



## Tenant Satisfaction Survey Template

Questionnaire on your experience with \_\_\_\_\_.

### General Satisfaction Level

**Q1. Overall, are you happy with the service provided by your Housing Association?**

Yes ☐ Unsure ☐ No ☐

**Q2: Please rate your overall satisfaction with the following elements of your tenancy/ service:**

	Very satisfied	Quite satisfied	Unsure	Not satisfied
Rent levels				
Ease of contacting the Association				
Condition of the dwelling				
Condition of communal facilities (if any)				
Repairs and maintenance service				

You can give further information on the reasons for the ratings provided above if you wish here:

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### Contacting the Association

**Q3: What would be your main reason for contacting the Housing Association?**

	Please tick appropriate box
To request rent details	
To report a repair	
Query on community activities	
Other (please specify): _____	

**Q4: When you do contact the Association, are you happy with the speed at which your query is dealt with?**

Yes ☐ Unsure ☐ No ☐

If you are not happy with the speed at which your query was dealt with you can give reasons for this here: \_\_\_\_\_  
\_\_\_\_\_

### **Rent Payment**

**Q5: What method of rent payment do you use?**

Swipe Card	
Payment to your housing association (by cash, cheque or postal order)	
Bank standing order payments	
Other (please specify)_____	

**Q6: Are you happy with your current payment method?**

Yes ☐ No ☐

**Q7: Are there any other payment methods you would like to see made available to you?**

Yes ☐

If yes, please specify: \_\_\_\_\_

No ☐

### **Tenant Communications**

**Q8: Would you consider that your housing association is easy to contact at the moment?**

No ☐ Yes ☐

If No, please specify why not: \_\_\_\_\_

**Q9: Which of the following methods would you most like to see the housing association use to contact you (Please number your top 3 preferences where 1 is your most preferred method, 2 your second most preferred method and 3 is your th):**

Post	
E-mail	
Telephone	
Community meetings	
Home visits	
Information boards	
Other (please name):_____	

## **Estate Management and Tenant Engagement**

**Q10: Do you consider any of the following to be an issue within your estate/ complex:**

	Yes	Maybe	No
Condition of communal areas			
Noise from neighbours			
Anti-social behaviour			
Children/ youths loitering			

**Q11: Are you involved with any of the following within the neighbourhood:**

Residents Association	
Environmental group	
Social club	

**Q12: Would you like to become involved in a local Residents Association?**

Yes ☐ No ☐ Don't know ☐

## **General comments**

**Q13: Do you have any additional comments or issues you would like to tell us about? These can include recommendations for how we can improve our service to you.**

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Thank you for your time.