

«RA_Name»

«add_1»

«add_2»

«add_3»

«add_4»

«add_5»

«post_code»

Tenant Satisfaction Survey 2024-25

Here's your chance to win £250.

Listening to your views on what we do and how we do it is central to all that CHS does. We carry out surveys to help us understand if what we do is what you want and expect.

So please - complete this survey for us, your feedback will really help to improve our services. It should take 5 to 10 minutes to complete and will also be used to calculate CHS's Tenant Satisfaction Measures which are published each year.

At the end of the survey we ask if it would be ok to contact you, if we need to discuss your feedback. Thank you!

1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by CHS? *

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

2) Has CHS carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from CHS over the last 12 months?*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

If you were dissatisfied, please select the most appropriate answer below

- ☐ Appointment issues
- ☐ No follow up contact
- ☐ Behaviour of operative
- ☐ Quality of work
- ☐ The work hasn't resolved the issue
- ☐ The work wasn't what I expected to be done

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

If you were dissatisfied, please select the most appropriate answer below

- ☐ It wasn't completed at the first visit

- ☐ The appointment was too long after I reported the issue
- ☐ The appointment was re-arranged by the contractor
- ☐ The contractor took too long to obtain parts / materials
- ☐ The repair took too many visits to complete

3) Thinking specifically about the building you live in, how satisfied or dissatisfied are you that CHS provides a home that is well maintained?*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

If you were dissatisfied, please select the most appropriate answer below

- ☐ Quality of building
- ☐ Quality of kitchen/bathroom
- ☐ Quality of external areas (garden/fencing etc)
- ☐ Quality of insulating/heating systems
- ☐ Quality of windows/doors
- ☐ Damp/mould
- ☐ Frequency of improvements

4) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that CHS provides a home that is safe?*

- ☐ Very Satisfied
- ☐ Fairly Satisfied

- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable / Don't know

If you were dissatisfied, please select the most appropriate answer below

- ☐ Fire safety risk
- ☐ Building safety concerns (other than fire)
- ☐ Lack of/poor quality door or window locks
- ☐ Lack of/poor communal area lighting
- ☐ Unsafe neighbourhood due to crime or anti-social behaviour

5) How satisfied or dissatisfied are you that CHS 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

If you were dissatisfied, please select the most appropriate answer below

- ☐ My views don't seem to be taken into account
- ☐ I don't receive a response to my feedback
- ☐ CHS don't make me aware when they have made a change in response to feedback
- ☐ The opportunities that CHS offer to get involved don't suit me
- ☐ I would like more information about how to have a say

6) How satisfied or dissatisfied are you that CHS 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

If you were dissatisfied, please select the most appropriate answer below

- ☐ CHS staff don't call back when they say they will
- ☐ Contractors don't keep me informed about their visits
- ☐ CHS don't share updates or news regularly enough
- ☐ I have to chase CHS for information

7) To what extent do you agree or disagree with the following "CHS treats me fairly and with respect"?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not applicable / don't know

If you were dissatisfied, please select the most appropriate answer below

- ☐ CHS makes unfair decisions
- ☐ CHS staff don't treat me with respect
- ☐ Contractors don't treat me with respect
- ☐ CHS doesn't take my problems seriously

8) Have you made a complaint to CHS in the last 12 months?

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with CHS's approach to complaints handling?*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

If you were dissatisfied, please select the most appropriate answer below

- ☐ I was not kept informed
- ☐ It took too long to resolve the issue
- ☐ I had to chase CHS for an answer
- ☐ Staff were unhelpful
- ☐ The issue was not resolved
- ☐ I didn't feel CHS took my complaint seriously

9) Do you live in a building with communal areas, either inside or outside, that CHS is responsible for maintaining?

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you that CHS keeps these communal areas clean and well maintained?*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

If you were dissatisfied, please select the most appropriate answer below

- ☐ Items are left in communal areas that should be kept clear
- ☐ The gardening service is poor
- ☐ The cleaning isn't being done or is poor quality
- ☐ Repairs in communal areas aren't done properly
- ☐ Problems are slow to be resolved

10) How satisfied or dissatisfied are you that CHS makes a positive contribution to your neighbourhood?*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable / don't know

If you were dissatisfied, please select the most appropriate answer below

- ☐ Relationship with neighbours
- ☐ Anti-Social Behaviour support received from CHS
- ☐ I dislike the area
- ☐ Outdoor communal areas are poorly maintained by CHS
- ☐ Parking issues

11) How satisfied or dissatisfied are you with CHS's approach to handling anti-social behaviour?

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable / don't know

If you were dissatisfied, please select the most appropriate answer below

- ☐ CHS haven't improved the problem I have with ASB
- ☐ CHS aren't willing to take action on ASB
- ☐ CHS aren't clear about what action is possible on ASB
- ☐ CHS don't seem to believe the information I provide about ASB
- ☐ CHS haven't kept me informed about progress with my ASB case
- ☐ CHS haven't been impartial when handling ASB
- ☐ Problems with ASB have been going on too long without being resolved

12) Taking into account the accommodation and the services CHS provides, do you think that the rent for this property represents good or poor value for money?

- ☐ Very Satisfied

- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

If you were dissatisfied, please select the most appropriate answer below

- ☐ The quality of my home
- ☐ The overall repairs service
- ☐ The rent is too high for the size of this home
- ☐ Customer services provided when I contact CHS
- ☐ The tenancy management service

13) How satisfied or dissatisfied are you that your service charges provide value for money? *

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ I do not pay a Service Charge

If you were dissatisfied, please select the most appropriate answer below

- ☐ The quality of service provided
- ☐ The frequency of services provided
- ☐ The charge is too high for what is included

☐ I feel unclear about what the services charge covers

14) How likely would you be to recommend CHS 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

15) Here is your chance to have your say. If you would like to leave a compliment or some feedback on something that didn't go so well (what is the one thing CHS needs to improve in your view?) please leave your comments in the box below.

.....

.....

.....

.....

16) Are you happy for CHS to contact you in connection with your feedback if we need to discuss it with you?*

☐ Yes

☐ No

17) Have your say! Tell us what you think of repairs, gas servicing or gardening. What needs to be improved? Help us monitor our contractors or scrutinise a service in depth. Make new friends. We have a friendly bunch of volunteers who would welcome new faces. If you would like to give regular feedback on CHS services by phone or email, or volunteer with one of our panels, please tick the box below and someone will get back to you.

☐ Yes I would like to get involved

Would you prefer to be contacted by phone or email?

☐ Phone

Please return the survey in the freepost envelope provided

Thank you for taking the time to complete this survey

CHS_ref_«client_no»
