



Tenant Satisfaction Measures Survey

We're committed to listening to our customers and using your feedback to improve our services. Your feedback will be treated confidentially and will play a crucial role in helping us to understand how we can improve. Thank you in advance for taking the time to complete this survey. *This survey will take approximately six minutes to complete*

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by GreenSquareAccord?
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
2. Have we carried out a repair to your home in the last 12 months?
 - ☐ Yes – Go to Question 3
 - ☐ No – Go to Question 5
3. If YES, how satisfied or dissatisfied are you with our overall repairs service over the last 12 months?
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
4. 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
5. How satisfied or dissatisfied are you that we provide a home that is well maintained?
 - ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that we provide a home that is safe?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
7. How satisfied or dissatisfied are you that we listen to your views and act upon them?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
8. How satisfied or dissatisfied are you that we keep 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
9. To what extent do you agree or disagree with the following? "GreenSquareAccord treats me fairly and with respect."
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable/don't know
10. Have you made a complaint to us in the last 12 months?
- ☐ Yes – Go to Question 11
 - ☐ No – Go to Question 12
11. If YES, how satisfied or dissatisfied are you with our approach to complaints handling?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
12. Do you live in a building with communal areas, either inside or outside, that we are responsible for maintaining?
- ☐ Yes – Go to Question 13
 - ☐ No – Go to Question 14
 - ☐ Don't know – Go to Question 14

13. If YES, how satisfied or dissatisfied are you that we keep these communal areas clean and well maintained?

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

14. How satisfied or dissatisfied are you that we make a positive contribution to your neighbourhood?

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

15. How satisfied or dissatisfied are you with our approach to handling anti-social behaviour?

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

Please note, the following questions are not part of the Regulators' Tenant Satisfaction Measures survey, these are for the use of GreenSquareAccord only:

16. Are you aware of the ways you can get involved to help influence and shape services for the better?

- ☐ Yes
- ☐ No

17. How likely are you to recommend us to a friend or colleague?

0	1	2	3	4	5	6	7	8	9	10
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0 = Not at all likely

10 = Extremely likely

18. Finally, do you have any comments you wish to share about the services provided by GreenSquareAccord? (Please do not report repairs or ask tenancy related questions here, please direct these to our Contact Centre on 0300 111 7000 / info@greensquareaccord.co.uk instead – opening hours Monday to Friday 08:00am to 19:00pm)

Could you please confirm the following (these questions are not part of the tenant satisfaction measures but will be used in line with our privacy notice to ensure that your records are kept up to date):

19. The best number to contact you on:

20. Your email address:

21. Would you be happy if we used this email address for any future communications?

- ☐ Yes
- ☐ No

22. Your date of birth (M/D/YYYY):

23. What is your ethnic group (optional):

- ☐ White - English, Welsh, Scottish, Northern Irish or British
- ☐ White – Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ White – Roma
- ☐ Mixed or Multiple Ethnic Groups - White and Black Caribbean
- ☐ Mixed or Multiple Ethnic Groups - White and Black African
- ☐ Mixed or Multiple Ethnic Groups - White and Asian
- ☐ Asian or Asian British – Indian
- ☐ Asian or Asian British – Pakistani
- ☐ Asian or Asian British – Bangladeshi
- ☐ Asian or Asian British – Chinese
- ☐ Black, African, Caribbean or Black British – African
- ☐ Black, African, Caribbean or Black British – Caribbean
- ☐ Other ethnic group – Arab
- ☐ Any other ethnic group
- ☐ I prefer not to say

24. If you selected any other ethnic group from the options above, please describe below:

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25. Please state whether you would like to be entered into the TSM prize draw:

- ☐ Yes
- ☐ No