



Housing Services



m.e.l
research

Tenant Satisfaction Measures Survey 2025

Manchester City Council

Survey script

November 2025

Online survey landing page

Thank you for taking part in this survey that is being conducted by M·E·L Research, an independent research agency, on behalf of Manchester City Council.

Just to remind you, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Manchester City Council with your express permission.

Your answers are confidential and reported anonymously. However, if you mention something that suggests you or someone else may be at risk, or if you raise a serious health and safety concern, we may need to pass this information to Manchester City Council so they can offer support or take action.

M·E·L abide by the Data Protection Act and GDPR on data privacy. You can find out more information about M·E·L and their privacy policies at www.melresearch.co.uk.

Are you happy to continue on this basis?

- Yes
- No

Please click next to begin

Computer Assisted Telephone Interview (CATI) introduction

Good morning/afternoon/evening. Please can I speak to ...

My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Manchester City Council.

Manchester City Council (the Council) has asked M·E·L Research to carry out an independent tenant's satisfaction survey to find out what tenants think about the housing services they receive from the Council.

This survey will also be used to calculate annual Tenant Satisfaction Measures (TSMs) that all social housing landlords must publish and give to the Regulator of Social Housing each year. The Regulator of Social Housing set the questions for this survey, which will take around 10 minutes to complete.

Feedback to this survey will be extremely valuable and will help inform the Council on decision making and help to understand tenant satisfaction and how the services offered could potentially be improved.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Manchester City Council with your express permission.

Your answers are confidential and reported anonymously. However, if you tell us something that suggests you or someone else may be at risk, or if you raise a serious health and safety

concern, we may need to pass this information to Manchester City Council so they can offer support or take action.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address.

☐ Continue with survey

☐ Email Privacy Notice

Base: All CATI respondents

These first two questions are about you and are being asked to help with our analysis, and to ensure that we capture the views of a diverse range of tenants.

Base: All CATI respondents

S1. From the following options, please can you tell me the age group that you fall into?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 or over
- Prefer not to say (Do not read out)

Base: All CATI respondents

S2. Please can you tell me your gender?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

Main survey

Base: All respondents

The main survey questions that follow are on the service that you receive from Manchester City Council.

Base: All respondents

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Manchester City Council?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Base: Respondents satisfied with the overall service (Q1/1,2)

Q1a. Can you explain why you say that?

Base: Respondents neither or dissatisfied with the overall service (Q1/3-5)

Q1b. Can you explain why you say that? What would you like to be improved?

Base: All respondents

Q2. Has Manchester City Council carried out a repair to your home in the last 12 months?

- Yes
- No

Base: Respondents who have received a repair (Q2/1)

Q3. How satisfied or dissatisfied are you with the overall repairs service from Manchester City Council over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Base: Respondents who have received a repair (Q2/1)

Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Base: All respondents

Q5. How satisfied or dissatisfied are you that Manchester City Council provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Base: All respondents

Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Manchester City Council provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

Base: All respondents

Q7. How satisfied or dissatisfied are you that Manchester City Council listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

Base: All respondents

Q8. How satisfied or dissatisfied are you that Manchester City Council keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

Base: All respondents

Q9. To what extent do you agree or disagree with the following, "Manchester City Council treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/ don't know

Base: All respondents

Q10. Have you made a complaint to Manchester City Council in the last 12 months?

- Yes
- No

Base: Respondents who have made a complaint in the last 12 months (Q10/1)

Q11. How satisfied or dissatisfied are you with Manchester City Council's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Base: All respondents

Q12. Do you live in a building with communal areas, either inside or outside, that Manchester City Council is responsible for maintaining?

- Yes
- No
- Don't know

Base: Respondents who live in a building with communal areas (Q12/1)

Q13. How satisfied or dissatisfied are you that Manchester City Council keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Base: All respondents

Q14. How satisfied or dissatisfied are you that Manchester City Council makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Base: All respondents

Q15. How satisfied or dissatisfied are you with Manchester City Council's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Base: All respondents

Q16: Are there any other issues that you would like to tell Manchester City Council Housing Services about?

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Base: All respondents

This survey is anonymous, however, to help Manchester City Council to tailor how it responds to the feedback in the survey, we would like to ask some personal questions that are about you. For each question you have the opportunity not to answer.

Base: All CAWI respondents

D1. From the following options, please can you select the age group that you fall into?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 or over
- Prefer not to say

Base: All CAWI respondents

D2. Please can you select your gender?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

Base: All respondents

D3. Which of the following options best describes your sexual orientation?

- Heterosexual / straight
- Lesbian
- Gay
- Bisexual
- Other
- Prefer not to say

Base: All respondents

D4. What is your religion?

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Prefer not to say

Base: All respondents

D5. Does your gender identity match the sex that you were assigned at birth?

- Yes
- No
- Prefer not to say

Base: Respondents who do not select Male at either S2 or D2 (S2/2-5 or D2/2-5)

D6. Have you been pregnant or on maternity leave in the last 12 months?

- Yes
- No
- Prefer not to say

Base: All respondents

D7. What is your legal marital or registered civil partnership status?

- Never married and never registered a civil partnership
- Married
- In a registered civil partnership
- Separated, but still legally married
- Separated, but still legally in a civil partnership
- Divorced
- Formerly in a civil partnership which is now legally dissolved
- Widowed
- Surviving partner from a civil partnership
- Prefer not to say

Base: All respondents

D8. Do you consider yourself to have a long-term disability, health problem or illness that affects your day-to-day activities?

- Yes
- No
- Prefer not to say

Base: All respondents

D9. How would you describe your ethnic group?

Black

- Black British
- African
- Caribbean
- Other black background

Asian

- Asian British
- Bangladeshi
- Indian
- Pakistani
- Other Asian background

Mixed

- White and black African
- White and black Caribbean
- White and Asian
- Other mixed background

White

- British
- Irish
- Other white background

Other

- Chinese
 - Latin American
 - Vietnamese
 - Cypriot Turkish
 - Cypriot Greek
 - Cypriot Other
 - Other ethnic origin
-
- Prefer not to say

Base: All respondents

D10: Manchester City Council Housing Service may want to explore the results of this survey with tenants. Would you be happy for the council to contact you in the future about future research or other ways to get involved in improving services? We would only share your interest in this, not the answers you gave today.

- Yes – happy to be recontacted
- No – do not recontact

Base: All respondents

D11: Manchester City Council Housing Service would like to update the information that it has about its tenants, including their email address, if they have one. Are you happy to provide an email address that the Council can include in its records? We would only share the address, not the answers you gave today.

- Yes – happy for my email address to be shared with the Council (capture email)
- No – do not wish to provide/ do not have an email address

Base: All respondents

D12: Are you also happy for us to share with Manchester City Council Housing Service the personal information you have given us including gender, ethnicity, disability, date of birth, etc so that Manchester City Council have up to date records for their tenants? Again, these will not be connected in any way to the answers you gave today.

- Yes – happy for my date of birth, gender, ethnicity, disability etc to be shared with the Council
- No – do not wish to share the information with the Council

END OF SURVEY

Base: All respondents

Thank you for your time. Your feedback is extremely valuable to Manchester City Council and will help improve the services they provide.