

TENANT SATISFACTION SURVEY 2025/26

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

1,040 Council tenants took part, either online or by post or telephone.

55%

satisfied with the overall service provided by Tamworth Borough Council



63%

satisfied with the overall repairs service



61%

satisfied with the time taken to complete most recent repair



56%

satisfied that the Council provides a home that is well maintained

66%

satisfied that the Council provides a home that is safe

48%

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

52%

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

65%

agree that the Council treats them fairly and with respect



30%

satisfied with the Council's approach to complaints handling



62%

satisfied that the Council keeps communal areas clean and well maintained

47%

satisfied that the Council makes a positive contribution to their neighbourhood



44%

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

