

Survey Questions

Tenant Satisfaction Measures

General

<u>Question</u>	<u>Reponses</u>
How satisfied are you that your landlord keeps communal areas clean, safe and well maintained?	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
If fairly dissatisfied or very dissatisfied, Please can you tell us why you're dissatisfied with your communal areas being clean and well-maintained?	Free text
How Satisfied are you that you landlord makes a positive contribution to your neighbourhood	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
How satisfied are you that your landlord keeps you informed about things that matter to you.	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
If neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied] How would you like to be kept informed?	Free Text
If unsatisfied, what things would you like to be kept informed of?	Free Text
Do you feel that your landlord treats you fairly and with respect	Yes, No
How satisfied are you that your landlord listens to your views and acts upon them	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
How satisfied are you with your landlord overall	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
If unsatisfied, why is this?	Free Text

Repairs

<u>Question</u>	<u>Responses</u>
How satisfied were you with the time taken to complete your last repair	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
How Satisfied are you that your home is well maintained	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
If fairly dissatisfied or very dissatisfied] Please can you tell us why you're dissatisfied with your home being well maintained?	Free Text

How satisfied are you that your home is safe to live in	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
How satisfied are you with the overall repair service you receive	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
If unsatisfied, why is this?	Free text

ASB

<u>Question</u>	<u>Responses</u>
How satisfied were you with the landlords handling of your Anti-social Behaviour case	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied

Complaints

<u>Question</u>	<u>Responses</u>
How satisfied are you that your landlord listens to your views and acts upon them	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
How satisfied are you with the landlord approach to handling complaints	Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied
Can you briefly describe what your complaint is about?	Free Text
'How did you report your issue to Brentwood Borough Council?	Raised formal complaint, To contact centre, To Housing Advisor, To Repairs Operative, Via social media / website, Other

Additional

Have you had any issues with damp and mould in your property over the last 12 months?	Yes, No
Did you report this to Brentwood Borough Council ?	Yes, No
How satisfied or dissatisfied are you with how Brentwood Borough Council handled your damp and mould case?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/don't know
Is your damp and mould case now resolved?	Yes, No