INSTRUCTIONS:

As a Registered Provider of Social Housing, under the Regulator of Social Housing's Tenant Satisfaction Measures Standard, we are required to undertake an annual resident perception survey, which generates a subset of data that we must provide to the Regulator to calculate annual TSMs that we must publish. This ultimately, with other measures we must provide, allows you to compare our social housing offering to other providers. You can complete this survey, below and return it to us in the envelope provided, by dropping it into the scheme office post box. If you would like help to answer the survey, please ask a family or friend to help, though if you cannot find someone, then one of the staff can assist. Please note that you are a resident of the Charity and for the purposes of this survey only, tenant and resident are interchangeable. Please do feel free to write any additional comments you may have about our performance and service on a plain sheet of paper and enclose with this completed form in the reply envelope provided.

Thank you for your time completing this survey, please can you respond by Friday 6th September 2024

QUESTIONS:			RATING SCALE:				
	Verv	Fairly	Neither satisfied	Fairly	Very		
	- 1	Satisfied	or dissatisfied	Dissatisfied	,		
TP01 OVERALL SATISFACTION							
Taking everything into account, how satisfied or dissatisfied are you with the service provided by The Blue House?							
How satisfied or dissatisfied are you with the overall quality and condition of your Flat?							
How satisfied or dissatisfied are you that your basic weekly maintenance charge (what you may think of as rent) provides value for money?							

QUESTIONS:

money?

upon them?

RATING SCALE:

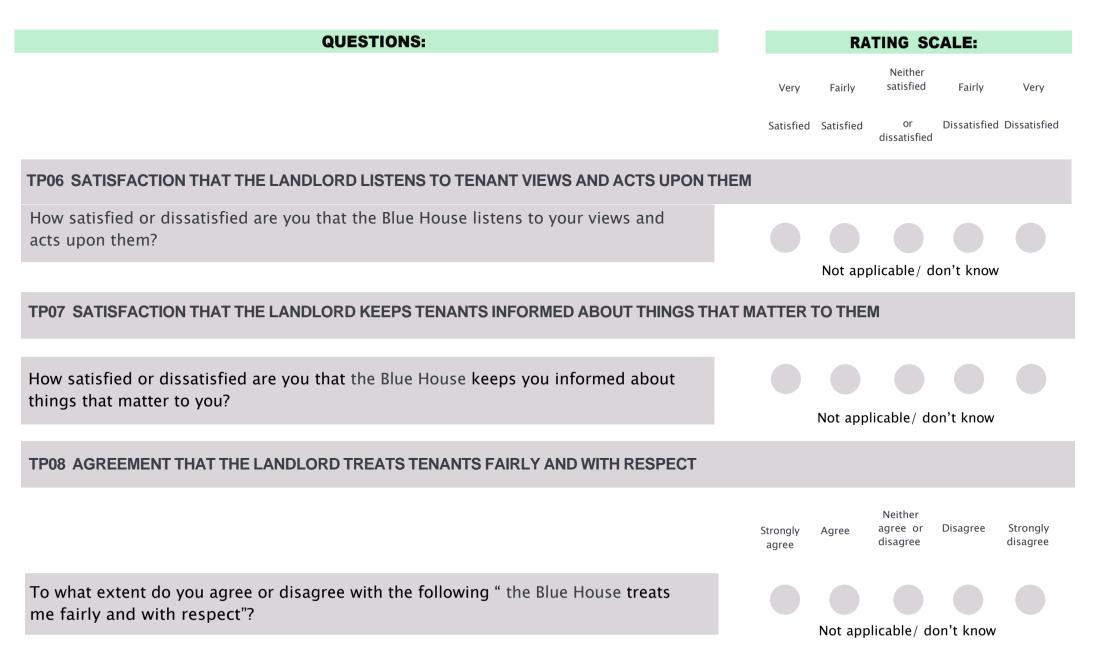
Neither satisfied Fairly Verv Verv Fairly or Dissatisfied Dissatisfied Satisfied Satisfied dissatisfied How satisfied or dissatisfied are you that your service charges provide value for How satisfied or dissatisfied are you that the Blue House listens to your views & acts How satisfied or dissatisfied are you with your flat as a place to live? To what extent do you agree that the Blue House is providing the service you expect? **TP02 SATISFACTION WITH REPAIRS** Has the Blue House carried out a repair in your home in the last 12 months? Yes / No If yes, how satisfied or dissatisfied are you with the overall repairs service from the Blue House over the last 12 months?

QUESTIONS:

maintained?

RATING SCALE:

Neither satisfied Fairly Verv Verv Fairly Dissatisfied Dissatisfied or Satisfied Satisfied dissatisfied TP03 SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIR Has the Blue House carried out a repair to your home in the last 12 months? Yes / No How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? To what extent do you agree that the Blue House is providing the service you expect? TP04 SATISFACTION THAT THE HOME IS WELL MAINTAINED How satisfied or dissatisfied are you that the Blue House provides a home that is well TP05 SATISFACTION THAT THE HOME IS SAFE Thinking about the condition of the flat you live in, how satisfied or dissatisfied are you that the Blue House provides a home that is safe?



QUESTIONS:	RATING SCALE:				
	Neither Very Fairly satisfied Fairly Very				
	Satisfied Satisfied or Dissatisfied Dissatisfie dissatisfied				
TP09 SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING COMPLAINTS					
Have you made a complaint to the Blue House in the last 12 months? (reports of faults in your flat are classed as service requests and are not complaints)	Yes / No				
How satisfied or dissatisfied are you with the Blue House approach to complaints handling?					
TP10 SATISFACTION THAT THE LANDLORD KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED					
Do you live in a building with communal areas, either inside or outside, that the Blue House is responsible for maintaining?	Yes / No / Don't know				
How satisfied or dissatisfied are you that the Blue House keeps these communal areas clean and well maintained?					
TP11 SATISFACTION THAT THE LANDLORD MAKES A POSITIVE CONTRIBUTION TO NEIGHBOUR	RHOODS				
How satisfied or dissatisfied are you that the Blue House makes a positive contribution to your neighbourhood?					

QUESTIONS:

RATING SCALE:

