

How are we doing?

The Wrekin Housing Group

Please take a few minutes to answer the survey.

You may be aware the Regulator of Social Housing has introduced a new way to check that social housing landlords are providing their customers with good quality homes and services. The results from this survey will be used to calculate the new Tenant Satisfaction Measures which Wrekin Housing Group will publish to the regulator annually.

To make best use of the feedback you provide, we will link your responses with the information we already hold about you and your home. This will help us to better understand the priorities and preferences for different groups of customers. For more information about how we use your information, please see our [privacy policy](#)

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wrekin Housing Group? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

2. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Wrekin Housing Group provides a home that is safe? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

3. How satisfied or dissatisfied are you that the Wrekin Housing Group listens to your views and acts upon them?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

4. How satisfied or dissatisfied are you that the Wrekin Housing Group keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

5. To what extent do you agree or disagree with the following "Wrekin Housing Group treats me fairly and with respect"? [Required]

Tick one of the following

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ Don't Know

6. Have you made a complaint to Wrekin Housing Group in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

7. How satisfied or dissatisfied are you with the Wrekin Housing Group's approach to complaints handling? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

8. Do you live in a building with communal areas, either inside or outside, that the Wrekin Housing Group is responsible for maintaining? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't Know

9. How satisfied or dissatisfied are you that the Wrekin Housing Group keeps these communal areas clean and well maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

10. How satisfied or dissatisfied are you that the Wrekin Housing Group makes a positive contribution to your neighbourhood? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

11. How satisfied or dissatisfied are you with the Wrekin Housing Group's approach to handling anti-social behaviour? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

12. Are you happy for The Wrekin Housing Group to contact you in connection with your feedback, if they wish to do so? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

13. Is there anything else that you would like to say about your home and/or the services the Wrekin Housing Group provides?

If you are dissatisfied with anything, please tell us here:

If you don't wish to add anything, then please press Finished

Thank you for your feedback