

## Tenant Satisfaction Questionnaire 2023-2024

Question	Question Text
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Adur Homes?
2	How satisfied or dissatisfied are you that Adur Homes provides a home that is well maintained?
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Adur Homes provides a home that is safe?
4	Do you live in a building with communal areas, either inside or outside, that Adur Homes is responsible for maintaining?
5	How satisfied or dissatisfied are you that Adur Homes keeps these communal areas clean and well maintained?
6	If you are not satisfied with your home and/or communal areas, please provide more information and what Adur Homes could improve.
7	Has Adur Homes carried out a repair to your home in the last 12 months?
8	How satisfied or dissatisfied are you with the overall repairs service from Adur Homes over the last 12 months?
9	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
10	If you are not satisfied with the repairs and maintenance service, please provide more information and what Adur Homes could improve.
11	How satisfied or dissatisfied are you that Adur Homes listens to your views and acts upon them?
12	How satisfied or dissatisfied are you that Adur Homes keeps you informed about things that matter to you?
13	To what extent do you agree or disagree with the following 'Adur Homes treats me fairly and with respect'?
14	If you are not satisfied with customer service and communications, please provide more information and what could Adur Homes improve.
15	How satisfied or dissatisfied are you that Adur Homes makes a positive contribution to your neighbourhood?
16	How satisfied or dissatisfied are you with Adur Homes's approach to handling anti-social behaviour?
17	Have you made a complaint to Adur Homes in the last 12 months?
18	How satisfied or dissatisfied are you with Adur Homes's approach to complaints handling?
19	Adur Homes would like to use this opportunity to update its housing management records In the box below, please can you confirm your email address (if you have one). This information will be passed to the Council (separately from your
20	What is the best telephone number to contact you on? This information will be passed to the Council (separately from your other survey responses) to update its housing management records.
21	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?
22	Adur Homes would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Adur Homes?
23	Would you be happy for Adur Homes to contact you to follow up any of the comments or issues you have raised?