

Housing Solutions Tenant Satisfaction Measures

Instructions:

The surveyor must read the question followed by the response options specified below in full. Please state that their answers will be used to calculate the annual Tenant Satisfaction Measures (TSMs) that will be published by Housing Solutions at the end of the 2023/2024.

Please check that the resident has not already completed a telephone survey through Acuity. If so please thank them for their time and move to your next address.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing Solutions?

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

Q2 How satisfied or dissatisfied are you that Housing Solutions provides a home that is well maintained?

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

Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Housing Solutions provides a home that is safe?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- Not Applicable / Don't know

Q4 Do you live in a building with communal areas, either inside or outside, that Housing Solutions is responsible for maintaining?

- Yes
- No
- Don't Know

Q5 If Q4 = Yes

How satisfied or dissatisfied are you that Housing Solutions keeps these communal areas clean and well-maintained?

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

Q6 Has Housing Solutions carried out a repair to your home in the last 12 months?

- Yes
- No

Q7 If Q6 = Yes

How satisfied or dissatisfied are you with the overall repairs service from Housing Solutions over the last 12 months?

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

Q8 If Q6 = Yes

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

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

Q9 If Q6= Yes

If you are not satisfied with how Housing Solutions deals with repairs and maintenance, please could you explain the reason why?

Q10 How satisfied or dissatisfied are you that Housing Solutions makes a positive contribution to your neighbourhood?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied
- Not Applicable / Don't know

Q11 How satisfied or dissatisfied are you with Housing Solutions's approach to handling anti-social behaviour?

- Very dissatisfied**
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied**
- Not Applicable / Don't know

Q12 Do you know how to log a complaint with Housing Solutions?

- Yes
- No

Q13 Have you made a complaint to Housing Solutions in the last 12 months?

- Yes
- No

Q14 If Q13 = Yes

How satisfied or dissatisfied are you with Housing Solutions's approach to complaints handling?

- Very dissatisfied**
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied**

Q15 How satisfied or dissatisfied are you that Housing Solutions listens to your views and acts upon them?

- Very dissatisfied**
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied**
- Not Applicable / Don't know

Q16 How satisfied or dissatisfied are you that Housing Solutions keeps you informed about things that matter to you?

- Very dissatisfied**
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very Satisfied**
- Not Applicable / Don't know

Q17 To what extent do you agree or disagree with the following Housing Solutions treats me fairly and with respect ` ?

- Strongly Disagree**
- Disagree
- Neither agree nor disagree
- Agree
- Strongly Agree**
- Not Applicable / Don't know

Q18 If Housing Solutions could do ONE thing to improve its services, what would you like it to be?

Q19 The results of this survey are confidential. However, would you be happy for us to give your responses to Housing Solutions with your name attached so that they have better information to help them improve services?

- Yes
- No

Q20 If Q19 = Yes

Would you be happy for Housing Solutions to contact you to follow up any of the comments or issues you have raised?

- Yes
- No

Q21 If Q19 = Yes

Details:

Name:

Address

Contact detail: