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:

<u>Q1</u>

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.

<u>Q2</u>

- 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 cus	stomers	prefer to	complete ou
surveys.			

* 1. Please input the following details:

Your	First	name	and
Surn	ame:		

The customer's TRN

- * 2. Please select the survey method:
 - Face to face
 - O Paper
 -) Telephone

Your Experience

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

- \bigcirc Very satisfied
- Fairly satisfied
- \bigcirc Neither satisfied nor dissatisfied
- Fairly dissatisfied
- O Very dissatisfied

Your Repairs

- * 4. Has Your Housing Group carried out a repair to your home in the last twelve months?
 - O Yes
 - 🔿 No



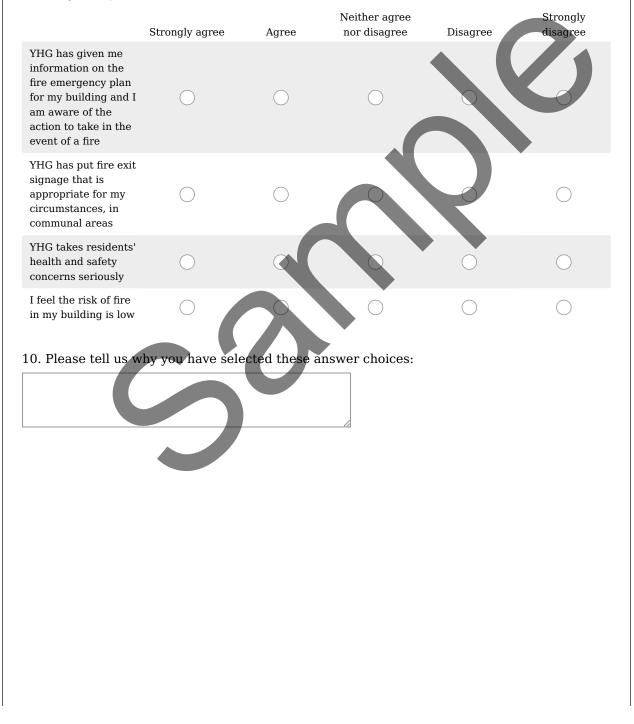
Your Customer Survey, Your Feedback, Your Voice
Your Home
* 7. How satisfied or dissatisfied are you that Your Housing Group provides a home that is well maintained?
○ Very satisfied
○ Fairly satisfied
O Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
* 8. Thinking about the 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 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.

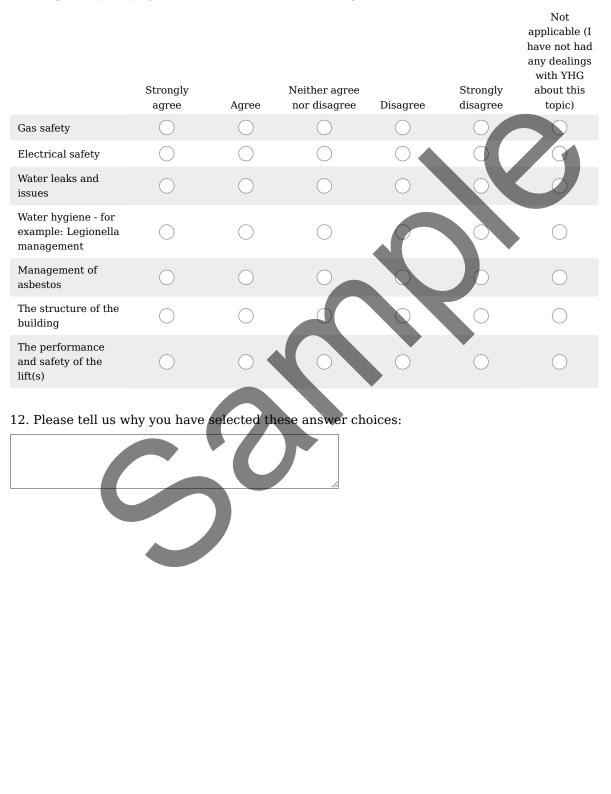
The following questions have been added to help us improve in this area.

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



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:



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?

O Yes

🔿 No

O Don't know



Your Communal Areas

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

Your Neighbourhood
* 16. How satisfied or dissatisfied are you that Your Housing Group makes a positive contribution to your neighbourhood?
Very satisfied
Fairly satisfied
O Neither satisfied nor dissatisfied
C 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 O 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 Alot A moderate amount () A little 🔵 Not at all * 20. How worried are you about being a victim of crime? O Very worried Fairly worried) Not very worried) Not worried at all

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 <u>one</u> 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
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Your Value for Money

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

- O Very satisfied
- Fairly satisfied
- \bigcirc 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?

5

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 n Very satisfied	noney?
Fairly satisfied	
 Neither satisfied nor dissatisfied 	
Fairly dissatisfied	
Very dissatisfied	
provides value for money?	

 5. How satisfied or dissatisfied are you that your rent provides value for money? Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Very dissatisfied 7. How satisfied or dissatisfied are you that your service charge provides value for mor Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Fairly dissatisfied Pairly dissatisfied Pairly dissatisfied Pairly dissatisfied Very dissatisfied there anything else you would like to tell us about whether your rent or service charge tes value for money?
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there anything else you would like to tell us about whether your rent or service charge

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
O 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 Strengly disagree
Strongly disagree Not applicable/don't know

Your Contact with Your Housing Group

- * 32. Please tell us whether you are aware of the Housing Ombudsman service?
 - O Yes
 - 🔿 No
- * 33. Have you made a complaint to Your Housing Group in the last 12 months?
 - O Yes
 - 🔵 No

Your Contact with Your Housing Group

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

- \bigcirc Very satisfied
- Fairly satisfied
- \bigcirc Neither satisfied nor dissatisfied
- Fairly dissatisfied
- O Very dissatisfied

	ad Finally * 35. How satisfied or dissatisfied are you that Your Housing Group is easy to deal with? Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied Very dissatisfied I have not contacted Your Housing Group for over 12 months . Is there anything else you would like to tell us? * 37. After today, the information you have provided will be made anonymous. We would your permission to contact you again, in case we would like to find out a little more. If are happy to be contacted again, please tick 'yes'. Yes No	d Finally * 35. How satisfied or dissatisfied are you that Your Housing Group is easy to deal with? Very satisfied Fairly satisfied No Very dissatisfied Very dissatisfied Very dissatisfied I have not contacted Your Housing Group for over 12 months . Is there anything else you would like to tell us? * 37. After today, the information you have provided will be made anonymous. We would your permission to contact you again, in case we would like to find out a little more. If are happy to be contacted again, please tick 'yes'. Yes No	Your Custor	ner Survey, Your Feedback, Your Voice
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