

Tenant Satisfaction Survey

2025/26

We are contacting you 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.

All customers who complete our Tenant Satisfaction Measures Survey will be entered into a £50 prize draw, which will take place on a monthly basis.

1. Are you happy to proceed, and take part in the survey?

Yes (Go to Q2)

No (End Survey)

2. Tenant Name:

3. Tenant Address:

4. PIN Number:

5. 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

5a. Would you like to make any comments, or suggestions for improvements?

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

Yes No Prefer not to say

7. How satisfied or dissatisfied are you that your rent and service charges provide value for money?

Very satisfied Fairly satisfied Neither
Fairly dissatisfied Very dissatisfied Not applicable / Don't know

7a. Would you like to make any comments, or suggestions for improvements?

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

Yes (Go to Q9) No (Go to Q11)

9. 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

9a. Would you like to make any comments, or suggestions for improvements?

10. 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*

10a. Would you like to make any comments, or suggestions for improvements?

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

Very satisfied *Fairly satisfied* *Neither*
Fairly dissatisfied *Very dissatisfied*

11a. Would you like to make any comments, or suggestions for improvements?

12. 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 *Fairly satisfied* *Neither*
Fairly dissatisfied *Very dissatisfied* *Not applicable / Don't know*

12a. Would you like to make any comments, or suggestions for improvements?

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

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

13a. Would you like to make any comments, or suggestions for improvements?

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

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

14a. Would you like to make any comments, or suggestions for improvements?

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

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

15a. Would you like to make any comments, or suggestions for improvements?

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

<i>Yes (Go to Q17)</i>	<input type="checkbox"/>	<i>No (Go to Q18)</i>	<input type="checkbox"/>
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17. How satisfied or dissatisfied are you with OVH's approach to complaints handling?

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

17a. Would you like to make any comments, or suggestions for improvements?

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

<i>Yes (Go to Q19)</i>	<input type="checkbox"/>	<i>No (Go to Q20)</i>	<input type="checkbox"/>	<i>Don't know (Go to Q20)</i>	<input type="checkbox"/>
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19. If yes, 'How satisfied or dissatisfied are you that OVH keeps these communal areas clean and well maintained?'

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

19a. Would you like to make any comments, or suggestions for improvements?

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

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

20a. Would you like to make any comments, or suggestions for improvements?

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

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

21a. Would you like to make any comments, or suggestions for improvements?

22. As a tenant of One Vision Housing, what are your highest priorities? (Please select the top two)

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

22a. If 'Other', please specify

23. 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

<i>Yes</i>	<input type="checkbox"/>	<i>No</i>	<input type="checkbox"/>
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