

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

Your Home

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

		Neither		
Verse Octiofical	Fairly	Satisfied nor	Fairly Discation	Very
Very Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied
\odot	\odot	\odot	\odot	\bigcirc

How satisfied or dissatisfied are you that Hightown provides a home that is well maintained?

		Neither		
	Fairly	Satisfied nor	Fairly	Very
Very Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied
\odot	\bigcirc	\odot	\odot	\odot

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

		Neither Satisfied			Not
Very Satisfied	Fairly Satisfied	nor Dissati sfied	Fairly Diss atisfied	Very Dissat isfied	
\bigcirc	\odot	\odot	\bigcirc	\bigcirc	\odot

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

	Very Satisfied	Satisfied	Neither Satisfied nor Diss atisfied	Dissatisf ied	Very Dis satisfied	
With the quality of your home	\odot	C	C	C	\odot	
The heating and energy efficiency of your home	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	_

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		
	Fairly	Satisfied nor	Fairly	Very
Very Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied
$\overline{\mathbf{O}}$	\bigcirc	\odot	\odot	\odot

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

		Neither		
	Fairly	Satisfied nor	Fairly	Very
Very Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied
$\overline{\mathbf{O}}$	\odot	\odot	\odot	\odot

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

	Very Satisfied	Satisfied	Neither Satisfied nor Diss atisfied	Dissatisf ied	Very Dis satisfied
The quality of the work completed	O	C	\odot	C	C
The repair being done 'right first time'	O	\odot	C	C	C
The ease of reporting a repair	C	C	C	C	C

Your Estate/Neighbourhood

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

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissati sfied	Fairly Diss atisfied	Very Dissat isfied	Not applicable/ don't know
Satisfied	Satisfied	stied	atistied	Istied	don't know
\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

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

- Yes
- No
- O Don't know

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

		Neither		
	Fairly	Satisfied nor	Fairly	Very
Very Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied
$\overline{\mathbb{O}}$	\bigcirc	\bigcirc	\bigcirc	\bigcirc

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 S atisfied	Satisfi ed	Neither Satisfi ed nor Dissati sfied	Dissati sfied	Very Di ssatisfi ed	Not ap plicabl e
The grounds maintenance (i.e. grass cutting) in your area	C	C	C	C	C	0
The caretaker service in your area	\odot	O	\odot	C	\odot	\odot
The cleaning of internal communal areas	O	C	C	C	C	0

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	Dissagre e	Strongly Disagree
Hightown has given me information on building safety and what my responsibilities are	C	0	C	0	C
That Hightown takes residents health and safety concerns seriously	C	C	C	0	O
Hightown has put appropriate fire exit signage in communal areas	C	C	C	C	C

Do you use an electric car?

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

Your Complaints

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

- O Yes
- No

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

		Neither		
	Fairly	Satisfied nor	Fairly	Very
Very Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied
\odot	\odot	\odot	\bigcirc	\odot

Are you aware of Hightown's published Customer Charter?

- Yes
- ⊙ No

Click <u>here</u> 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 <u>here</u> or call 01442 292 300 for more information about the complaints process

Your Views

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

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissati sfied	Fairly Diss atisfied	Very Dissat isfied	Not applicable/ don't know
Jalisheu	Salisiieu	Sileu	alisiieu	ISHEU	
\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

How satisfied or dissatisfied are you that Hightown keeps you informed about things that matter to you?

		Neither Satisfied			Not
Very Satisfied	Fairly Satisfied	nor Dissati sfied	Fairly Diss atisfied	Very Dissat isfied	applicable/ don't know
\bigcirc	\bigcirc	\odot	\odot	\bigcirc	\odot

To what extent do you agree or disagree with the following "Hightown treats me fairly and with respect"?

		Neither			Not
Strongly		Agree nor		Strongly	applicable/
Agree	Agree	Disagree	Disagree	Disagree	don't know
\bigcirc	\bigcirc	\bigcirc	\bigcirc	\odot	\bigcirc

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

		Neither			
		Satisfied			Not
Very	Fairly	nor Dissati	Fairly Diss	Very Dissat	applicable/
Satisfied	Satisfied	sfied	atisfied	isfied	don't know
\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

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

	Very Satisfied	Satisfied	Neither Satisfied nor Diss atisfied	Dissatisf ied	Very Dis satisfied
The quality of information/advice provided	O	O	C	С	C
The helpfulness of staff	O	\bigcirc	\bigcirc	\odot	\odot

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, <u>click here</u> to find out more.