

# Tenant Satisfaction Survey

## The Wrekin Housing Group

We would be grateful if you could take a few minutes to tell us what you think of some of the service areas within the Wrekin Housing Group.

We would appreciate if you could complete as many questions as possible, as this information will be used to help improve our services.

The survey will be used to calculate our annual tenant satisfaction measures which will be published by Wrekin Housing Group and reported to the Regulator of Social Housing.

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

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

**Has the Wrekin Housing Group carried out a repair to your home in the last 12 months?** [Required]

*Tick one of the following*

- ☐ Yes
- ☐ No

**How satisfied or dissatisfied are you with the overall repairs service from the Wrekin Housing Group over the last 12 months?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

**How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

**How satisfied or dissatisfied are you that Wrekin Housing Group provides a home that is well maintained?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

**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?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

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

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

**How satisfied or dissatisfied are you that the Wrekin Housing Group keeps you informed about things that matter to you?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

**To what extent do you agree or disagree with the following “Wrekin Housing Group treats me fairly and with respect”?**

*Tick one of the following*

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

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

*Tick one of the following*

- ☐ Yes
- ☐ No

**How satisfied or dissatisfied are you with the Wrekin Housing Group's approach to complaints handling?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

**Please could you advise what the complaint was about or what you feel was not resolved?**

**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

**How satisfied or dissatisfied are you that the Wrekin Housing Group keeps these communal areas clean and well maintained?**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that the Wrekin Housing Group makes a positive contribution to your neighbourhood?

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

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

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Could you tell us what it is you are dissatisfied with regarding our approach to anti-social behaviour?

How likely would you be to recommend the Wrekin Housing Group to family or friends? [Required]

Unlikely

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Very Likely

**Is there anything else 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:**

**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

**If you would prefer not to receive any more surveys from us please let us know here:** [Required]

*Tick one of the following*

- ☐ It's ok to send me surveys occasionally
- ☐ Please don't send me anymore surveys to complete

Thank you for taking the time to complete our survey.

If you have been dissatisfied with any of the services mentioned within this survey please contact us to make a complaint, alternatively if you have been satisfied with any of our services please give us your feedback.

Please provide your name, address and reason for your complaint or compliment.

You can contact us;

Email – [SurveyComplaints@wrekin.com](mailto:SurveyComplaints@wrekin.com) or [SurveyCompliments@wrekin.com](mailto:SurveyCompliments@wrekin.com)

In writing – Wrekin Housing Group, Colliers way, Old Park, Telford TF3 4AW

Phone – 01952 217100

---