

TENANT

SATISFACTION SURVEY 2022

Sandwell Council commissioned M·E·L Research to survey tenants so that we can see what is going well and what not so well. This is the first survey we have carried out using these questions and the findings will help us to improve the quality of services we deliver to our tenants.

A sample of tenants were invited to take part and 1,112 took part either online or by telephone.

68%

satisfied with the overall service provided by Sandwell Council



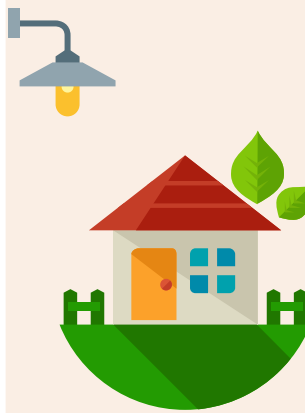
77%

satisfied with the overall repairs service



74%

satisfied with the time taken to complete most recent repair



73%

satisfied that Sandwell Council provides a home that is well maintained

76%

satisfied that Sandwell Council provides a home that is safe

72%

agree that Sandwell Council treats them fairly and with respect

65%

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

57%

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



31%

satisfied with Sandwell Council's approach to complaints handling



65%

satisfied that Sandwell Council keeps communal areas clean and well maintained

63%

satisfied that Sandwell Council makes a positive contribution to their neighbourhood



57%

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

