

Bury Housing Services Satisfaction Survey 2026-27

Your feedback matters! We want to hear from you about how we're doing and how we can improve. By completing our Tenant Satisfaction Measures Survey, you'll help shape the services we provide—and as a thank you, you'll be entered into a monthly prize draw!

The survey is quick and easy, with just 12 questions that take only a few minutes to complete. Your voice makes a difference, so don't miss this opportunity!

Take the survey today and help us make things better for you!

Our results are published here: [Customer Feedback](#)

Thank you!

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bury Council Housing Services? [Required]

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied

2. Has Bury Council Housing Services carried out a repair to your home in the last 12 months? [Required]

Yes
No

3. How satisfied or dissatisfied are you with the overall repairs service from Bury Council Housing Services over the last 12 months? [Required]

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied
Not Applicable/ Don't Know

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

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied
Not Applicable/ Don't Know

5. How satisfied or dissatisfied are you that Bury Council Housing Services provides a home that is well maintained? [Required]

Very Satisfied
Fairly Satisfied

Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bury Council Housing Services provides a home that is safe? [Required]

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied
Not Applicable/ Don't Know

7. How satisfied or dissatisfied are you that Bury Council Housing Services listens to your views and acts upon them? [Required]

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied
Not Applicable/ Don't Know

8. How satisfied or dissatisfied are you that Bury Council Housing Services keeps you informed about things that matter to you? [Required]

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied
Not Applicable/ Don't Know

9. To what extent do you agree or disagree with the following "Bury Council Housing Services treats me fairly and with respect"? [Required]

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied
Not Applicable/ Don't Know

10. Have you made a complaint to Bury Council Housing Services in the last 12 months? [Required]

Yes
No

11. How satisfied or dissatisfied are you with Bury Council Housing Services' approach to complaints handling? [Required](Complaints Handling [Factsheet](#))

Very Satisfied
Fairly Satisfied
Neither Satisfied or Dissatisfied
Fairly Dissatisfied
Very Dissatisfied

12. Do you live in a building with communal areas, either inside or outside, that Bury Council Housing Services is responsible for maintaining? [Required]

Yes

No

Don't Know

13. How satisfied or dissatisfied are you that Bury Council Housing Services keeps these communal areas clean and well maintained? [Required]

Very Satisfied

Fairly Satisfied

Neither Satisfied or Dissatisfied

Fairly Dissatisfied

Very Dissatisfied

14. How satisfied or dissatisfied are you that Bury Council Housing Services makes a positive contribution to your neighbourhood? [Required]

Very Satisfied

Fairly Satisfied

Neither Satisfied or Dissatisfied

Fairly Dissatisfied

Very Dissatisfied

Not Applicable/ Don't Know

15. How satisfied or dissatisfied are you with Bury Council Housing Services' approach to handling anti-social behaviour? [Required]

Very Satisfied

Fairly Satisfied

Neither Satisfied or Dissatisfied

Fairly Dissatisfied

Very Dissatisfied

Not Applicable/ Don't Know

16. Is there any comment that you would like to leave?

Thank you for taking the time to complete our survey