

Council Capital Works – Tenant Satisfaction Questionnaire

Introduction

We want to make sure the major works we carry out in council homes are delivered to a high standard. Your feedback helps us understand what is working well and where we can improve. This survey should take only a few minutes to complete.

Privacy Statement

Your responses will be used by the Council to monitor and improve our capital works programme. We may share anonymised results with contractors and internal teams to help improve services. We will not share your personal information with third parties for marketing purposes. Your feedback will be stored securely in line with data protection legislation.

If you would like to know more about how we use your information, please contact the Council's Data Protection Officer at enquiries@bolsover.gov.uk or call 01246 242424.

Thank you for taking the time to provide feedback. Your responses help us improve how we deliver major works to council homes.

Please return to the Capital Projects Team in the free post envelope provided.

1. About the Works Completed

1.1 What type of work was carried out at your property? (Select all that apply)

Roof replacement	Windows and/or doors
Kitchen replacement	Bathroom replacement
Electrical rewiring	Heating system upgrade
Other (please specify):	

2. Communication from the Council

2.1 How satisfied were you with the information provided before the works began?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

2.2 How clearly did council officers explain the scope of the works and what to expect?

Very clearly / Clearly / Neutral / Unclearly / Very unclearly

2.3 How satisfied were you with communication during the works?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

2.4 Did you feel informed about any changes, delays, or issues?

Always / Most of the time / Sometimes / Rarely / Never

3. Contractor Performance and Communication

3.1 How satisfied were you with the professionalism of the contractor team?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

3.2 How satisfied were you with the contractor's communication?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

3.3 Did the contractors treat your home with respect?

Always / Most of the time / Sometimes / Rarely / Never

3.4 Were the contractors punctual and reliable?

Always / Most of the time / Sometimes / Rarely / Never

4. Quality of the Work

4.1 How satisfied are you with the quality of the completed work?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

4.2 Was the work completed within the expected timescale?

Yes / Mostly / No

4.3 If you reported any issues or defects, how satisfied were you with how they were handled?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied / N/A

5. Overall Experience

5.1 Overall, how satisfied are you with the capital works process?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

5.2 Do you feel the improvements have made a positive difference to your home?

Yes, definitely / Yes, somewhat / Not really / Not at all

6. Additional Comments

Please add any additional comments here

Would you like to be contacted directly about your feedback? YES / NO

If yes, please confirm your preferred contact information:

TEL: _____

EMAIL: _____