



Tenant Satisfaction Survey 2025

Your views are really important to us and this is your chance to tell us what you think of the services we provide as your landlord. We are running this survey to help us understand your opinions and what you would like to see us do in the future.

This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which will include some of the results from this survey.

By completing the survey you can enter the free prize draw, with a chance to win one of three prizes of £100, £75 or £50 in vouchers!

If you have any questions or concerns about this survey please call Homes and Neighbourhoods on 01484 414886.

Thank you for taking part and good luck in the prize draw!

How to fill it in

- Your answers are saved after every page and/or when clicking “resume later” from the top menu.
- Some questions require an answer before you can continue to the next section.
- The survey will automatically skip some questions if they don't apply to you.
- For any technical difficulties please contact support@arp-research.co.uk

We have provided your contact details to an independent company called ARP Research to carry out this survey on our behalf in line with data protection rules (GDPR) and the Market Research Society Code of Conduct. Anything you tell ARP Research is completely confidential

which means that, however you take part, your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than is necessary. For more detail please **click here**.

For details on how your information is used by Kirklees Homes and Neighbourhoods, how we maintain the security of this and your rights to access the information we hold about you, please **click here**.

The closing date for the prize draw is Monday 22 December 2025 and full terms and conditions can be found **here**.

Our services

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Kirklees Council Housing Services?

Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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How likely would you be to recommend Kirklees Council Housing Services to family or friends on a scale of 0 to 10, where 0 is not at all likely to 10 is extremely likely?

0 - not at all likely	1	2	3	4	5	6	7	8	9	10 – extremely likely
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Please can you tell us why you have given this score

Your home

How satisfied or dissatisfied are you that Kirklees Council Housing Services provides a home that is well maintained?

Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Kirklees 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
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Your neighbourhood

How satisfied or dissatisfied are you that Kirklees Council Housing Services makes a positive contribution to your neighbourhood?

Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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How satisfied or dissatisfied are you with Kirklees 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
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Repairs and maintenance

Has Kirklees Council Housing Services carried out a repair to your home in the last 12 months?

Yes	No
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How satisfied or dissatisfied are you with the overall repairs service from Kirklees Council Housing Services over the last 12 months?

Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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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
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Communal areas

Do you live in a building with communal areas, either inside or outside, that Kirklees Council Housing Service is responsible for maintaining?

Yes		No		Don't Know	
How satisfied or dissatisfied are you that Kirklees Council Housing Services keeps these communal areas clean and well maintained?					
Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	

Communication

To what extent do you agree or disagree with the following “Kirklees Council Housing Services treats me fairly and with respect?”

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
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How satisfied or dissatisfied are you that Kirklees 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
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How satisfied or dissatisfied are you that Kirklees 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
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Complaints

Have you made a complaint to Kirklees Council Housing Services in the last 12 months?

Yes	No
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How satisfied or dissatisfied are you with Kirklees Council Housing Services' approach to complaints handling?

Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Thank you!

Your survey is now complete and you can close this window.

This survey is for general tenant feedback and you'll not receive a direct response to anything you've said confidentially on this form. To make a complaint about an issue with Kirklees Council Homes and Neighbourhoods you can call them on 01484 414886 or use the online form on the website **here**.