

## Key results at a glance

Cannock Chase Council commissioned M·E·L Research to survey tenants so that we can see what is going well and what not so well. The findings will help us to improve the quality of services we deliver.



Tenants were invited to take part in the survey and **1,317** responded either online or by post.



# 79%

satisfied with the overall service provided by Cannock Chase Council



# 81%

satisfied with the overall repairs service



# 80%

satisfied that the Council provides a home that is well maintained



# 78%

satisfied with the time taken to complete most recent repair



# 83%

satisfied that Cannock Chase Council provides a home that is safe



# 66%

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



# 70%

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



# 81%

agree that the Council treats them fairly and with respect



# 49%

satisfied with Cannock Chase Council's approach to complaints handling



# 61%

satisfied with the Council's positive contribution to their neighbourhood



# 65%

satisfied that Cannock Chase Council keeps communal areas clean and well maintained



# 56%

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



**Fieldwork dates**  
3 February 2026 to  
13 March 2026



**Surveys sent**  
**4,987**



**Completed surveys**  
**1,317**



**Response rate**  
**26%**



Results are accurate to **±2.3%** at the 95% confidence level.  
Results are weighted by tenure type, property type and number of beds.