

TENANT SATISFACTION SURVEY 2024

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 to our tenants.

Tenants were invited to take part in the survey and 1,078 responded either online or by post.

77%

satisfied with the overall service provided by Cannock Chase Council



78%

satisfied with the overall repairs service



70%

satisfied with the time taken to complete most recent repair



76%

satisfied that the Council provides a home that is well maintained

80%

satisfied that Cannock Chase Council provides a home that is safe



76%

agree that the Council treats them fairly and with respect

66%

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

58%

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



49%

satisfied with Cannock Chase Council's approach to complaints handling



66%

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

62%

satisfied that Cannock Chase Council makes a positive contribution to their neighbourhood



55%

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

