



# Tenant Perception Survey

**From April 2023 – a new housing regulation requires all social landlords like Hightown to collect data for the Tenant Satisfaction Measures (TSMs).**

**The aim of the TSMs is to provide clear, visible and comparable information around landlord performance and understand your perception of the services you receive.**

**The survey will be used to calculate annual TSMs to be published by Hightown.**

**Please tell us what you think. Your answers will be treated in the strictest of confidence. We will publish the results of the survey, but no information will be given out in a way that can be traced back to an individual person.**

**Complete the Survey to be in for a  
chance to win one of five  
£50 Vouchers**



# Thinking about your property, how satisfied or dissatisfied are you with the following?

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>With the quality of your home</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>The heating and energy efficiency of your home</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Your Repairs

Has Hightown carried out a repair to your home in the last 12 months?

- Yes
- No

How satisfied or dissatisfied are you with the overall repairs service from Hightown over the last 12 months?

		Neither		
Very Satisfied	Fairly Satisfied	Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

		Neither		
Very Satisfied	Fairly Satisfied	Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about the last repair carried out, how satisfied or dissatisfied are you with the following?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The quality of the work completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The repair being done 'right first time'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of reporting a repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Your Estate/Neighbourhood

How satisfied or dissatisfied are you that Hightown makes a positive contribution to your neighbourhood?

- |                       |                         |   |                            |                          |                                   |
|-----------------------|-------------------------|---|----------------------------|--------------------------|-----------------------------------|
| <b>Very Satisfied</b> | <b>Fairly Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Fairly Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Not applicable/ don't know</b> |
| <input type="radio"/> | <input type="radio"/>   | <input type="radio"/>                     | <input type="radio"/>      | <input type="radio"/>    | <input type="radio"/>             |

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

- Yes
- No
- Don't know

How satisfied or dissatisfied are you that Hightown keeps these communal areas clean and well maintained?

- |                       |                         |   |                            |                          |
|-----------------------|-------------------------|---|----------------------------|--------------------------|
| <b>Very Satisfied</b> | <b>Fairly Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Fairly Dissatisfied</b> | <b>Very Dissatisfied</b> |
| <input type="radio"/> | <input type="radio"/>   | <input type="radio"/>                     | <input type="radio"/>      | <input type="radio"/>    |

## Thinking about the specific services, how satisfied or dissatisfied are you with the following?

(Please select N/A if the question does not apply to you)

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not applicable
The grounds maintenance (i.e. grass cutting) in your area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The caretaker service in your area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleaning of internal communal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Thinking about the building you live in, to what extent do you agree or disagree with the following?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Hightown has given me information on building safety and what my responsibilities are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That Hightown takes residents health and safety concerns seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hightown has put appropriate fire exit signage in communal areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Do you use an electric car?

- Yes
- No
- Plan to purchase within the next two years

# Your Complaints

Have you made a complaint to Hightown in the last 12 months?

- Yes
- No

How satisfied or dissatisfied are you with Hightown's approach to complaints handling?

- |                       |                       |                                    |                       |                       |
|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| Very Satisfied        | Fairly Satisfied      | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied   | Very Dissatisfied     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> |

Are you aware of Hightown's published Customer Charter?

- Yes
- No

Click [here](#) to find about more about Hightown's published Customer Charter

Are you aware that Hightown has a formal complaints procedure?

- Yes
- No

If you are dissatisfied, you can click [here](#) or call 01442 292 300 for more information about the complaints process





**With regards to contacting Hightown, how satisfied or dissatisfied are you with the following?**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>The quality of information/advice provided</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>The helpfulness of staff</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Final thoughts...

What one thing do you like about Hightown?

Do you have any other comments you would like to make?

Don't forget to hit the **'Submit'** button once you've completed the survey.

If you would like further information on TSMs, [click here](#) to find out more.