



HONEYCOMB GROUP

Tenant satisfaction survey

Welcome, thank you for taking the time to share your views.

The Regulator of Social Housing has asked all landlords to send out surveys to collect information on tenants' satisfaction levels. This is to measure how good the services are that we provide to you.

From next year the results will be published online so that you, and people applying for housing, can see how well Staffs Housing performs and how this compares with other landlords.

In the meantime, we are using your feedback to improve. We are already in the process of changing our repairs provider because of what you told us in the last survey – more news on this in the next couple of weeks.

If you have completed a survey before we would still love to hear from you. The survey will take around 3-5 minutes to complete and your feedback is vital in helping us improve the services you want.

Thank you,

Julie Guildford Smith, Chief Executive

Tenant satisfaction survey

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Staffs Housing?

More info: Thinking about everything that Staffs Housing does. How happy are you with the service from them?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

2. Has your landlord carried out a repair to your home in the last 12 months?

More info: Repairs are when someone fixes something that is broken.

- Yes
- No

3. If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

More info: This means, are you happy with any repairs Staffs Housing have done over the last 12 months?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied
- N/A

4. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

More info: This means, are you happy with how quickly Staffs Housing did any repairs after you told them?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied
- N/A

5. How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

More info: How happy or unhappy are you that Staffs Housing looks after your home?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

More info: How happy are you that Staffs Housing makes sure your home is safe to live in?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied

- Dissatisfied
- Very dissatisfied

7. Is there anything you would like to tell us about the Staffs Housing repairs service or the quality of your home?

More info: Please use this space to tell us anything about the repairs service that you think we should know.

8. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

More info: How happy are you that Staffs Housing listens to what you say?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

9. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

More info: How happy are you that Staffs Housing tells you any information you need to know?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

10. To what extent do you agree or disagree with the following statement: My landlord treats me fairly and with respect.

More info: How much do you agree that Staffs Housing treats you fairly and with respect?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

11. Have you made a complaint to your landlord in the last 12 months?

More info: A complaint means telling Staffs Housing you are not happy about something they have done.

- Yes
- No

12. If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

More info: Are you happy with how Staffs Housing sorted out your complaint?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied
- N/A

13. Do you have anything else to tell us about your experience of Staffs Housing services?

More info: Use this space to tell us more about your experience with Staffs Housing.

14. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

More info: Communal areas are places you share with other people. For example hallways, gardens, driveways.

- Yes
- No

15. If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

More info: Does Staffs Housing look after communal areas and keep them clean?

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied
- N/A

16. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

More info: Think how Staffs Housing could make your neighbourhood a better place to live. Are you happy?

- Very satisfied
- Satisfied

- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

17. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

More info: Anti-social behaviour is when people make you feel upset, worried or scared.

- Very satisfied
- Satisfied
- Neither dissatisfied or satisfied
- Dissatisfied
- Very dissatisfied

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

More info: General feedback - we can not respond to any specific issues or customer service enquiries here.

19. What is your employment status?

- Full-time employed
- Part-time employed
- Government training or apprenticeship
- Job seeker
- Retired
- Not in employment
- Student
- Long term sick or disabled
- Prefer not to say
- Other (e.g. full time carer for dependents)

Other (please specify)

20. What faith do you belong to or most closely identify with?

- Christian
- Muslim
- Hindu

- Sikh
- Buddhist
- Jewish
- Prefer not to answer
- Other (please state)

Other (please specify)

21. How would you describe your sexuality?

- Bisexual
- Homosexual/Gay
- Heterosexual/Straight
- Non Heterosexual
- Prefer not to say
- Other (please state)

Other (please specify)

22. What would be your preferred method of contact?

- Email
- Telephone call
- Text message
- Online account (coming soon)
- Post