



## Tenants Satisfaction Survey

Dear Resident,

Welcome to the 2023-24 Tenant Satisfaction Survey which aims to find out what you think of the services provided by St George Housing.

The survey will be used to calculate annual Tenant Satisfaction Measures to be published by St George Housing.

Your feedback is invaluable to us as it helps us to shape, improve and deliver services that better suit your needs.

### 1 TP01: OVERALL SATISFACTION

Taking everything into account, how satisfied or dissatisfied are you with the service provided by St George Housing?\*

Please select one of the following options

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

\* Choose one.

### 2 TP02: SATISFACTION WITH REPAIRS

'Has St George Housing carried out a repair to your home in the last 12 months?'

Please select one of the following options

- Yes
- No

\* Choose one.

### 3 TP02: SATISFACTION WITH REPAIRS CONTINUED

If yes the to previous question, 'How satisfied or dissatisfied are you with the overall repairs service from St George Housing over the last 12 months?'

Please select one of the following options

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

\* Choose one.

#### 4 TP03: SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIR

Has St George Housing carried out a repair to your home in the last 12 months?\*

Please select one of the following options

- Yes
- No

\* Choose one.

#### 5 TP03: SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIRS CONTINUED

If yes the to previous question, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair?\*

Please select one of the following options

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

\* Choose one.

## 6 TP04: SATISFACTION THAT THE HOME IS WELL MAINTAINED

How satisfied or dissatisfied are you that St George Housing provides a home that is well maintained?\*

Please select one of the following options

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

\* Choose one.

## 7 TP05: SATISFACTION THAT THE HOME IS SAFE

'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St George Housing provides a home that is safe?\*

Please select one of the following options

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

\* Choose one.

## 8 TP06: SATISFACTION THAT LANDLORDS LISTENS TO TENANTS VIEWS AND ACTS ON THEM

'How satisfied or dissatisfied are you that St George Housing listens to your views and acts upon them?\*

Please select one of the following options

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

\* Choose one.

## 9 TP07: SATISFACTION THAT LANDLORDS KEEPS TENANTS INFORMED ABOUT THINGS THAT MATTER TO THEM

How satisfied or dissatisfied are you that St George Housing keeps you informed about things that matter to you?\*

Please select one of the following options

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

\* Choose one.

## 10 TP08: AGREEMENT THAT LANDLORD TREATS TENANTS FAIRLY AND WITH RESPECT.

To what extent do you agree or disagree with the following “St George Housing treats me fairly and with respect”?\*

Please select one of the following options

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

\* Choose one.

**11 TP09: SATISFACTION WITH LANDLORDS APPROACH TO HANDLING COMPLAINTS**

Have you made a complaint to St George Housing in the last 12 months?\*

Please select one of the following options

Yes

No

\* Choose one.

**12 TP09: SATISFACTION WITH LANDLORDS APPROACH TO HANDLING COMPLAINTS CONTINUED**

If yes the to previous question, 'How satisfied or dissatisfied are you with your landlords approach to handling complaints?\*

Please select one of the following options

Very Satisfied

Fairly Satisfied

Neither Satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

\* Choose one.

**13 TP10: SATISFACTION THAT LANDLORD KEEPS COMMUNIAL AREAS CLEAN**

## AND WELL MAINTAINED

Do you live in a building with communal areas, either inside or outside, that St George Housing is responsible for maintaining?\*

Please select one of the following options

- Yes
- No
- Don't know

\* Choose one.

## 14 TP10: SATISFACTION THAT THE LANDLORD KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED CONTINUED

If yes the to previous question, How satisfied or dissatisfied are you that St George Housing keeps these communal areas clean and well maintained?\*

Please select one of the following options

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

\* Choose one.



**15** TP011: SATISFACTION THAT THE LANDLORD MAKES A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS

How satisfied or dissatisfied are you that St George Housing makes a positive contribution to your neighbourhood?\*

Please select one of the following options

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

\* Choose one.

**16** TP12: SATISFACTION LANDLORDS APPROACH TO HANDLING ANTI-SOCIAL BEHAVIOUR

'How satisfied or dissatisfied are you with St George Housing approach to handling anti-social behaviour?\*

Please select one of the following options

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

\* Choose one.



Thank you for taking the Tenants Satisfaction Survey.