

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Teign Housing?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied

[c_probe_sat_TP01] If very satisfied probe "Why would you say you are satisfied?"

[c_probe_neither_TP01] If fairly satisfied or neither satisfied nor dissatisfied probe "What could Teign Housing do to make you more satisfied?"

[c_probe_dissat_TP01] If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

2. [had_repair] Has Teign Housing carried out a repair to your home in the last 12 months?
- ☐ Yes (Go to Q3)
 - ☐ No (Go to Q6)
3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Teign Housing over the last 12 months?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
4. [tp03_repairtime] 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
5. Thinking about the overall repairs service, what could Teign Housing do to improve their service?
6. [tp04_maint] How satisfied or dissatisfied are you that Teign Housing provides a home that is well maintained?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied

- ☐ Very dissatisfied
- 7. [tp05_safe] 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?
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know.
- 8. [tp06_listens] How satisfied or dissatisfied are you that Teign Housing 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
- 9. [tp07_informed] How satisfied or dissatisfied are you that Teign Housing 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
- 10. [tp08_fair] To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?
 - ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable/don't know
- 11. [Complaint] Have you made a complaint to Teign Housing in the last 12 months?
 - ☐ Yes (Go to Q12)
 - ☐ No (Go to Q14)
- 12. [tp09_comphand] How satisfied or dissatisfied are you with Teign Housing 's approach to complaints handling?
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied

- Very dissatisfied

13. What was the reason for your most recent complaint?

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

- Yes (Go to Q15)
- No (Go to Q17)
- Don't know (Go to Q17)

15. [tp10_communal] How satisfied or dissatisfied are you that Teign Housing keeps these communal areas clean, and well maintained?

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

16. Thinking about the communal areas where you live, is there anything Teign Housing could do to improve these areas?

17. [tp11_neighbour] How satisfied or dissatisfied are you that Teign Housing makes a positive contribution to your neighbourhood?

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

18. [tp12_asbo] How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?

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

19. What could Teign Housing do to improve their overall services?

20. Is there anything Teign Housing could do to better meet your individual needs?

21. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Teign Housing. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q22)
- No, I would like to remain anonymous (Go to close)

22. [contact] Are you happy for Teign Housing to contact you in relation to the feedback that you have given during this survey, if they wish to do so?
- ☐ Yes
 - ☐ No

Thank you very much for taking part in the survey. Your answers have been most helpful. Please click on the "submit survey" button below to complete.