaners are not always consistent in cleanliness or frequency
- ☐ Maintenance could be improved
- ☐ Other tenants create mess in communal areas
- ☐ Items that should not be allowed in communal areas are not addressed
- ☐ Communal gardens and open spaces are not well cared for
- ☐ Other (please tell us)

Your Neighbourhood

38. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood? *(please tick one)*

- ☐ Very satisfied - go to question 39
- ☐ Fairly satisfied - go to question 39
- ☐ Neither satisfied nor dissatisfied- go to question 40
- ☐ Fairly dissatisfied - go to question 40
- ☐ Very dissatisfied - go to question 40
- ☐ Not applicable/ don't know - go to question 41

39. Why are you satisfied that your landlord makes a positive contribution to your neighbourhood? *(select all that apply)*

- ☐ They keep outdoor areas clean and maintained
- ☐ They deal with issues in the neighbourhood
- ☐ They are involved in the neighbourhood and do their best to make it nice
- ☐ Parks and play areas are good
- ☐ They provide services like community centres / play and youth services / resident participation centres
- ☐ They undertake improvement works to communal gardens and open spaces
- ☐ They do a lot of planting
- ☐ They offer activities for the community to get involved in
- ☐ They build new housing
- ☐ They make improvements to housing blocks
- ☐ They work with the local authority and other agencies to get things done
- ☐ Other (please tell us)

Now go to question 41

40. Why are you not satisfied that your landlord makes a positive contribution to your neighbourhood? *(select all that apply)*

- ☐ They are not present or involved in the neighbourhood
- ☐ The neighbourhood is not maintained or kept clean
- ☐ There are unresolved issues of anti-social behaviour in the neighbourhood
- ☐ They do not provide services like community centres / play and youth services / resident participation centre
- ☐ They do not undertake improvement works to communal gardens
- ☐ They don't do a lot of planting
- ☐ They do not offer activities for the community to get involved in
- ☐ They do not build new housing
- ☐ They do not make improvements to housing blocks
- ☐ I'm not sure what contribution my landlord makes
- ☐ Other (please tell us)

41. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour? *(please tick one)*

- ☐ Very satisfied - go to question 42
- ☐ Fairly satisfied - go to question 42
- ☐ Neither satisfied nor dissatisfied - go to question 43
- ☐ Fairly dissatisfied - go to question 43
- ☐ Very dissatisfied - go to question 43
- ☐ Not applicable/ don't know - go to question 44

42. Why are you satisfied with your landlord's approach to handling anti-social behaviour? *(select all that apply)*

- ☐ My landlord does their best to resolve anti-social behaviour
- ☐ They resolve reported problems
- ☐ I don't experience anti-social behaviour often/ at all
- ☐ Other (please tell us)

Now go to question 44

43. Why are you not satisfied with your landlord's approach to handling anti-social behaviour? *(select all that apply)*

- ☐ They haven't resolved reported issues of anti-social behaviour
- ☐ There are lots of instances of anti-social behaviour in my neighbourhood
- ☐ I do not feel reported issues are taken seriously
- ☐ They could be more proactive at solving issues
- ☐ Instances of anti-social behaviour are beyond my landlord's ability to resolve
- ☐ Other (please tell us)

Further comments

44. Having considered all of the questions in this survey, is there anything else that you would like us to know about our service to you? Do you have any ideas on ways we could improve?

45. If there is a member of staff who has been particularly helpful to you that you would like to mention, please let us know.

Prize draw

All completed surveys have the chance to be entered into a prize draw, where one lucky person will a £250 shopping voucher, and five people will each win a £50 shopping voucher. If you would like to enter, please leave your details on the next page.

46. Would you like to take part in the prize draw? *(please tick one)*

- ☐ Yes - go to question 47
- ☐ No - go to question 48

47. What is your first name and phone number?

Name

Phone number

About you

48. Which do you live in? *(please tick one)*

- ☐ House
- ☐ Flat in a low-rise building (a building with less than 7 floors)
- ☐ Flat in a high-rise building (a building with 7 or more floors)
- ☐ Maisonette
- ☐ Bungalow

49. Which best describes your accommodation? *(please tick one)*

- ☐ General needs
- ☐ Housing for older people / sheltered housing
- ☐ Other supported housing
- ☐ Temporary social housing

50. Which of these is the area office for your home? *(please tick one)*

- ☐ Somerstown
- ☐ Portsea
- ☐ Landport
- ☐ Buckland
- ☐ Paulsgrove
- ☐ Leigh Park
- ☐ Wecock Farm
- ☐ Supported Housing Service
- ☐ Leasehold Service
- ☐ Temporary Accommodation Service

51. How long have you been living in your current home? *(please tick one)*

- ☐ Less than a year
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ 11+ years

52. What is your sex? *(please tick one)*

- ☐ Male
- ☐ Female
- ☐ Intersex
- ☐ Prefer to self-describe (please tell us)

- ☐ Prefer not to say

53. What is your age group? *(please tick one)*

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to say

54. How many people live in your home? *(please tick one)*

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8+

55. Which ethnic group do you belong to? *(please tick one)*

- ☐ Asian or Asian British - Indian
- ☐ Asian or Asian British - Bangladeshi
- ☐ Asian or Asian British - Chinese
- ☐ Asian or Asian British - Pakistani
- ☐ Asian or Asian British - Other
- ☐ Black/African/Caribbean or Black British - African
- ☐ Black/African/Caribbean or Black British - Caribbean
- ☐ Black/African/Caribbean or Black British - Other
- ☐ Other ethnic group - Arab
- ☐ Other ethnic group - Other
- ☐ White - British
- ☐ White - Irish
- ☐ White - Roma
- ☐ White - Gypsy or Irish Traveller
- ☐ White - Other
- ☐ Mixed/Multiple ethnic groups - White and Asian
- ☐ Mixed/Multiple ethnic groups - White and Black African
- ☐ Mixed/Multiple ethnic groups - White and Black Caribbean
- ☐ Mixed/Multiple ethnic groups - Other
- ☐ Prefer not to say

56. Do you consider yourself to have a disability, a long-term illness, or a physical or mental health condition that reduces your ability to carry out day-to-day activities? *(please tick one)*

- ☐ Yes - go to question 57
- ☐ No - go to question 58
- ☐ Prefer not to say - go to question 58

57. What is the nature of your disability, long-term limiting condition or health problem? (please tick all that apply) *(please tick one)*

- ☐ Physical/ mobility disability
- ☐ Visual disability
- ☐ Hearing disability
- ☐ Learning disability (e.g. Down's Syndrome)
- ☐ Mental ill health (e.g. anxiety disorder)
- ☐ Long-term limiting condition (e.g. long COVID or fibromyalgia)
- ☐ Other (please tell us)

- ☐ Prefer not to say

58. Did you complete this survey with assistance from someone from Portsmouth City Council? *(please tick one)*

- ☐ Yes
- ☐ No

59. How did you fill out this survey? *(please tick one)*

- ☐ Online, using an electronic device
- ☐ On paper
- ☐ Over the telephone
- ☐ Face-to-face at my home address
- ☐ Face-to-face with an officer (not at my home address)

Your Housing Offices

If you selected 'Supported Housing Service' or 'Temporary Accommodation Service' at question 50, please go to question 64.

60. Which of our Housing Offices have you visited/do you visit? *(select all that apply)*

- ☐ Buckland
- ☐ Landport
- ☐ Leigh Park
- ☐ Portsea
- ☐ Paulsgrove
- ☐ Somerstown
- ☐ Wecock Farm

61. On average, how often do you visit your area housing office? *(Select the closest frequency)*

- ☐ Weekly
- ☐ More than once a month
- ☐ Once a month
- ☐ Once every three months
- ☐ Twice a year
- ☐ Once a year
- ☐ Less than once a year

62. Please tell us why you do or don't visit your housing office.

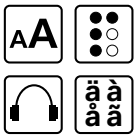
63. Are there any other services you would like to see in your housing office?

64. If you had the option, would you like to access any of the following services via a digital platform, such as online or an app? *(select all that apply)*

- ☐ Check rent balance
- ☐ Make a payment
- ☐ Raise a repair
- ☐ Check status of repair
- ☐ Report cleaning / gardening need
- ☐ Report anti-social behaviour
- ☐ Register for mutual exchange
- ☐ Check progress of exchange
- ☐ Update personal details
- ☐ Give notice on tenancy
- ☐ Money Advice / Money Support
- ☐ Advice on missed payment
- ☐ Mental Health support
- ☐ Other (please tell us)

Thank you for taking the time to complete the survey.

Your views are important to us - if you would like to get more involved in giving feedback / suggestions around our service please make contact with our resident engagement team by emailing **housing.engagement@portsmouthcc.gov.uk** or by phone on **023 9283 4835** and we will explain the range of opportunities available for tenants and leaseholders to have their voice heard.



You can get this information in large print, Braille, audio or in another language by calling 023 9283 4835

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