



Tenant Satisfaction Survey 2025



Working in partnership with

MANCHESTER
CITY COUNCIL

Tenant Satisfaction Survey 2025

Your views are really important to us and this survey will help us better understand what you think about your home, the neighbourhood you live in and the services that we provide. It will help us better understand our performance, what we are doing well but also the areas we can do better

The results from this survey will be used to calculate the annual Tenant Satisfaction Measures which is a legal requirement from the Regulator of Social Housing. The overall outcome of the survey will be published by us and the data collected from the survey will be sent to the Regulator who will publish the results on their website.

You can complete the questionnaire anonymously however, where any personal information is received, this will be kept strictly confidential. The survey should take you approximately 10 minutes to complete.

How to complete the questionnaire

- Only one survey to be completed for each household/property. This can be completed by either the tenant, their partner/spouse or on behalf of the tenant by a carer, another household member or through an interpreter (if appropriate).
- There can only be a maximum of one response per question. For all questions that apply, 'TICK ONE BOX ONLY'.
- Please read the instructions for answering each question carefully.
- Please answer all the questions that apply to you.

If you have any difficulties in completing the survey, please call us on 0300 555 0128 or e-mail info@s4bmanchester.co.uk.

Please return your completed questionnaire to the S4B office before 15th December 2025, or hand it to your Caretaker or Housing officer when you see them in the neighbourhood.



Or you can complete the survey online via this link

<https://www.surveymonkey.com/r/S4B2025>

Complete and return for your chance to win one of three £50 shopping vouchers.



Return your survey to the S4B office to receive your FREE S4B Mug.

Your details

Please include your address if you wish to be entered into the prize draw (optional)

Overall satisfaction

Q.1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B?

Response options: (Please tick one box only)

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

Repairs (Keeping Properties in good repair)

Q.2 Has S4B carried out a repair to your home in the last 12 months?

- ☐ Yes ☐ No - Go to Q.5

Q.3 If yes, how satisfied or dissatisfied are you with the overall repairs service from S4B over the last 12 months?

Response options: (Please tick one box only)

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

Q.4 If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Response options: (Please tick one box only)

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

Q.5 How satisfied or dissatisfied are you that S4B provides a home that is well maintained?

Response options: (Please tick one box only)

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

Q.6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that S4B provides a home that is safe?

Response options: (Please tick one box only)

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

Resident Engagement

Q.7 How satisfied or dissatisfied are you that S4B listens to your views and acts upon them?

Response options: (Please tick one box only)

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

Q.8 How satisfied or dissatisfied are you that S4B keeps you informed about things that matter to you?

Response options: (Please tick one box only)

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

Q.9 To what extent do you agree or disagree with the following statement, "S4B treats me fairly and with respect"?

Response options: (Please tick one box only)

- ☐ Strongly agree ☐ Disagree ☐ Neither agree nor disagree
☐ Agree ☐ Strongly disagree

Handling of complaints

Q.10 Have you made a complaint to S4B in the last 12 months?

- ☐ Yes ☐ No - Go to Q.12

Q.11 If yes, how satisfied or dissatisfied are you with S4B's approach to complaints handling?

Response options: (Please tick one box only)

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

Neighbourhood Management

Q.12 Do you live in a building with communal areas, either inside or outside, that S4B is responsible for maintaining?

- ☐ Yes ☐ No - Go to Q.15 ☐ Don't know - Go to Q.14

Q.13 If yes, how satisfied or dissatisfied are you that S4B keeps these communal areas clean and well maintained?

Response options: (Please tick one box only)

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

Q.14 How satisfied or dissatisfied are you that S4B makes a positive contribution to your neighbourhood?

Response options: (Please tick one box only)

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

Q.15 How satisfied or dissatisfied are you with S4B's approach to handling anti-social behaviour?

Response options: (Please tick one box only)

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

Q.16 Have you made a complaint regarding antisocial behaviour to S4B in the last 12 months?

- ☐ Yes ☐ No

Our Customers/about you

Q.17 What age bracket best describes you?

- ☐ 18-24 ☐ 35-44 ☐ 55-64 ☐ prefer not to say
☐ 25-34 ☐ 45-54 ☐ 65 and over

Q.18 What type of property do you live in?

- ☐ Flat ☐ House ☐ Maisonette ☐ Apartment

Q.19 How would you describe your race or ethnicity?

Asian / Asian British

- ☐ Indian
☐ Pakistani
☐ Bangladeshi
☐ Chinese

Mixed / Multiple ethnic groups

- ☐ White and Black Caribbean
☐ White and Black African
☐ White and Asian

White

- ☐ English / Welsh / Scottish / Northern Irish / British
☐ Irish
☐ Gypsy or Irish Traveller
☐ Roma

African / Caribbean

Black British

- ☐ Black British
☐ African/Caribbean* (delete as necessary)

A different ethnic group

Arab

If needed, please use the box below to describe your ethnicity:

Q.20 Do you have any further comments you would like to make? Please use the comments section below to let us know your thoughts on what we are doing right and/or any areas we need to make improvements. All comments are welcome and will help us focus our approach on the things that matter to you the most.

Thank you for completing the survey. Your views are extremely valuable.

Data Collection Statement

Onward is a controller of personal information for the purposes of the Data Protection Act 2018 & the UK General Data Protection Regulations (GDPR), any personal data you have provided will be stored and processed in accordance with Onwards obligations to comply with the UK GDPR. For full details, please see the S4B Privacy Notice, available at <https://s4bmanchester.co.uk/privacy-policy/>. Onward collects, stores and processes personal data under a lawful basis of contractual necessity and legitimate interest.

Arabic	للحصول على هذه المعلومات بلغتك الرجاء الاتصال برقم الهاتف 0300 555 0128
Bangla	এই তথ্যটি আপনার ভাষায় পেতে চাইলে দয়া করে টেলিফোন করুন 0300 555 0128 এই নম্বরে।
Chinese	如欲索取這資訊以閣下語言編制的副本請致電 0300 555 0128
French	Pour recevoir ces informations dans votre langue prière d'appeler le 0300 555 0128
Somali	Si aad u hesho macluumaadkaani oo luqaddaada ku qoran fadlan wax 0300 555 0128
Turkish	Bu bilgiyi kendi dilinizde almak için lütfen 0300 555 0128 numarayı arayınız.
Urdu	یہ معلومات اپنی زبان میں حاصل کرنے کیلئے براہ مہربانی 0300 555 0128 پر فون کیجیے۔

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