

Customer Satisfaction Survey

Thank you for taking the time to complete this satisfaction survey. This survey should take no more than 10-15 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 tenants as required by the Regulator of Social Housing. All of the information that you give will be kept completely confidential. It will only be used to monitor performance.

The survey should be completed by a Teign Housing resident or customer 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 **16th November 2023**. 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

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 (Go to Q3)

No (Go to Q5)

3. **[IF Yes TO Q2:] 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. **[IF Yes TO Q2:] 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

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

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

Complaints

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

Yes (Go to Q11)

No (Go to Q13)

11. **[IF Yes TO Q10:] 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

12. **[IF Yes TO Q10:] 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

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 (Go to Q14)

No (Go to Q16)

Don't know (Go to Q16)

14. **[IF Yes TO Q13:] How satisfied or dissatisfied are you that Teign Housing keeps those communal areas clean and well maintained?** Please tick one box only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied
(Go to Q15)

Very dissatisfied
(Go to Q15)

15. **[IF Very dissatisfied OR Fairly dissatisfied AT Q14:] 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

16. **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

17. **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

Likelihood to recommend

18. **How likely would you be to recommend Teign Housing as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?** Please tick one box only

0
Extremely
unlikely

1

2

3

4

5

6

7

8

9

10
Extremely
likely

Permission

19. **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 name being attached to my responses

No, I wish to remain anonymous*

Return your TSM survey to have a chance of winning one of 10 shopping vouchers worth £25

* Should you be randomly selected as a prize draw winner by Marketing Means, then your name and address details ONLY will be passed on to Teign Housing so that we may contact you about your winnings. All other information provided by you in the questionnaire will remain confidential.

Thank you for completing the survey. Please return your completed form in the pre-paid envelope provided by 16th November 2023.