



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.

Please return your completed questionnaire by **XX July 2024**. If you would like the satisfaction survey in a different language or in large print, please call **0800 849 4019**.

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

☐

Your Home

2. **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

3. **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

☐

4. **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

☐

5. **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

☐

Complaints

6. **Have you made a complaint to Teign Housing in the last 12 months?**
Please tick one box only

Yes (Go to Q7)

☐

No (Go to Q9)

☐

7. **[IF Yes TO Q6:] 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

☐

8. **[IF Yes TO Q6:] 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 write in below what the
complaint was about)

Communal Areas

9. **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 (Go to Q10)

☐

No (Go to Q12)

☐

Don't know (Go to Q12)

☐

10. **[IF Yes TO Q9:] 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

☐

11. **[IF Very dissatisfied OR Fairly dissatisfied AT Q10:] 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 write in below any other services we can improve)

Your Neighbourhood

12. **How satisfied or dissatisfied are you that Teign Housing makes a positive contribution to your neighbourhood?** Please tick one box only

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable /
Don't know

☐

13. **How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?** Please tick one box only

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable /
Don't know

☐

Permission

14. **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 for completing the survey. Please return your completed form in the pre-paid envelope provided by **XX July 2024.**