

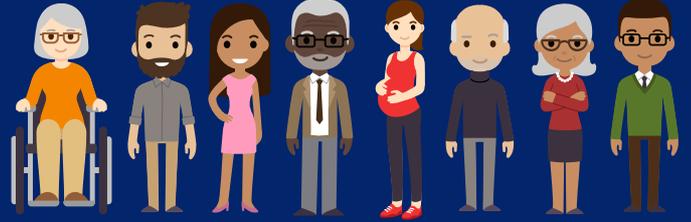
TENANT

SATISFACTION SURVEY 2025

Tamworth Borough Council commissioned M-E-L Research to survey tenants so that we can see what is going well and not so well. The survey findings will help us to improve the quality of housing services we deliver to our tenants. 1,027 Council tenants took part, either online or by post or telephone.

60%

satisfied with the overall service provided by Tamworth Borough Council



66%

satisfied with the overall repairs service



59%

satisfied with the time taken to complete most recent repair

62%

satisfied that the Council provides a home that is well maintained



67%

satisfied that the Council provides a home that is safe

49%

satisfied that the Council listens to their views and acts upon them

58%

satisfied that the Council keeps them informed about things that matter to them

65%

agree that the Council treats them fairly and with respect



26%

satisfied with the Council's approach to complaints handling



72%

satisfied that the Council keeps communal areas clean and well maintained

51%

satisfied that the Council makes a positive contribution to their neighbourhood



46%

satisfied with the Council's approach to handling anti-social behaviour

