

# Tenant Satisfaction Measures

## Satisfaction Questionnaire

Number	Question
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Runnymede Borough Council Housing Services?
2	How satisfied or dissatisfied are you that Runnymede Borough Council Housing Services 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 Runnymede Borough Council Housing Services provides a home that is safe?
4	Do you live in a building with communal areas, either inside or outside, that Runnymede Borough Council Housing Services is responsible for maintaining?
5	How satisfied or dissatisfied are you that Runnymede Borough Council Housing Services keeps these communal areas clean and well maintained?
6	Has Runnymede Borough Council Housing Services carried out a repair to your home in the last 12 months?
7	How satisfied or dissatisfied are you with the overall repairs service from Runnymede Borough Council Housing Services over the last 12 months?
8	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
9	How satisfied or dissatisfied are you that Runnymede Borough Council Housing Services listens to your views and acts upon them?
10	How satisfied or dissatisfied are you that Runnymede Borough Council Housing Services keeps you informed about things that matter to you?
11	To what extent do you agree or disagree with the following 'Runnymede Borough Council Housing Services treats me fairly and with respect'?
12	How satisfied or dissatisfied are you that Runnymede Borough Council Housing Services makes a positive contribution to your neighbourhood?
13	How satisfied or dissatisfied are you with Runnymede Borough Council Housing Services' approach to handling anti-social behaviour?
14	Have you made a complaint to Runnymede Borough Council Housing Services in the last 12 months?
15	How satisfied or dissatisfied are you with Runnymede Borough Council Housing Services' approach to complaints handling?
16	What is most important for Runnymede Borough Council Housing Services to improve?
17	Runnymede Borough Council Housing Services would like to use this opportunity to understand more about its tenants. Could you please state to which of these ethnic groups you feel that you belong? (Any information given will be used to update Runnymede Borough Council's housing management records)
18	Runnymede Borough Council Housing Services would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Runnymede Borough Council Housing Services?
19	Would you be happy for Runnymede Borough Council Housing Services to contact you to follow up any of the comments or issues you have raised?