

Resident Satisfaction Survey

Your chance to have your say!

Reside With Progress (RWP), part of Progress Housing Group, values your opinion. This survey will help them understand what you think about your home, the services they provide and what you would like them to do in the future.

It should take around 10 minutes to complete the survey.

What you tell us will be confidential. We will report your responses to RWP without identifying you unless you give us your permission at the end of the survey.

The results of the survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs). The Regulator of Social Housing has created these measures to look at how satisfied you are with the services we provide. The results of these will be published by RWP and reported back to you.

If you have any questions about the survey, please call Acuity on **01273 287114** or e-mail acuity@arap.co.uk

Overall Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by RWP? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Your Home

2 How satisfied or dissatisfied are you that RWP provides a home that is well maintained? Tick one box only

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 RWP provides a home that is safe? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Not applicable / don't know



Communal Areas

4 Do you live in a building with communal areas, either inside or outside, that RWP is responsible for maintaining? Tick one box only

Yes (Go to **5**)



No (Go to **6**)



Don't know (Go to **6**) ?



5 How satisfied or dissatisfied are you that RWP keeps these communal areas clean and well maintained? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Repairs and Maintenance

6 Has RWP carried out a repair to your home in the last 12 months? Tick one box only

Yes (Go to **7**)



No (Go to **9**)



7 How satisfied or dissatisfied are you with the overall repairs service from RWP over the last 12 months? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



8 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Customer Service, Communications and Information

9 How satisfied or dissatisfied are you that RWP listens to your views and acts upon them? Tick one box only

Very Satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Not applicable / don't know



10 How satisfied or dissatisfied are you that RWP keeps you informed about things that matter to you? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Not applicable / don't know



11 To what extent do you agree or disagree with the following "RWP treats me fairly and with respect"? Tick one box only

Strongly agree



Agree



Neither agree nor disagree



Disagree



Strongly disagree



Not applicable / don't know



Your Neighbourhood

12 How satisfied or dissatisfied are you that RWP makes a positive contribution to your neighbourhood? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Not applicable / don't know



13 How satisfied or dissatisfied are you with RWP's approach to handling anti-social behaviour? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Not applicable / don't know



Making a Complaint

14 Have you made a complaint to RWP in the last 12 months? Tick one box only

Yes (Go to **15**)



No (Go to **16**)



15 How satisfied or dissatisfied are you with RWP's approach to complaints handling? Tick one box only

Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied



Your views

16 Do you want to tell us anything more about why you feel like you do?

Support

17 Did anyone help you fill in this survey?

Yes



No



18 If you answered yes, who helped you?

Support worker

Friend

Relative

Permissions and Confidentiality

19 Are you happy for RWP to know who you are when they look at your answers?

Yes (Go to **20**)

No (End)

20 If you answered yes, are you happy for RWP to contact you to talk about your answers?

Yes

No



Thank you for taking the time to complete this survey; your feedback is important to us. Please return your survey in the pre-paid envelope provided.