

About you

What information do we collect and why?

We are asking you to provide details of your age and gender. This information helps us know who is and who is not, taking part in the survey and helps us to check that the survey returns match the make up of all of our tenants.

18. How old is the main person filling in this questionnaire? (please select one)

☐ 16-24 yrs ☐ 25-34 yrs ☐ 35-44 yrs ☐ 45-54 yrs ☐ 55-64 yrs ☐ 65-74 yrs ☐ 75-84 yrs ☐ 85+

19. Are you? (please select one)

☐ Male ☐ Female ☐ Prefer not to say

Thank you for completing this questionnaire.

Please sent it back by 10 October 2025 to PPCR in the freepost envelope provided.

You will automatically be entered into the prize draw, worth £450

have
your
say...



Tenant Satisfaction Survey 2025



PPCR Ref No

Dear Tenant

As a tenant of North Tyneside Council, we value your feedback on how satisfied you are with the home you live in and with the services you receive from us, as your landlord.

To help us know what you think, and for any service areas that we may need to review to be identified, you have been selected to take part in this year's tenant satisfaction survey.

Public Participation Consultation and Research Associates (PPCR) have been appointed by North Tyneside Council to issue and collate responses on our behalf. Please complete this short questionnaire and return to them in the Freepost envelope provided. All your answers are completely confidential. You can read the PPCR privacy notice by using this QR code with the camera in your mobile phone or tablet.



About us

Overall satisfaction

1. Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by North Tyneside Council housing services? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

Keeping properties in good repair

Satisfaction with repairs

2. Has North Tyneside Council housing services carried out a repair to your home in the last 12 months?

☐ yes ☐ no

If yes, please answer questions 3 and 4, if no, please go to question 5.

3. How satisfied or dissatisfied are you with the overall repairs service from North Tyneside Council housing services over the last 12 months? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

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

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

Your home

Satisfaction that your home is well maintained and safe to live in

5. How satisfied or dissatisfied are you that North Tyneside Council housing services provides a home that is well maintained? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that North Tyneside Council housing services provides a home that is safe? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

Communication

Satisfaction that we keep you informed about things that matter to you

7. How satisfied or dissatisfied are you that North Tyneside Council housing services keeps you informed about things that matter to you? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

Satisfaction that we listen to tenants' views and act upon them

8. How satisfied or dissatisfied are you that North Tyneside Council housing services listens to your views and acts upon them? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

Views that we treat tenants fairly and with respect

9. To what extent do you agree or disagree with the following statement?

'North Tyneside Council housing services treats me fairly and with respect'

☐ strongly agree ☐ agree ☐ neither agree nor disagree ☐ disagree ☐ strongly disagree

Effective handling of complaints

Satisfaction with our approach to handling complaints

10. Have you made a complaint to North Tyneside Council housing services in the last 12 months?

☐ yes ☐ no

If yes, please answer question 11, if no, please go to question 12.

11. How satisfied or dissatisfied are you with North Tyneside Council housing services' approach to complaints handling? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

Communal areas

Satisfaction that we keep communal areas clean, safe and well maintained

12. Do you live in a building with communal areas, either inside or outside, that North Tyneside Council housing services is responsible for maintaining?

☐ yes ☐ no

If yes, please answer questions 13 and 14. If no, please go to question 15.

13. How satisfied or dissatisfied are you that North Tyneside Council housing services keeps these communal areas clean and well maintained? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

14. Can you provide us with one suggestion that would help us keep communal areas clean and well maintained? Please write in below:

Your neighbourhood

Satisfaction that we make a positive contribution to your neighbourhood

15. How satisfied or dissatisfied are you that North Tyneside Council housing services makes a positive contribution to your neighbourhood? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied

16. Can you provide us with one suggestion that would help us make a more positive contribution to the neighbourhood you live in? Please write in below:

Anti-social behaviour

Satisfaction with our approach to handling anti-social behaviour

17. How satisfied or dissatisfied are you with North Tyneside Council housing services' approach to handling anti-social behaviour? (please tick one box only):

☐ very satisfied ☐ fairly satisfied ☐ neither satisfied nor dissatisfied ☐ fairly dissatisfied ☐ very dissatisfied