

# Annex 1 - copy of questionnaire

## Tenant Satisfaction Measures Survey

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Yorkshire Housing Association?

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

**Q2** Has South Yorkshire Housing Association carried out a repair to your home in the last 12 months?

- Yes
- No

**Q2a** How satisfied or dissatisfied are you with the overall repairs service from South Yorkshire Housing Association over the last 12 months?

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

**Q2b** 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

**Q3** How satisfied or dissatisfied are you that South Yorkshire Housing Association provides a home that is well maintained?

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

- Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Yorkshire Housing Association provides a home that is safe?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q5 How satisfied or dissatisfied are you that South Yorkshire Housing Association 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
- Q6 How satisfied or dissatisfied are you that South Yorkshire Housing Association 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
- Q7 To what extent do you agree or disagree with the following: "South Yorkshire Housing Association treats me fairly and with respect"?**
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
  - Not applicable / don't know
- Q8 Have you made a complaint to South Yorkshire Housing Association in the last 12 months?**
- Yes
  - No

- Q8a How satisfied or dissatisfied are you with South Yorkshire Housing Association approach to complaints handling?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Q9 Do you live in a building with communal areas, either inside or outside, that South Yorkshire Housing Association is responsible for maintaining?**
- Yes
  - No
  - Don't know
- Q9a How satisfied or dissatisfied are you that South Yorkshire Housing Association keeps these communal areas clean and well maintained?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Q10 How satisfied or dissatisfied are you that South Yorkshire Housing Association makes a positive contribution to your neighbourhood?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q11 How satisfied or dissatisfied are you with South Yorkshire Housing Association's approach to handling anti-social behaviour?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q12 Is there anything else you would like to share with SYHA?**
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- Q13 Finally, are you happy for SYHA to contact you about any of the answers you have given?**
- Yes
  - No