

Satisfaction Survey

Please type your unique log in code from your letter in the box below, and then click 'Next' to proceed:

Satisfaction Survey

Thank you for taking the time to complete this satisfaction survey. This survey should take no more than 10 minutes to complete. Your views are important to us.

The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Teign Housing and reported back to the Regulator of Social Housing. All of the information that you give will be kept confidential. It will only be used to monitor performance and help improve services.

The survey should be completed by a Teign Housing resident at this address, or by their carer if necessary. If there is a question you do not wish to answer, please leave this blank and continue with the rest of the form.

Overall Services

1.

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

Please tick one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and Maintenance

2. **Has Teign Housing carried out a repair to your home in the last 12 months?**

Please tick one box only

Yes
☐

No
☐

3. **How satisfied or dissatisfied are you with the overall repairs service from Teign Housing over the last 12 months?**

Please tick one box only

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

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

Please tick one box only

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Your Home

5. **How satisfied or dissatisfied are you that Teign Housing provides a home that is well maintained?** Please tick one box only

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
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 Teign Housing provides a home that is safe?**

Please tick one box only

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable /
Don't know

☐

Customer Service

7. **How satisfied or dissatisfied are you that Teign Housing listens to your views and acts upon them?** Please tick one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. **How satisfied or dissatisfied are you that Teign Housing keeps you informed about things that matter to you?**

Please tick one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. **To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?**

Please tick one box only

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

10. **Have you made a complaint to Teign Housing in the last 12 months?**

Please tick one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

11. **How satisfied or dissatisfied are you with Teign Housing's approach to complaints handling?** Please tick one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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12. **What was your complaint about?**

Please tick all that apply

- ☐ Repairs & maintenance
- ☐ Damp and/or mould
- ☐ Tenancy management
- ☐ Not being kept informed / lack of communication
- ☐ Caretaking service
- ☐ Grounds maintenance service
- ☐ A member of staff
- ☐ Noise nuisance
- ☐ Complaint about neighbour
- ☐ Other **(please type in below what the complaint was about)**

Communal Areas

13. **Do you live in a building with communal areas, either inside or outside, that Teign Housing is responsible for maintaining?**

Please tick one box only

Yes

☐

No

☐

Don't know

☐

14. **How satisfied or dissatisfied are you that Teign Housing keeps these communal areas clean and well maintained?**

Please tick one box only

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor
dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

15.

What services in the communal area can we improve?

Please tick all that apply

- ☐ Litter picking
- ☐ Removing fly-tipped items
- ☐ Sweeping and weeding paths
- ☐ Mopping floors
- ☐ Replacing bulbs in communal areas
- ☐ Reporting repairs
- ☐ Carrying out health & safety checks
- ☐ Grass cutting
- ☐ Hedge cutting
- ☐ Maintaining shrub beds
- ☐ Other **(please type in below any other services we can improve)**

Your Neighbourhood

16.

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

Please tick one box only

- [illegible]

17.

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

Please tick one box only

- [illegible]

Permission

18. **Teign Housing would welcome the opportunity to see your individual answers and comments, therefore, would you be happy for individual responses to be attributed to you when being passed back to them?**

If you tick 'Yes' your responses will be passed back to Teign Housing including your contact details).

Please tick one box only

- ☐ Yes, I agree to my contact details being attached to my responses
- ☐ No, I wish to remain anonymous

Thank you very much for completing the survey.

Please click 'Submit' below to submit your responses.