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 c	ustomers	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 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
O 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

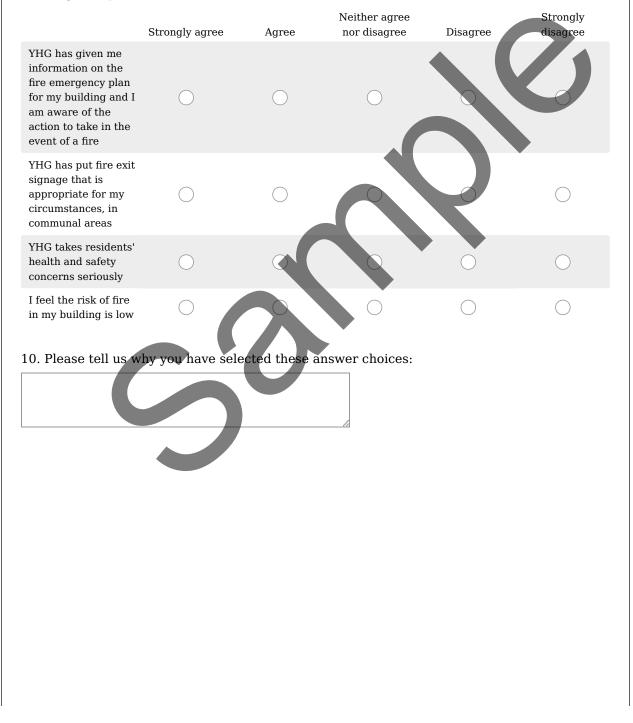
Your Customer Survey, Your Feedback, Your Voice
Your Home
* 7. How satisfied or dissatisfied are you that Your Housing Group provides a home that is well maintained?
○ Very satisfied
○ Fairly satisfied
O Neither satisfied nor dissatisfied
○ Fairly dissatisfied
○ Very dissatisfied
* 8. Thinking about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

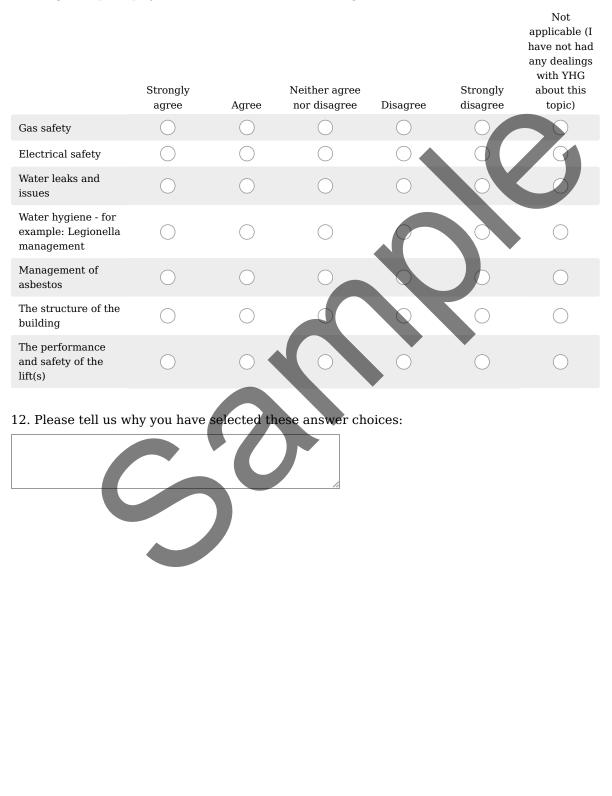
The following questions have been added to help us improve in this area.

* 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?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Clean	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Well-maintained	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Well-maintained	ng else you wou		s about your co	ommunal areas?	

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
C 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 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 very satisfied or dissatisfied are you that your service charge provides value for mone Very satisfied Fairly astisfied Very dissatisfied Is there anything else you would like to tell us about whether your service charge S is there anything else you would like to tell us about whether your service charge
 * 22. How satisfied or dissatisfied are you that your service charge provides value for mone Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied S. Is there anything else you would like to tell us about whether your service charge
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 Fairly dissatisfied Very dissatisfied Is there anything else you would like to tell us about whether your service charge
Very dissatisfied B. Is there anything else you would like to tell us about whether your service charge
8. Is there anything else you would like to tell us about whether your service charge

24. How satisfied or dissatisfied are you that your rent provides value for money? Very satisfied Fairly satisfied Fairly dissatisfied 25. How satisfied or dissatisfied are you that your service charge provides value for mon Very satisfied Fairly satisfied Fairly satisfied Fairly satisfied Very dissatisfied s there anything else you would like to tell us about whether your rent or service charge ides value for money?	21 How estisfied on disco	tiefied are you that your rent provides value for manar?
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s there anything else you would like to tell us about whether your rent or service charge	\bigcirc	

Your Customer Survey, Your Feedback, Your Voice	
Your Contact with Your Housing Group	
* 27. How satisfied or dissatisfied are you that Your Housing Gro acts upon them?	oup listens to your views and
○ Very satisfied	
Fairly satisfied	
O Neither satisfied nor dissatisfied	
○ Fairly dissatisfied	
○ Very dissatisfied	
Not applicable/don't know	
* 28. How satisfied or dissatisfied are you that Your Housing Gro things that matter to you?	oup keeps you informed abou
○ Very satisfied	
Fairly satisfied	· · ·
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
Not applicable/don't know	
 * 29. To what extent do you agree or disagree with the following treats me fairly and with respect' Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable/don't know 	g? 'Your Housing Group

Your Contact with Your Housing Group

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

Your Contact with Your Housing Group

* 32. 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

Your Customer Survey, Your Feedback, Your Voice
And Finally
* 33. Thinking of the last 12 months, how satisfied or dissatisfied have you been with the way YHG has supported you?
○ Very satisfied
Fairly satisfied
O Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
* 34. 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
35. Is there anything else you would like to tell us?
* 36. 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
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