

Progress Housing Group - TSM question set

Theme	No	Question	Response	Alternative question wording
Overall	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Progress Housing Group?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Your home & communal areas	2	How satisfied or dissatisfied are you that Progress Housing Group provides a home that is well maintained?	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied	
	3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Progress Housing Group provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
	4	Do you live in a building with communal areas, either inside or outside, that Progress Housing Group is responsible for maintaining?	Yes, No, Don't know	
	5	How satisfied or dissatisfied are you that Progress Housing Group keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
	6	If you are not satisfied with your home and/or communal areas, please provide more information and what Progress Housing Group could improve.	n/a	
	Repairs & Maintenance	7	Has Progress Housing Group carried out a repair to your home in the last 12 months?	Yes, No
8		How satisfied or dissatisfied are you with the overall repairs service from Progress Housing Group over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
9		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	
10		If you are not satisfied with the repairs and maintenance service, please provide more information and what Progress Housing Group could improve.	n/a	
Customer service & Communications	11	How satisfied or dissatisfied are you that Progress Housing Group 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	
	12	How satisfied or dissatisfied are you that Progress Housing Group 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	

	13	To what extent do you agree or disagree with the following 'Progress Housing Group treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know	
	14	If you are not satisfied with customer service and communications please provide more information, and what could Progress Housing Group improve?	n/a	
The neighbourhood	15	How satisfied or dissatisfied are you that Progress Housing Group makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
	16	How satisfied or dissatisfied are you with Progress Housing Group's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Making a complaint	17	Have you made a complaint to Progress Housing Group in the last 12 months?	Yes, No	
	18	How satisfied or dissatisfied are you with Progress Housing Group's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Progress Housing Group	19	Is there anything else you would like to say about what you like or dislike about being a resident with Progress Housing Group, or what they could improve?	n/a	What one thing could Progress Housing Group improve?
Permissions & Confidentiality	20	From time to time Progress Housing Group use anonymised comments for promotional material, please let us know if you are happy with your comments to be used anonymously.	Yes, No	PHG would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to PHG?
	21	Are you happy for your details to be included with any feedback given to Progress Housing Group to help them improve their services?	Yes - I am happy for my details to be included with my feedback, No - I would like my feedback to remain anonymous	Would you be happy for PHG to contact you to follow up any of the comments or issues you have raised?