

# Tenant Satisfaction Measures Questionnaire

Question Number	Question Text	Rating Scale	
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by emh homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
2	How satisfied or dissatisfied are you that emh homes provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	LCRA Only
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that emh homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
4	Do you live in a building with communal areas, either inside or outside, that emh homes is responsible for maintaining?	Yes, No, Don't know	
5	How satisfied or dissatisfied are you that emh homes keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
6	As you do not feel that your home (and/or the communal areas) are well maintained and safe for you to live in, please can you explain why and suggest what could be improved?	n/a	
7	How satisfied or dissatisfied are you that emh homes makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
8	How satisfied or dissatisfied are you with emh homes's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
9	Have you ever reported a case of anti social behaviour to emh homes?	Yes, No	
10	Has emh homes carried out a repair to your home in the last 12 months?	Yes, No	LCRA Only
11	How satisfied or dissatisfied are you with the overall repairs service from emh homes over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	LCRA Only
12	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	LCRA Only
13_1	As you are not satisfied with emh homes's repairs service, was this due to any of the following? Quality of the repair	Multi	
13_2	As you are not satisfied with emh homes's repairs service, was this due to any of the following? The time it took for the repair to be completed	Multi	
13_3	As you are not satisfied with emh homes's repairs service, was this due to any of the following? The communication between emh homes and yourself	Multi	

13_4	As you are not satisfied with emh homes's repairs service, was this due to any of the following? How easy/difficult it was to report your repair	Multi
13_5	As you are not satisfied with emh homes's repairs service, was this due to any of the following? Anything else (please specify)	Multi
14	How satisfied or dissatisfied are you that emh homes 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
15	How satisfied or dissatisfied are you that emh homes 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
16	To what extent do you agree or disagree with the following `emh homes treats me fairly and with respect`?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
17	How satisfied or dissatisfied are you that emh homes is easy to contact and deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
18	Can you please explain why you say that about the ease of communicating and dealing with emh homes?	n/a
19	Have you made a complaint to emh homes in the last 12 months?	Yes, No
20	How satisfied or dissatisfied are you with emh homes's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
21	If you were dissatisfied with the way your complaint was handled what was the reason for this?	n/a
22	Do you know how to make a complaint?	Yes, No
23	How likely would you be to recommend emh homes to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
24	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say
25	Considering your answers within this survey, what does emh homes do well, or would you like to make any suggestions as to how emh homes could improve its service?	n/a
P1	The results of this survey are confidential. However, would you be happy for us to give all of your details to emh homes with your name attached so that they have better information to help them improve services?	Yes, No
P2	Would you be happy for emh homes to contact you to follow up any of the comments or issues you have raised?	Yes, No