

## Tenant Satisfaction Survey

### Your chance to have your say!



The Regulator of Social Housing (RSH) wants to make it easier for people to find out how good their landlord is and compare with other landlords. They also want to check that landlords are giving people good housing.

The Regulator has told all social housing providers like Humankind Housing, to collect information around these areas, known as Tenant Satisfaction Measures (TSMs):

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints-handling
- Respectful and helpful tenant engagement
- Responsible neighbourhood management

We ask for your feedback on how we're doing on these areas. This will take up to 30 minutes to complete.

It's important we get as many responses as we can so we can focus on the things that are important to you. Your feedback will be used to calculate TSMs which we will publish in our Annual Report next year.

We will protect your confidentiality and your responses will not be shared beyond those who require the information to produce the TSM results unless you give explicit consent.

Please complete the survey below and as a thank you, we will enter you into our prize draw for a shopping voucher.

One survey per resident (or household) is permitted.

## WHERE YOU LIVE

### 1. First line of your address

### 2. Which area is this in?

Barnsley

Bradford

County Durham

Darlington

Hull

Middlesbrough

Scarborough

Stafford

## OVERALL SATISFACTION

TP01

### 3. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Humankind Housing?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

### 4. Please add any comments to help us understand your response

## KEEPING PROPERTIES IN GOOD REPAIR

TP02 – TP04

### 5. Has Humankind Housing carried out a repair to your home in the last 12 months?

Yes

No

### 6. If yes, How satisfied or dissatisfied are you with the overall repairs service from Humankind Housing over the last 12 months?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

**7. If yes, 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

**8. How satisfied or dissatisfied are you that Humankind Housing provides a home that is well maintained?**

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

**9. Please add any comments to help us understand your response**

**MAINTAINING BUILDING SAFETY**

**TP05**

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

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

**11. Please add any comments to help us understand your response**

**12. How satisfied or dissatisfied are you that Humankind Housing 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

**13. How satisfied or dissatisfied are you that Humankind Housing 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

**14. To what extent do you agree or disagree with the following “Humankind Housing treats me fairly and with respect”?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/ don't know

**15. Please add any comments to help us understand your response**

**16. Have you made a complaint to Humankind Housing in the last 12 months?**

- Yes  
 No

**17. If yes, How satisfied or dissatisfied are you with Humankind Housing's approach to complaints handling?**

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

**18. Please add any comments to help us understand your response**

**19. Do you live in a building with communal areas, either inside or outside, that Humankind Housing is responsible for maintaining?**

- Yes  
 No  
 Don't know

**20. If yes, How satisfied or dissatisfied are you that Humankind Housing keeps these communal areas clean and well maintained?**

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

**21. How satisfied or dissatisfied are you that Humankind Housing makes a positive contribution to your neighbourhood?**

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

**22. How satisfied or dissatisfied are you with Humankind Housing's approach to handling anti-social behaviour?**

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

**23. Please add any comments to help us understand your response**

**PRIZE DRAW ENTRY**

Thank you for completing this survey

**24. Please state if you would like to be entered into the prize draw.**

- Yes
- No

**25. Please provide your name and contact details**