

## Survey Questions

### Tenant Satisfaction Measures

#### General

| <u>Question</u>  | <u>Reponses</u>  |
|--|--|
| How satisfied are you that your landlord keeps communal areas clean, safe and well maintained? | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How Satisfied are you that you landlord makes a positive contribution to your neighbourhood    | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How satisfied are you that your landlord keeps you informed about things that matter to you.   | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| If unsatisfied, what things would you like to be kept informed of?                             | Free Text  |
| Do you feel that your landlord treats you fairly and with respect                              | Yes, No  |
| How satisfied are you that your landlord listens to your views and acts upon them              | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How satisfied are you with your landlord overall   | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| If unsatisfied, why is this?   | Free Text  |

#### Repairs

| <u>Question</u>   | <u>Responses</u>   |
|---|--|
| How satisfied were you with the time taken to complete your last repair | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How Satisfied are you that your home is well maintained                 | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How satisfied are you that your home is safe to live in                 | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How satisfied are you with the overall repair service you receive       | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| If unsatisfied, why is this?  | Free text  |

## ASB

| <u>Question</u>   | <u>Responses</u>   |
|---|--|
| How satisfied were you with the landlords handling of your Anti-social Behaviour case | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
|   |  |

## Complaints

| <u>Question</u>   | <u>Responses</u>   |
|---|--|
| How satisfied are you that your landlord listens to your views and acts upon them | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |
| How satisfied are you with the landlord approach to handling complaints           | Very unsatisfied, Slightly Unsatisfied, Slightly Satisfied, Very Satisfied |

## Additional

|   |   |
|---|---|
| Have you had any issues with damp and mould in your property over the last 12 months?                             | Yes, No   |
| Did you report this to <b>Brentwood Borough Council</b> ?   | Yes, No   |
| How satisfied or dissatisfied are you with how <b>Brentwood Borough Council</b> handled your damp and mould case? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/don't know |
|   |   |
|   |   |