








## Tenant Satisfaction Survey 2014

This survey will help us score our services so we can see how good or bad they are. You do not need to put your name on it if you would like your reply to be anonymous. Some of the questions will ask you to score how you feel about something and some of the questions will require a YES or NO answer. You should just tick the appropriate boxes.






Please remember that your answers should be specifically about Anchor Properties' housing related services and not your support. Please return completed Surveys to us by the end of November.






Name: \_\_\_\_\_


| Very Happy<br> | Happy<br> | Not Sure<br> | Not Happy<br> | Very Unhappy<br> |
|--|--|---|--|---|
|--|--|---|--|---|

### Your Home:

|  |  |  |  |  |  |
|--|--|--|--|--|--|
| Are you happy with the type of property you live in and that it's suitable for your needs? |  |  |  |  |  |
| Are you happy with where you live (think about where the property is)?                     |  |  |  |  |  |
| Are you happy with the people you share with (if applicable)?                              |  |  |  |  |  |
| How do you feel about the chances we offer you to move to a different home?                |  |  |  |  |  |
| How do you feel about the Licence to Occupies and Tenancy Agreements that we use?          |  |  |  |  |  |

|   | Very Happy<br> | Happy<br> | Not Sure<br> | Not Happy<br> | Very Unhappy<br> |
|---|--|--|---|--|---|
| How do you feel about the ways we help you to understand what Licences and Tenancy Agreements and other important documents mean? |  |  |   |  |   |
| <b>Rent &amp; Bills:</b>  |  |  |   |  |   |
| How do you feel about the amount of rent that we charge for your home?  |  |  |   |  |   |
| How do you feel about the way we keep you informed about your rent and changes to it (eg, Rent Schedules and Statements)?         |  |  |   |  |   |
| How do you feel about the ways we support you to claim housing benefit?   |  |  |   |  |   |
| <b>Maintenance &amp; Repairs:</b>   |  |  |   |  |   |
| How do you feel about the condition of your home (think about furniture and decoration)?  |  |  |   |  |   |
| How do you feel about the way we deal with repairs?   |  |  |   |  |   |
| How do you feel about the planned maintenance that we carry out (improvements)?   |  |  |   |  |   |
| How do you feel about the people that come to your home to complete maintenance jobs?   |  |  |   |  |   |
| <b>General Management Arrangements:</b>   |  |  |   |  |   |
| How do you feel about the ways we inform you about things (newsletters and letters)?  |  |  |   |  |   |
| How do you feel about the way that we manage Anchor Properties in general?  |  |  |   |  |   |

|   | Very Happy<br> | Happy<br> | Not Sure<br> | Not Happy<br> | Very Unhappy<br> |
|---|--|--|---|--|---|
| How do you feel about the opportunities you have to be involved with our decisions? |  |  |   |  |   |
| Are you happy with our complaints procedure and the way we handle complaints?       |  |  |   |  |   |

|   | Yes<br> | Not Sure<br> | No<br> | Comments: |
|---|--|---|---|-----------|
| Would you like more opportunities to move home?   |  |   |   |           |
| Would you like us to be able to offer a wider choice of properties?   |  |   |   |           |
| Would you like more help understanding our documents?   |  |   |   |           |
| Would you like to know more about how we set our rents?   |  |   |   |           |
| Would you like to have more say in how we improve your home?  |  |   |   |           |
| Would you like to know more about our maintenance plan?   |  |   |   |           |
| Would you like to have more information about our staff and company?  |  |   |   |           |
| Would you like a service that helps with private maintenance issues (eg, putting up a shelf or building flat pack furniture)? |  |   |   |           |

