

## Your Customer Survey, Your Feedback, Your Voice

### Pre-Survey Information (to be completed by member of staff)

Before you start inputting each of the survey results, please provide the following details for Questions 1 & 2 below:

#### Q1

- Your First Name and Surname (so we can distinguish between people who have the same initials)
- The customer's Tenancy Reference Number (TRN) - This will be on the spreadsheet provided by Rachel Deeks, Customer Insight Manager.

#### Q2

- From the drop down list, please select the type of survey method you are using - Face to Face, Paper or Telephone

Your First name and Surname means we know who to ask for any follow up queries, whilst the Tenancy Reference Number (TRN) will enable us to link the survey responses back to the customer - Please could you copy and paste the TRN from the spreadsheet.

Selecting the survey method will help to provide more insight into how our customers prefer to complete our surveys.

\* 1. Please input the following details:

**Your First name and  
Surname:**

**The customer's TRN**

\* 2. Please select the survey method:

- ☐ Face to face
- ☐ Paper
- ☐ Telephone

## Your Customer Survey, Your Feedback, Your Voice

### Your Experience

\* 3. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Your Housing Group?

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

Sample

## Your Customer Survey, Your Feedback, Your Voice

### Your Repairs

\* 4. Has Your Housing Group carried out a repair to your home in the last twelve months?

☐ Yes

☐ No

Sample

## Your Customer Survey, Your Feedback, Your Voice

### Your Repairs

\* 5. How satisfied or dissatisfied are you with the overall repairs service from Your Housing Group over the last 12 months?

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

\* 6. 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

## Your Customer Survey, Your Feedback, Your Voice

### Your Home

\* 7. How satisfied or dissatisfied are you that Your Housing Group provides a home that is well maintained?

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

\* 8. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Your Housing Group provides a home that is safe?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

## Your Customer Survey, Your Feedback, Your Voice

### Your Home

Keeping customers safe is Your Housing Group's number one business priority. As one of YHG's high rise customers, we feel it is especially important to understand how you feel about how we manage our buildings and keep you safe.

The following questions have been added to help us improve in this area.

\* 9. To what extent do you agree or disagree with the following statements about Your Housing Group:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
YHG has given me information on the fire emergency plan for my building and I am aware of the action to take in the event of a fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YHG has put fire exit signage that is appropriate for my circumstances, in communal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YHG takes residents' health and safety concerns seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the risk of fire in my building is low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please tell us why you have selected these answer choices:

## Your Customer Survey, Your Feedback, Your Voice

### Your Home

\* 11. In terms of the building you live in, to what extent do you agree or disagree Your Housing Group keeps you safe in terms of the following:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable (I have not had any dealings with YHG about this topic)
Gas safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electrical safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water leaks and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water hygiene - for example: Legionella management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of asbestos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The structure of the building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The performance and safety of the lift(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Please tell us why you have selected these answer choices:

## Your Customer Survey, Your Feedback, Your Voice

### Your Communal Areas

\* 13. Do you live in a building with communal areas, either inside or outside, that Your Housing Group is responsible for maintaining?

- ☐ Yes
- ☐ No
- ☐ Don't know

Sample



**Your Customer Survey, Your Feedback, Your Voice**

**Your Communal Areas**

\* 14. How satisfied or dissatisfied are you that Your Housing Group keeps the communal areas clean and well-maintained?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well-maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Is there anything else you would like to tell us about your communal areas?

Sample

## Your Customer Survey, Your Feedback, Your Voice

### Your Neighbourhood

\* 16. How satisfied or dissatisfied are you that Your Housing Group makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

\* 17. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

## Your Customer Survey, Your Feedback, Your Voice

### Your Neighbourhood

\* 18. How satisfied or dissatisfied are you with Your Housing Group's approach to handling anti-social behaviour?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

\* 19. How would you rate the level of anti-social behaviour in your local area?

- ☐ A great deal
- ☐ A lot
- ☐ A moderate amount
- ☐ A little
- ☐ Not at all

\* 20. How worried are you about being a victim of crime?

- ☐ Very worried
- ☐ Fairly worried
- ☐ Not very worried
- ☐ Not worried at all

## Your Customer Survey, Your Feedback, Your Voice

### Your Value for Money

For this section, we need to know which one of the options below apply to you - To try and avoid any confusion please note: although we appreciate your Rent and Service Charge may be covered by Housing Benefit (HB), we still consider this as being paid by you.

\* 21. Please select which one of these options applies to you:

- ☐ **I only pay rent** - (this means you live in a property where YHG do not provide any communal cleaning or grounds maintenance services)
- ☐ **I only pay a service charge** - (this means you own the property, but YHG still provide a communal cleaning and/or grounds maintenance service)
- ☐ **I pay both rent and service charge** - (this means you live in a property where YHG also provide a communal cleaning and/or grounds maintenance service)

## Your Customer Survey, Your Feedback, Your Voice

### Your Value for Money

\* 22. How satisfied or dissatisfied are you that your rent provides value for money?

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

23. Is there anything else you would like to tell us about whether your rent provides value for money?

## Your Customer Survey, Your Feedback, Your Voice

### Your Value for Money

\* 24. How satisfied or dissatisfied are you that your service charge provides value for money?

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

25. Is there anything else you would like to tell us about whether your service charge provides value for money?

Sample

## Your Customer Survey, Your Feedback, Your Voice

### Your Value for Money

\* 26. How satisfied or dissatisfied are you that your rent provides value for money?

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

\* 27. How satisfied or dissatisfied are you that your service charge provides value for money?

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

28. Is there anything else you would like to tell us about whether your rent or service charge provides value for money?

## Your Customer Survey, Your Feedback, Your Voice

### Your Contact with Your Housing Group

\* 29. How satisfied or dissatisfied are you that Your Housing Group 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

\* 30. How satisfied or dissatisfied are you that Your Housing Group 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

\* 31. To what extent do you agree or disagree with the following? 'Your Housing Group treats me fairly and with respect'

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



## Your Customer Survey, Your Feedback, Your Voice

### Your Contact with Your Housing Group

\* 32. Please tell us whether you are aware of the Housing Ombudsman service?

☐ Yes

☐ No

\* 33. Have you made a complaint to Your Housing Group in the last 12 months?

☐ Yes

☐ No

Sample

## Your Customer Survey, Your Feedback, Your Voice

### Your Contact with Your Housing Group

\* 34. How satisfied or dissatisfied are you with Your Housing Group's approach to complaints handling?

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

Sample

## Your Customer Survey, Your Feedback, Your Voice

### And Finally.....

\* 35. How satisfied or dissatisfied are you that Your Housing Group is easy to deal with?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ I have not contacted Your Housing Group for over 12 months

36. Is there anything else you would like to tell us?

\* 37. After today, the information you have provided will be made anonymous. We would like your permission to contact you again, in case we would like to find out a little more. If you are happy to be contacted again, please tick 'yes'.

- ☐ Yes
- ☐ No