



**Hinckley & Bosworth  
Borough Council**

**Tenant Satisfaction Measures Survey  
Telephone Survey 2023/24**

Hello, can I please speak to xxx?

My name is xxx calling from Service Insights Ltd on behalf of Hinckley & Bosworth Borough Council housing services.

I'm calling today as I would like to ask you a few quick questions about the services you receive from them.

It will only take about 5-10 minutes. Is now a convenient time? Thank you

Before I start, there are a couple of things I need to tell you about the survey.

Firstly, Hinckley & Bosworth Borough Council housing services are required to carry out this survey by the Regulator for Social Housing. The results of this survey will be used to calculate the Tenant Satisfaction Measures which all social landlords are required to publish.

Secondly, all of the information that you provide will be kept completely confidential. It will only be used by Hinckley & Bosworth Borough Council housing services to assess its performance and help them improve their services.

Finally, the call will be carried out according to the Market Research Society Code of Conduct and calls will be recorded for training purposes. Is that ok?

Thank you. Most of the questions are rated on a 5 point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hinckley & Bosworth Borough Council housing services?

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

                                                                                      

Q1a Can you briefly tell us why you gave that score?

Q2 Has Hinckley & Bosworth Borough Council housing services carried out a repair to your home in the last 12 months?

Yes  
 No

Q2a How satisfied or dissatisfied are you with the overall repairs service from Hinckley & Bosworth Borough Council housing services over the last 12 months?

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

                                                                                      

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

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

                                                                                      

Q3 How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services provides a home that is well maintained?

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

                                                                                      

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services provides a home that is safe?

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

                                                                                                            

Q5 How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services 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

Q6 How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services 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

                            

Q7 To what extent do you agree or disagree with the following: "Hinckley & Bosworth Borough Council housing services treats me fairly and with respect"?

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

                            

Q8 Have you made a complaint to Hinckley & Bosworth Borough Council housing services in the last 12 months?

Yes  
 No

Q8a How satisfied or dissatisfied are you with Hinckley & Bosworth Borough Council housing services approach to complaints handling?

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

                      

Q9 Do you live in a building with communal areas, either inside or outside, that Hinckley & Bosworth Borough Council housing services is responsible for maintaining?

Yes      No      Don't know

          

Q9a How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services keeps these communal areas clean and well maintained?

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

                      

Q10 How satisfied or dissatisfied are you that Hinckley & Bosworth Borough Council housing services makes a positive contribution to your neighbourhood?

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

                            

Q11 How satisfied or dissatisfied are you with Hinckley & Bosworth Borough Council housing services approach to handling anti-social behaviour?

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



## Additional questions

Q12 To what extent do you agree or disagree that the cost of living crisis is currently having an impact on the way you live your daily life?

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

                            

Q13 Hinckley & Bosworth Borough Council housing services believes it's important to involve residents in their decision making regarding their home and services provided. Would you be interested in finding out about opportunities to get involved to influence decisions made on homes and the services provided?

- Yes, please tell me more  
 No thanks  
 Don't know / unsure

Q14 Is there anything that you would like Hinckley & Bosworth Borough Council housing services to offer that is not currently provided?

Q15 Do you have any further comments or suggestions for improving services at Hinckley & Bosworth Borough Council housing services?

Q16 Before you go, Hinckley & Bosworth Borough Council housing services have asked us to collect an up-to-date email address from survey respondents. This will only be used by Hinckley & Bosworth Borough Council housing services for the purpose of issuing council housing updates and relevant news.

### **\*Important: Permissions and Confidentiality**

Q17 Hinckley & Bosworth Borough Council housing services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Hinckley & Bosworth Borough Council housing services?

- Yes  
 No

Q18 Are you happy for Hinckley & Bosworth Borough Council housing services to contact you about anything you have raised in this survey?

- Yes  
 No

**That's the end of my questions. Thank you for your time today. We really appreciate it. Goodbye**

## Overview of the survey approach and representativeness

An overview of the survey approach is outlined below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Service Insights Ltd (independent research company) on behalf of Housemark
Survey fieldwork date	January / February 2024
Total surveyable population	3,069 (LCRA only)
Total sample size achieved (total number of responses)	550 (LCRA only)
Statistical confidence required and achieved	±4% is required overall for 2023/24. This report achieved ±3.79%.
Reasons for any failure to meet the required sample size	Not applicable
Collection method	100% Telephone survey
Type and amount of any incentives offered	None
Sampling method	Randomised sample through MS Excel randomisation.
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	As the tenant survey responses were considered to be representative of the wider tenant population, weighting was not required (Figures 3 to 6).
Any weighting applied	Weighting was not required for this report.
Questions asked	12 regulatory TSM questions 6 additional questions
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None