

**Tenants' Satisfaction Survey**

<b>Question 1)</b> Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cornwall Housing?	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	
<b>Question 2)</b> Has Cornwall Housing carried out a repair in the last 12 months?	
If yes, how satisfied/dissatisfied are you with the overall repairs service from Cornwall Housing over the last 12 months?	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	
<b>Question 3)</b> If yes to 2 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	
<b>If you were dissatisfied with question 2 or 3, please can you tell us why?</b>	
<b>Question 4)</b> How satisfied or dissatisfied are you that Cornwall Housing provides a home that is well maintained?	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	
<b>Question 5)</b> Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cornwall Housing provides a home that is safe?	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	<input type="checkbox"/> Not applicable/don't know
<b>If you were dissatisfied, please can you tell us why?</b>	
<b>Question 6)</b> How satisfied or dissatisfied are you that Cornwall Housing listens to your views and acts upon them?	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	<input type="checkbox"/> Not applicable/don't know
<b>Question 7)</b> How satisfied or dissatisfied are you that Cornwall Housing keeps you informed about things that matter to you?	

<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	<input type="checkbox"/> Not applicable/don't know
<b>If you were dissatisfied with question 6 or 7, please can you tell us why?</b>	
<b>Question 8) To what extent do you agree or disagree with the following "Cornwall Housing treats me fairly and with respect"?</b>	
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree
<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly disagree
<input type="checkbox"/> Neither agree or disagree	<input type="checkbox"/> Not applicable/don't know
<b>If you were dissatisfied, please can you tell us why?</b>	
<b>Question 9) Have you made a complaint to Cornwall Housing in the last 12 months?</b>	
<b>If yes, How satisfied or dissatisfied are you with Cornwall Housing's approach to complaints handling?</b>	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	
<b>Question 10) Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining?'</b>	
<b>If yes, How satisfied or dissatisfied are you that Cornwall Housing keeps these communal areas clean and well maintained?</b>	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither	
<b>Question 11) How satisfied or dissatisfied are you that Cornwall Housing makes a positive contribution to your neighbourhood?</b>	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither agree or disagree	<input type="checkbox"/> Not applicable/don't know
<b>Question 12) How satisfied or dissatisfied are you with Cornwall Housing's approach to handling anti-social behaviour?'</b>	
<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Neither agree or disagree	<input type="checkbox"/> Not applicable/don't know

**Question 13)** On a scale of 0 to 10 (with 0 being very easy and 10 being very difficult) how easy do you find it to deal with Cornwall Housing?

0   1   2   3   4   5   6   7   8   9   10

**Question 14)** On a scale of 0 to 10 (0 being extremely likely and 10 being not very likely at all) how likely are you to recommend Cornwall Housing to friends and family?

0   1   2   3   4   5   6   7   8   9   10