

TENANT SATISFACTION SURVEY 2023

1. Your Name:

2. Your Address:

3. We are writing to ask some questions about the quality of service you have received from Pine Court Housing Association. The feedback from this survey will only be used to monitor the services provided by Pine Court Housing Association, and will not be passed onto third parties.

This survey will also be used to monitor our annual Tenant Satisfaction Measures, which will be published to customers and regulators. Are you happy to proceed, and take part in the survey?

Yes (Go to Q4)

No (End Survey)

4. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court Housing Association?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

4a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

5. How satisfied or dissatisfied are you that Pine Court Housing Association is easy to deal with?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

5a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

6. How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

6a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

7. How satisfied or dissatisfied are you that your service charges provide value for money?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

7a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

8. Has Pine Court Housing Association carried out a repair to your home in the last 12 months?

Yes [Go to Q9]	<input type="checkbox"/>	No [Go to Q11]	<input type="checkbox"/>
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9. If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Pine Court Housing Association over the last 12 months?'

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

9a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

10. If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

10a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

11. How satisfied or dissatisfied are you that Pine Court Housing Association provides a home that is well-maintained?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

11a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

12. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pine Court Housing Association provides a home that is safe?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

12a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

13. How satisfied or dissatisfied are you with the overall quality of your home?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

13a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

14. How satisfied or dissatisfied are you that Pine Court Housing Association listens to your views and acts upon them?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

14a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

15. How satisfied or dissatisfied are you that Pine Court Housing Association keeps you informed about things that matter to you?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

15a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

16. To what extent do you agree or disagree with the following 'Pine Court Housing Association treats me fairly and with respect'?

Strongly agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Disagree	<input type="checkbox"/>	Strongly disagree	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

16a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

17. How likely would you be to recommend Pine Court Housing Association to family or friends (on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely)?

0 1 2 3 4 5 6 7 8 9 10

18. Have you made a complaint to Pine Court Housing Association in the last 12 months?

Yes [Go to Q19] No [Go to Q20]

19. If yes, 'How satisfied or dissatisfied are you with Pine Court Housing Association's approach to complaints handling?'

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

19a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

20. Do you live in a building with communal areas, either inside or outside, that Pine Court Housing Association is responsible for maintaining?

Yes [Go to Q21] No [Go to Q22] Don't know [Go to Q22]

21. If yes, 'How satisfied or dissatisfied are you that Pine Court Housing Association keeps these communal areas clean and well maintained?'

Very satisfied Fairly satisfied Neither
Fairly dissatisfied Very dissatisfied

21a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

22. How satisfied or dissatisfied are you that Pine Court Housing Association makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither
Fairly dissatisfied Very dissatisfied Not applicable / Don't know

22a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

23. How satisfied or dissatisfied are you with Pine Court Housing Association's approach to handling anti-social behaviour?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

23a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

24. To what extent do you agree or disagree with the following? "Pine Court Housing Association are fully committed to Equality, Diversity and Inclusion"

Strongly agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Disagree	<input type="checkbox"/>	Strongly disagree	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

24a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

25. In the last 12 months, have you had any difficulties paying for your accommodation?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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26. As a tenant of Pine Court Housing Association, what are your highest priorities? (Please select the top two)

Keeping Residents Informed	<input type="checkbox"/>	Quality of your home (Home improvements)	<input type="checkbox"/>
Listening to views and acting on them	<input type="checkbox"/>	Repairs and Maintenance	<input type="checkbox"/>
Dealing with Anti-social behaviour	<input type="checkbox"/>	Your neighbourhood as a place to live	<input type="checkbox"/>
Support and advice on welfare benefits and paying rent	<input type="checkbox"/>	Other (Please specify below)	<input type="checkbox"/>

26a. If 'Other', please specify

27. Thank you for taking part in this survey. If there is anything you have raised in this survey we would like to follow up on, would you be happy for a member of staff to contact you directly, to discuss and learn from your experiences? If 'No', we will not follow up on your responses.

Yes

No