

Tenant Satisfaction Measures Survey

At Community Gateway, we are committed to listening to your views and acting on them to ensure we provide you with the best possible service.

In line with this commitment we are asking for your assistance to complete a short survey to better help us understand what you think we are doing well, where you feel we can improve, and overall how satisfied you are with your home and the services you receive from us.

Your feedback will be used to see how we are performing against the annual Tenant Satisfaction Measures introduced by our Regulator and we will publish the results.

The survey is being carried out on our behalf by an independent organisation called TPTracker and it should take no more than five minutes to complete. While completing the survey is voluntary, I really do hope that you will take part.

Everyone who completes the survey will be entered into a prize draw to win vouchers of your choice. There will be weekly prize draws with a chance to win a £20 voucher and at the end of the survey period a £50 voucher will be awarded to one winner from each of our 12 community areas.

For your chance to win, please return your survey in the pre-paid envelope provided before Wednesday 18th October. Winners will be contacted by Wednesday 15th November.

If we have a mobile phone number or email address for you, you should have received a link to the survey at the start of September. If you have already completed the survey online, you do not need to return this survey.

If you would like more information on the Tenant Satisfaction Measures or have any questions, you can visit our website, email feedback@communitygateway.co.uk or call us on freephone 0800 953 0213 (Option 6).

Yours sincerely



Rob Wakefield
Chief Executive

FURTHER HELP

If you would like this document in
large text or **another language** please call **0800 953 0213**

Bengali যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Gujarati જો તમને આ દસ્તાવેજ બીજી ભાષામાં કે અન્ય ફોર્મેટમાં પૈર્ષતો હોય તો કૃપા કરીને અમને પૂછો.

Hindi यदि आपको यह दस्तावेज़ किसी अन्य भाषा रूप में चाहिए तो कृपया हम से कहें।

Punjabi ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਮੰਰ

Urdu اگر آپ کو یہ دستاویز کسی دیگر زبان یا وضع میں درکار ہو تو برائے مہربانی ہم سے دریافت کریں۔

Farsi در صورتیکه میل دارید این نوشته به زبان یا شکل دیگری به شما داده شود، لطفاً آنرا از ما درخواست نمایند.

Polish Jeżeli chciałoby Państwo uzyskać informację w innym języku lub w innej formie, proszę o tym poinformować.

Tenant Satisfaction Measures Survey



PURPOSE OF THE SURVEY

The purposes of this survey are to:

- a) Enable us to collect and publish the Tenant Satisfaction Measures introduced by our Regulator.
- b) Help us understand what you think we are doing well, where you feel we can improve, and overall how satisfied you are with your home and the services you receive from us.
- c) Collect data on tenant characteristics to assist us in analysing the survey results.

HOW TO COMPLETE THE QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire, which will take no more than 5 minutes to complete:

- 1) The questionnaire should be completed by the tenant or carer.
- 2) Please answer by shading in one circle per question, unless stated otherwise in the question.
- 3) Please check that you have answered all the questions that apply to you.
- 4) Please return the completed questionnaire to TPTracker Ltd in the FREEPOST envelope provided.

YOUR DATA

Community Gateway Association only collects and processes personal data that is necessary for us to offer you a service or perform our duties as an organisation. Our legal basis for collecting the information in the survey is legitimate interest and in relation to question 22 our legal basis is consent.

We will not share your information for marketing purposes with any companies outside of the Community Gateway Association group.

If you would like to know more about how we process personal data and your rights in relation to data protection, please visit www.communitygateway.co.uk and click on the "Data Protection" link at the bottom of any page on the website. Alternatively, for further information, please contact the Business Assurance Team on 0800 953 0213 – Option 6.

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

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

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

If you have shaded 'Yes' please move to question 2b

If 'No' please move to question 3.

Yes (Move to Q2b)

☐

No (Move to Q3)

☐

2b. If yes, how satisfied or dissatisfied are you with the overall repairs service from CGA over the last 12 months?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

2c. 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

☐

3. How satisfied or dissatisfied are you that CGA provides a home that is well maintained?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

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

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ **Don't know**

☐

5. How satisfied or dissatisfied are you that CGA 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**

☐

6. How satisfied or dissatisfied are you that CGA 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**

☐

7. To what extent do you agree or disagree with **the following "CGA treats me fairly and with respect"**?

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Not applicable
/ **Don't know**

☐

8a. Have you made a complaint to CGA in the last 12 months?

If you have shaded 'Yes' please move to question 8b

If 'No' please move to question 9a.

Yes (Move to Q8b)

☐

No (Move to Q9a)

☐

8b. If yes, how satisfied or dissatisfied are you with CGA's approach to complaints handling?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

9a. Do you live in a building with communal areas, either inside or outside, that CGA is responsible for maintaining?

If you have shaded 'Yes' please move to question 9b

If 'No' please move to question 10.

Yes (Move to Q9b)

No (Move to Q10)

Don't know (Move to Q10)

☐
☐
☐

9b. If yes, how satisfied or dissatisfied are you that CGA keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

☐
☐
☐
☐
☐

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

Very
satisfied

Fairly
satisfied

Neither satisfied
nor dissatisfied

Fairly
dissatisfied

Very
dissatisfied

Not applicable
/ **Don't know**

☐
☐
☐
☐
☐
☐

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

Very
satisfied

Fairly
satisfied

Neither satisfied
nor dissatisfied

Fairly
dissatisfied

Very
dissatisfied

Not applicable
/ **Don't know**

☐
☐
☐
☐
☐
☐

12. Do you feel safe and secure in your community?

Yes

No

☐
☐

13. How often do you feel lonely or isolated?

Often / Always

Some of the time

Occasionally

Hardly ever

Never

☐
☐
☐
☐
☐

14. Do you know about the opportunities there are for you to get involved with CGA and/or your local community?

Yes

☐

No

☐

15. How satisfied or dissatisfied are you with the opportunities you have to get involved with CGA?

Very satisfied

☐

Fairly satisfied

☐Neither satisfied
nor dissatisfied☐

Fairly dissatisfied

☐

Very dissatisfied

☐

16. CGA offer the following online services through their website:

Making a general enquiry, complaint or compliment

Reporting a repair

Reporting anti-social behaviour

Do you use any of these online services?

Yes

☐

No

☐

17. How satisfied or dissatisfied are you with the range of online services that CGA provides?

Very satisfied

☐

Fairly satisfied

☐Neither satisfied
nor dissatisfied☐

Fairly dissatisfied

☐

Very dissatisfied

☐

18. How satisfied or dissatisfied are you that CGA is easy to deal with?

(If you have not made contact with CGA, please shade in 'Not applicable/**Don't** know')

Very
satisfied☐Fairly
satisfied☐Neither satisfied
nor dissatisfied☐Fairly
dissatisfied☐Very
dissatisfied☐Not applicable
/ **Don't know**☐

19. If you have contacted CGA with an enquiry in the last 12 months, how satisfied or dissatisfied were you that you were kept up to date with the progress of your enquiry?

(If you have not made contact with CGA, please shade in 'Not applicable/**Don't** know')

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ **Don't know**

☐

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

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

21. How likely or unlikely would you be to recommend CGA to family and friends?

Very
unlikely

0

☐

1

☐

2

☐

3

☐

4

☐

5

☐

6

☐

7

☐

8

☐

9

☐

Very
likely

10

☐

22. Are your day-to-day activities limited because of any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

To collect and use your response to the question above we require your permission (consent). **If you do not wish to provide consent, please shade in the circle 'Do not consent'.**

Yes, a lot

☐

Yes, a little

☐

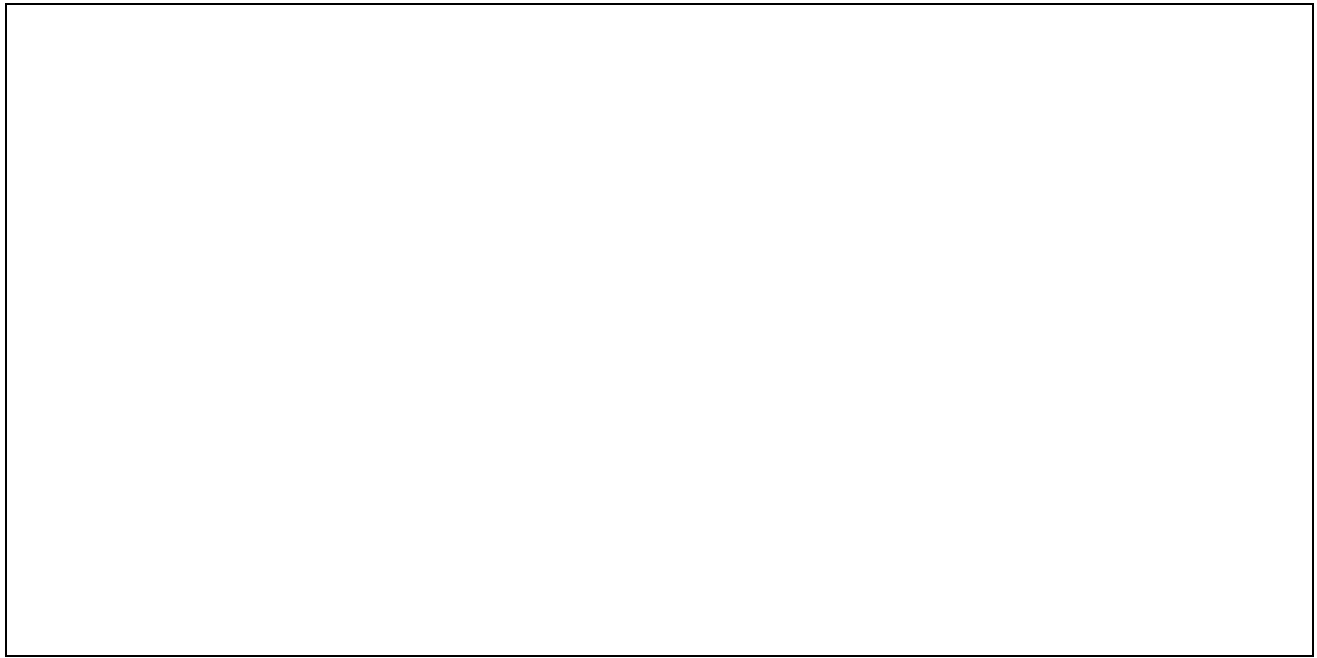
Not at all

☐

Do not consent

☐

23. Is there anything else you would like to tell CGA?



24. If you would like someone from CGA to contact you about any of the comments you have made, please shade the circle below.



Thank you for taking the time to complete this questionnaire.
Please return it as requested in the envelope provided.