



Tenant Perception Survey

The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes.

The survey will be used for tenant satisfaction measures and should take less than five minutes to complete.

Surveys are not submitted anonymously.

First Name	
Last Name	
Post Code	
Date Completed	

1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Granville Community Homes?

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

2) Has Granville Community Homes carried out a repair to your home in the last 12 months?

Yes	
No	

If yes, how satisfied or dissatisfied are you with the overall repairs service from Granville Community Homes over the last 12 months?

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

3) Has Granville Community Homes carried out a repair to your home in the last 12 months?

Yes	
No	

If yes, 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	

4) How satisfied or dissatisfied are you that Granville Community Homes provides a home that is well maintained?

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

5) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Granville Community Homes provides a home that is safe?

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

6) How satisfied or dissatisfied are you that Granville Community Homes 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	

7) How satisfied or dissatisfied are you that Granville Community Homes 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	

8) To what extent do you agree or disagree with the following “Granville Community Homes treats me fairly and with respect”?

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

9) Have you made a complaint to Granville Community Homes in the last 12 months?

Yes	
No	

If yes, how satisfied or dissatisfied are you with Granville Community Homes’ approach to complaints handling?

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

10) Do you live in a building with communal areas, either inside or outside, that Granville Community Homes is responsible for maintaining?

Yes	
No	
Don't Know	

If yes, how satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?

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

11) How satisfied or dissatisfied are you that Granville Community Homes makes a positive contribution to your neighbourhood?

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

12) How satisfied or dissatisfied are you with Granville Community Homes' approach to handling anti-social behaviour?'

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