

Tenant Satisfaction Survey 2025



St Albans City & District Council

Thank you for taking part in the Tenant Satisfaction Measures (TSM) survey for St Albans City & District Council.

Your feedback helps us understand your experience of your home and our services, including repairs, communication, safety and neighbourhood management.

The results help us identify what is working well and where improvements are needed.

The survey is being carried out independently by CX-Feedback and Pexel who follow UK data protection law and the Market Research Society's Code of Conduct.

Your participation:

- The survey is voluntary
- Responses are confidential
- It takes around 10 minutes to complete

Thank you for sharing your views.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Albans City & District Council ? **(Required)**

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has St Albans City & District Council carried out a repair to your home in the last 12 months ? (Required)

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from St Albans City & District Council over the last 12 months (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied are you with the time taken to complete your most recent repair after you reported it ? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that St Albans City & District Council provides a home that is well maintained ? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Albans City & District Council provides a home that is safe ? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that St Albans City & District Council listens to your views and acts upon them ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that St Albans City & District Council keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

To what extent do you agree or disagree with the following:

St Albans City & District Council treats me fairly and with respect ? [Required]

Tick one of the following

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree Nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ Don't Know

Have you made a complaint to St Albans City & District Council in the last 12 months ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with St Albans City & District Council's approach to complaints handling ? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that St Albans City & District Council is responsible for maintaining ? (Required)

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

How satisfied or dissatisfied are you that St Albans City & District Council keeps these communal areas clean and well maintained ? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that St Albans City & District Council makes a positive contribution to your neighbourhood ? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you with St Albans City & District Council's approach to handling anti-social behaviour ? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Don't Know

Have you contacted St Albans City & District Housing Services about anything in the last 3 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Can't Remember

How easy did you find it to contact St Albans City & District Council Housing Services? [Required]

Tick one of the following

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Don't Know/Can't remember

Should we need to, would you be happy for St Albans City & District Council to contact you regarding your responses to this survey? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

Thank you for your time.
Your feedback will help us improve our services for all residents.
