

Tenant Satisfaction Measures survey questions

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Adullam?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

2. Has Adullam carried out a repair to your home in the last 12 months?
 - Yes
 - No

3. If yes, how satisfied or dissatisfied are you with the repair service you have received to your home from Adullam over the last 12 months?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

4. Has Adullam carried out a repair to your home in the last 12 months?
 - Yes
 - No

5. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after your reported it?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

6. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Adullam provides a home that is well maintained for you to live in?
 - Very satisfied
 - Fairly satisfied

- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

7. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Adullam provides a home that is safe?

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

8. How satisfied or dissatisfied are you with the extent to which Adullam listens to your views and acts upon them?

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

9. How satisfied or dissatisfied are you with the way Adullam keeps you informed about things that matter to you as a tenant?

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

10. To what extent do you agree or disagree with the following: "Adullam treats me fairly and with respect."

- Agree strongly
- Agree to some extent
- Neither agree nor disagree
- Disagree to some extent
- Disagree strongly

11. Do you live in a building with communal areas either inside or outside that you share with other people who live in the building?

- Yes
- No

12. If yes, how satisfied or dissatisfied are you that Adullam keeps these communal areas clean, safe, and well maintained?

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

13. Thinking about what Adullam does to improve your neighbourhood as a place to live, how satisfied or dissatisfied are you with the extent to which Adullam makes a positive contribution to your neighbourhood?

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

14. How satisfied or dissatisfied are you with Adullam's approach to handling anti-social behaviour?

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

15. How satisfied or dissatisfied are you with Adullam's approach to handling complaints?

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

16. To what degree do you agree with the following: "I know how to make a complaint to Adullam if I am not happy with the service I receive."

- Agree strongly
- Agree to some extent
- Neither agree nor disagree
- Disagree to some extent
- Disagree strongly

Your email address:

Your phone number:

Your address: