



Tenant Satisfaction Survey

Your chance to have your say!

Your views are important to Crawley Borough Council's Landlord Service (Crawley Homes) and this survey will help them to understand what you think about your home and the services Crawley Homes provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Crawley Homes and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

What you tell us will be strictly confidential. We will report your responses to Crawley Homes without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: www.starsurveys.co.uk/crawley and input your unique code. If you have any difficulties in completing the survey, please call us on 01273 287114 or email acuity@arap.co.uk

Your Home and Overall Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Crawley Homes?

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

2 How satisfied or dissatisfied are you that Crawley Homes 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 Crawley Homes provides a home that is safe?

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

4 If you are not satisfied with your home or Crawley Homes' service, please provide more information and what Crawley Homes could improve.

Communal Areas

5 Do you live in a building with communal areas, either inside or outside, that Crawley Homes is responsible for maintaining?

- Yes (Go to **6**)
- No (Go to **8**)
- Don't know (Go to **8**)

6 How satisfied or dissatisfied are you that Crawley Homes keeps these communal areas clean and well maintained?

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

7 If you are not satisfied with the communal areas, which issues are you most concerned about? (PLEASE TICK ALL THAT APPLY)

- Entrance/external doors
- Security
- Cleaning
- Repairs
- Lifts
- General upkeep/decorative order
- Paving/paths
- Bin stores/rubbish
- Grounds maintenance
- Other (please specify below ↓)

Repairs and Maintenance

8 Has Crawley Homes carried out a repair to your home in the last 12 months?

- Yes (Go to **9**)
- No (Go to **11**)

9 How satisfied or dissatisfied are you with the overall repairs service from Crawley Homes over the last 12 months?

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

10 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

Customer Service, Communications and Information

11 How satisfied or dissatisfied are you that Crawley Homes 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 Crawley Homes 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 'Crawley Homes 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 Crawley Homes could improve.

- 15** Which of the following are your preferred methods of getting in touch with Crawley Homes? (PLEASE TICK ALL THAT APPLY)

- In person / face to face
- By telephone
- By text messaging
- By email
- In writing
- Using self-service online
- Through instant messaging such as WhatsApp

- 16** Which of the following would you prefer Crawley Homes to use when they provide you with information? (PLEASE TICK ALL THAT APPLY)

- In person / face to face
- By telephone
- By text messaging
- By email
- In writing
- Online
- Social Media
- Through instant messaging such as WhatsApp

Your Neighbourhood

- 17** How satisfied or dissatisfied are you that Crawley Homes makes a positive contribution to your neighbourhood?

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

- 18** How satisfied or dissatisfied are you with Crawley Homes' 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

- 19** Have you made a complaint to Crawley Homes in the last 12 months?

- Yes (Go to **20**)
- No (Go to **21**)

- 20** How satisfied or dissatisfied are you with Crawley Homes' approach to complaints handling?

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

21 If you are not satisfied with how Crawley Homes deals with complaints or anti-social behaviour or with your neighbourhood, please provide more information and what Crawley Homes could improve.

Permissions and Confidentiality

23 Crawley Homes would welcome the opportunity to see your individual answers and comments. Are you happy for Crawley Homes to see your individual answers?

- Yes (Go to **24**)
 No (End)

24 Are you happy for Crawley Homes to contact you regarding any information you have provided in this survey?

- Yes
 No

Your Well-being

22 Do you currently struggle with any of the following...?

	Yes	No	Prefer not to say
Paying your rent or service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of household bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of utility / fuels bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Thank You!

Thank you for taking the time to complete this survey. Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). Crawley Homes will inform you about the results.