

## Your Customer Survey, Your Feedback, Your Voice

### Pre-Survey Information (to be completed by YHG colleague)

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 OWN initials**  
(*so we know who to come to for any queries*)

**The customer's TRN**

**First line of customer's address**

\* 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? (TP01)

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

## 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

## 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? (TP02)

- 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? (TP03)

- 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? (TP04)

- 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? (TP05)

- 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 Communal Areas

\* 9. 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

## Your Customer Survey, Your Feedback, Your Voice

### Your Communal Areas

\* 10. How satisfied or dissatisfied are you that Your Housing Group keeps the communal areas clean and well-maintained? (TP10)

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

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

## Your Customer Survey, Your Feedback, Your Voice

### Your Neighbourhood

\* 12. How satisfied or dissatisfied are you that Your Housing Group makes a positive contribution to your neighbourhood? (TP11)

- 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

\* 13. How satisfied or dissatisfied are you with Your Housing Group's approach to handling anti-social behaviour? (TP12)

- 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 Contact with Your Housing Group

\* 14. How satisfied or dissatisfied are you that Your Housing Group listens to your views and acts upon them? (TP06)

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

\* 15. How satisfied or dissatisfied are you that Your Housing Group keeps you informed about things that matter to you? (TP07)

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

\* 16. To what extent do you agree or disagree with the following? 'Your Housing Group treats me fairly and with respect' (TP08)

- 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

\* 17. Have you made a complaint to Your Housing Group in the last 12 months?

Yes

No

## Your Customer Survey, Your Feedback, Your Voice

### Your Contact with Your Housing Group

\* 18. How satisfied or dissatisfied are you with Your Housing Group's approach to complaints handling? (TP09)

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

## Your Customer Survey, Your Feedback, Your Voice

### Your Contact with Your Housing Group

\* 19. Thinking of the last 12 months, how satisfied or dissatisfied have you been with the way YHG has supported you?

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

\* 20. Please tell us how strongly you agree or disagree with the following statement: 'I now have a good quality of life'.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

## Your Customer Survey, Your Feedback, Your Voice

### And Finally.....

\* 21. 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

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

\* 23. 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