

TENANT PERCEPTION SURVEY

Complete and win!

YMCA Thames Gateway Group is committed to providing high quality, transparent and accessible services for all of our residents. This tenant's survey is an opportunity for you to give us feedback about the landlord service that we provide to you.

Any expression of dissatisfaction with services made through this survey will not be defined as a complaint. If you wish to make a complaint about something, please either speak to your Support Worker or use the form in this link: <https://www.tfaforms.com/4764334>

Complete this survey and you will be entered into a draw to win a gift voucher - 1st prize - £100; 2nd prize - £50; 3rd prize - £30 voucher. Make sure you leave your email address or contact number at the end to be entered. You can of course complete this anonymously - you just won't be entered into the prize draw

OVERALL SATISFACTION

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA TGG?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Additional comments (if you have any)

SATISFACTION WITH REPAIRS

2. Has YMCA TGG carried out a repair to your home in the last 12 months?

- Yes
- No
- Additional comments (if you have any)

3. If yes, how satisfied or dissatisfied are you with the overall repairs service from YMCA TGG over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Additional comments (if you have any)

SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIR

4. Has YMCA TGG carried out a repair to your home in the last 12 months?

- Yes
- No
- Additional comments (if you have any)

5. 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
- Additional comments (if you have any)

SATISFACTION THAT THE HOME IS WELL MAINTAINED

6. How satisfied or dissatisfied are you that YMCA TGG provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Additional comments (if you have any)

SATISFACTION THAT THE HOME IS SAFE

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know
- Additional comments (if you have any)

SATISFACTION THAT THE LANDLORD LISTENS TO TENANT VIEWS AND ACTS UPON THEM

8. How satisfied or dissatisfied are you that YMCA TGG 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
- Additional comments (if you have any)

SATISFACTION THAT THE LANDLORD KEEPS TENANTS INFORMED ABOUT THINGS THAT MATTER TO THEM

9. How satisfied or dissatisfied are you that YMCA TGG 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
- Additional comments (if you have any)

AGREEMENT THAT THE LANDLORD TREATS TENANTS FAIRLY AND WITH RESPECT

10. To what extent do you agree or disagree with the following - YMCA TGG treats me fairly and with respect?

- Strongly agree
- Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable/ don't know

Additional comments (if you have any)

SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING COMPLAINTS

11. Have you made a complaint to YMCA TGG in the last 12 months? In this situation, a complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by YMCA TGG, its own staff, or those acting on its behalf, affecting a resident or group of residents.

- Yes
- No
- Additional comments (if you have any)

12. If yes, how satisfied or dissatisfied are you with YMCA TGG's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Additional comments (if you have any)

SATISFACTION THAT THE LANDLORD KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED

13. Do you live in a building with communal areas, either inside or outside, that YMCA TGG is responsible for maintaining?

- Yes
- No
- Don't know
- Additional comments (if you have any)

14. If yes, how satisfied or dissatisfied are you that YMCA TGG keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Additional comments (if you have any)

SATISFACTION THAT THE LANDLORD MAKES A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS

15. How satisfied or dissatisfied are you that YMCA TGG makes a positive contribution to your neighbourhood?

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

- Additional comments (if you have any)

SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING ANTI-SOCIAL BEHAVIOUR

16. How satisfied or dissatisfied are you with YMCA TGG's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know
- Additional comments (if you have any)

17. What do you like about living at the YMCA?

18. If there's anything else you would like to tell us, that wasn't covered in the above, please use this comment box to do so:

19. Would you like us to contact you about anything you have shared in this survey? If so, please leave your name and a contact number or email address here

20. And finally, if you would like to be in with a chance of winning of the three voucher prizes, please leave an email address or contact number below: