

<Title> <Initial> <Surname>

<Address 1>

<Address 2>

<Address 3>

<Postcode>

<Date>

Dear <Title> <Surname>

Tenant Satisfaction Measures Survey 2024

We're committed to listening to our customers and using your feedback to improve our services.

The Regulator for Social Housing, the Government body with responsibility for social housing providers, launched the Tenant Satisfaction Measures in 2023, to ensure customers can provide feedback on the services their Landlord provides. Landlords are required to carry out this survey annually with their customers.

Please take some time to complete this short survey and return it to us in the envelope provided. Your feedback will be treated confidentially and will play a crucial role in helping us to understand how we can improve the services we provide.

The Regulator for Social Housing will publish the results from all Landlords later in 2024, and we will publish our own results on our website: www.greensquareaccord.co.uk this summer.

Thank you in advance for your feedback.

Yours sincerely

A handwritten signature in black ink, appearing to read 'JBm', with a long horizontal flourish extending to the right.

Julianne Britton
Director of Customer Services

<Our Ref>

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. To what extent do you agree or disagree with the following? "I know how to get involved to help influence the way GreenSquareAccord manage and deliver my housing management services."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

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

0 = Not at all likely

10 = Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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