

Reference Number:

Tenant Satisfaction Survey

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 2 Has Wokingham Council carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

If **Yes**, how satisfied or dissatisfied are you with the overall repairs service from Wokingham Council over the last 12 months?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 3 Has Wokingham Council carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 4 How satisfied or dissatisfied are you that Wokingham Council provides a home that is well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wokingham Council provides a home that is safe?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Question 6 How satisfied or dissatisfied are you that Wokingham Council listens to your views and acts upon them?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Question 7 How satisfied or dissatisfied are you that Wokingham Council keeps you informed about things that matter to you?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Question 8 To what extent do you agree or disagree with the following "Wokingham Council treats me fairly and with respect"?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable / don't know

Question 9 Have you made a complaint to Wokingham Council in the last 12 months?

- ☐ Yes
- ☐ No

If **Yes**, how satisfied or dissatisfied are you with Wokingham Council's approach to complaints handling?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 10 Do you live in a building with communal areas, either inside or outside, that Wokingham Council is responsible for maintaining?

- ☐ Yes
- ☐ No
- ☐ Don't know

If **Yes**, how satisfied or dissatisfied are you that Wokingham Council keeps these communal areas clean and well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 11 How satisfied or dissatisfied are you that Wokingham Council makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Question 12 How satisfied or dissatisfied are you with Wokingham Council's approach to handling anti-social behaviour?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Question 13 If you have had a repair completed in the last twelve months, how satisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Being told when workers would call?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 14 What suggestions do you have for improving our repairs and maintenance service?

Question 15 If you have reported anti-social behaviour in the last twelve months, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The ease of reporting your anti-social behaviour concern?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The advice and support provided by staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept up to date with the progress of your case?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which your case was dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 16 Do you have any additional thoughts on how the service can improve our handling of anti-social behaviour?

Question 17 If you have reported a complaint to the Housing Service in the last twelve months, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The ease of reporting your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The advice and support provided by the Customer Care Team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept up to date with the progress of your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which your complaint was dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 18 How satisfied or dissatisfied are you with gas servicing arrangements?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Question 19 Thinking about your experience of contacting the Housing Service, to what extent are you satisfied with the following:

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
It was easy to get in contact with the right person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the member of staff I spoke with helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My query was resolved to my satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 20 Which of the following is your preferred method of contact when contacting the Housing Service? Please only select **ONE** method of contact.

- ☐ Email
- ☐ Telephone
- ☐ Text/SMS
- ☐ In writing
- ☐ Social Media

Question 21 Would you be interested in becoming a Tenant Volunteer and helping improve our services to tenants?

☐ Yes

☐ No

If **Yes**, please provide your contact details at the end of this form so we can get in touch and provide more information.

Question 22 Would you be interested in taking part in Focus Groups and general Satisfaction Surveys to help improve our services to you? (Further information can be provided).

☐ Focus Groups

☐ Satisfaction Surveys

☐ Both

☐ Neither

If you have selected Focus Groups, Satisfaction Surveys or both, please provide your contact details at the end of this form so we can get in touch and provide more information.

Question 23 Do you have any additional thoughts, concerns, or suggestions you'd like to share with the Housing Service?

Question 24 Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?

☐ Yes

☐ No

If **Yes**, please provide further details if you would like to do so.

Question 25 Please provide your address and contact details.

Note: If you wish to be included in the £50 prize draw then you will need to provide your details below.

Name: _____

House Name/Number & Street:

Postcode: _____

Preferred Contact Number: _____

Email Address: _____

Thank you for taking the time to complete this survey. We really appreciate it.