

# Tenant Satisfaction Survey

## 2023/24

Tenant Name:

Tenant Address:

PIN Number:

1. We are writing to ask some questions about the quality of service you have received from One Vision Housing. The feedback from this survey will only be used to monitor the services provided by OVH, and will not be passed onto third parties.

This survey will also be used to monitor our annual Tenant Satisfaction Measures, which will be published to customers and regulators. Are you happy to proceed, and take part in the survey?

Yes (Go to Q2)

No (End Survey)

2. Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

2a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

**3. How satisfied or dissatisfied are you that One Vision Housing is easy to deal with?**

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

**3a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon**

**4. How satisfied or dissatisfied are you that your rent provides value for money?**

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

**4a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon**

**5. How satisfied or dissatisfied are you that your service charges provides value for money?**

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

**5a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon**

6. Has OVH carried out a repair to your home in the last 12 months?

Yes (Go to Q7)  No (Go to Q9)

7. If yes, 'How satisfied or dissatisfied are you with the overall repairs service from OVH over the last 12 months?'

Very satisfied  Fairly satisfied  Neither   
Fairly dissatisfied  Very dissatisfied

7a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

8. 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   
Fairly dissatisfied  Very dissatisfied

8a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

9. How satisfied or dissatisfied are you that OVH provides a home that is well-maintained?

Very satisfied  Fairly satisfied  Neither   
Fairly dissatisfied  Very dissatisfied

9a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

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

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

10a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

11. How satisfied or dissatisfied are you with the overall quality of your home?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>		

11a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

12. How satisfied or dissatisfied are you that OVH listens to your views and acts upon them?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

12a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

13. How satisfied or dissatisfied are you that OVH keeps you informed about things that matter to you?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

13a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

14. To what extent do you agree or disagree with the following 'OVH treats me fairly and with respect'?

Strongly agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Disagree	<input type="checkbox"/>	Strongly disagree	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

14a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

15. How likely would you be to recommend OVH to family or friends (on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely)?

0  1  2  3  4  5  6  7  8  9  10

16. Have you made a complaint to OVH in the last 12 months?

Yes (Go to Q17)

No (Go to Q18)

17. How satisfied or dissatisfied are you with OVH's approach to complaints handling?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

17a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

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

Yes (Go to Q19)

No (Go to Q20)

Don't know (Go to Q20)

19. If yes, 'How satisfied or dissatisfied are you that OVH keeps these communal areas clean and well maintained?'

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

19a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

20. How satisfied or dissatisfied are you that OVH makes a positive contribution to your neighbourhood?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

Not applicable /  
Don't know

20a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

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

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

21a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

22. To what extent do you agree or disagree with the following? "OVH are fully committed to Equality, Diversity and Inclusion"

Strongly agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>
Disagree	<input type="checkbox"/>	Strongly disagree	<input type="checkbox"/>	Not applicable / Don't know	<input type="checkbox"/>

22a. Please provide any comments you have, of positive service you have received, or if there are any areas we could improve upon

23. In the last 12 months, have you had any difficulties paying for your accommodation?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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**24. As a tenant of One Vision Housing, what are your highest priorities? (Please select the top two)**

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| Keeping Residents Informed                             | <input type="checkbox"/> | Quality of your home (Home improvements) | <input type="checkbox"/> |
| Listening to views and acting on them                  | <input type="checkbox"/> | Repairs and Maintenance                  | <input type="checkbox"/> |
| Dealing with Anti-social behaviour                     | <input type="checkbox"/> | Your neighbourhood as a place to live    | <input type="checkbox"/> |
| Support and advice on welfare benefits and paying rent | <input type="checkbox"/> | Other (Please specify below)             | <input type="checkbox"/> |

**24a. If 'Other', please specify**

**25. Thank you for taking part in this survey. Would you like a member of staff to call you back and discuss anything from today's survey? If 'No', we will not follow up on your response**

Yes  No