

LONGDENDALE HOUSING SOCIETY LTD
TENANT SATISFACTION MEASURES (TSM'S)
CASTLE HALL CLOSE, STALYBRIDGE

22 Replies out of 43 (3 Empty)

1. **OVERALL SATISFACTION**

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



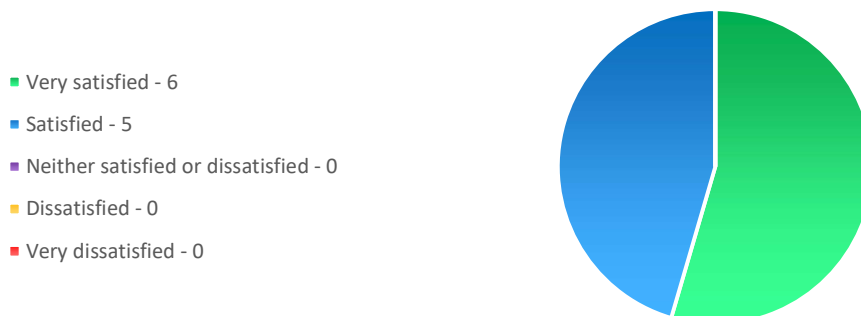
KEEPING PROPERTIES IN GOOD REPAIR

2. **Satisfaction with repairs**

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



If yes, how satisfied or dissatisfied are you with the overall repair service from you landlord over the past 12 months?

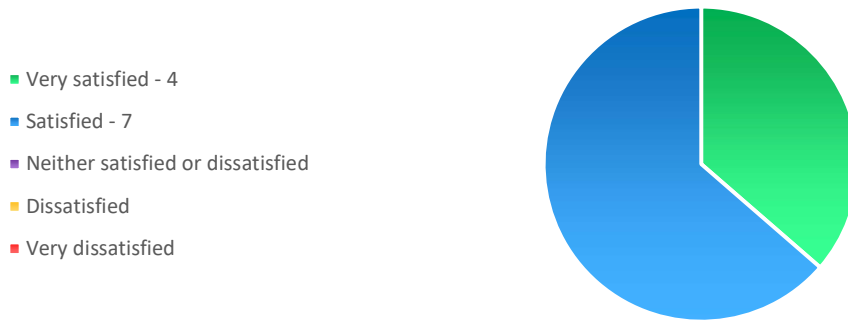


Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



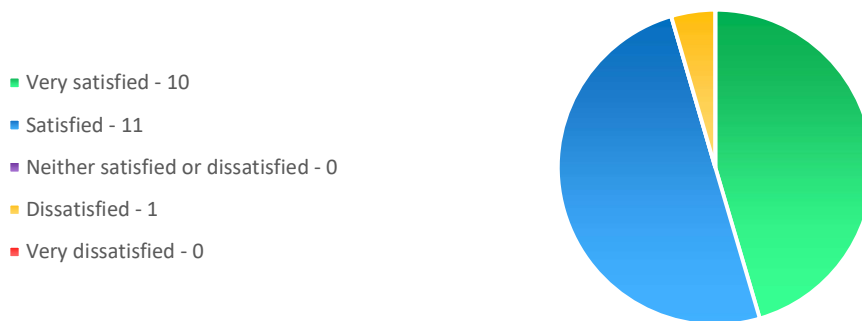
3. Satisfaction with time taken to complete the more recent repair

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



4. Satisfaction that the home is well-maintained

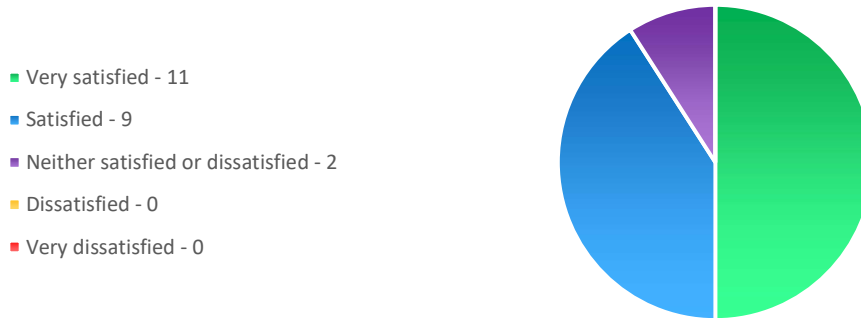
How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?



MAINTAINING BUILDING SAFETY

5. Satisfaction that your home is safe

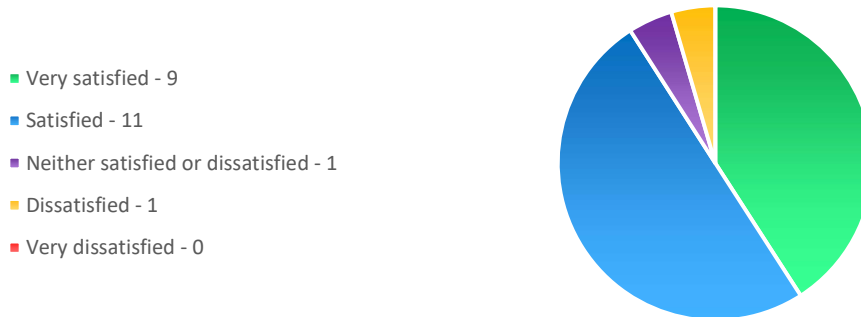
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?



RESPECTFUL AND HELPFUL ENGAGEMENT

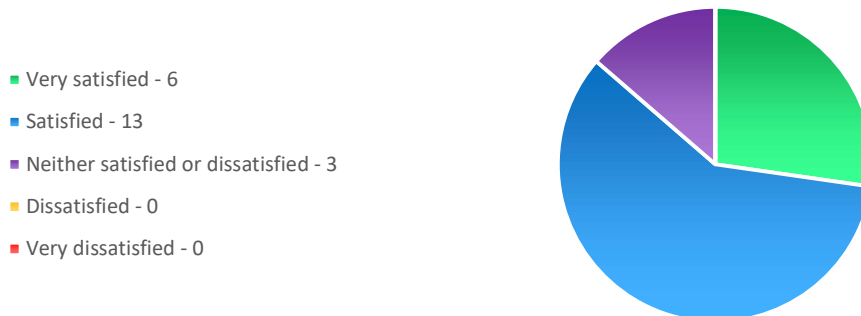
6. Satisfaction that the landlord listens to tenant views and acts upon them

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



7. Satisfaction that the landlord keeps tenants informed about things that matter to them

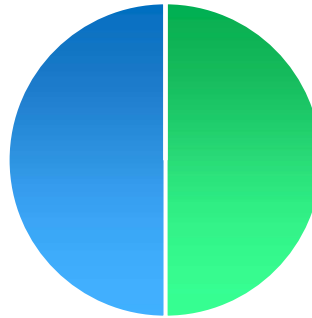
How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



8. Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree with the following? “My landlord treats me fairly and with respect”.

- Strongly agree - 11
- Agree - 11
- Neither agree or disagree - 0
- Disagree - 0
- Strongly disagree - 0

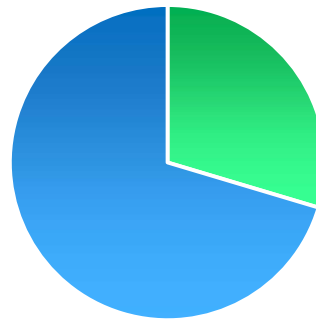


EFFECTIVE HANDLING OF COMPLAINTS

9. Satisfaction that the landlord’s approach to handling complaints

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

- Yes - 8
- No - 14



If yes, how satisfied or dissatisfied are you with your landlord’s approach to complaints handling?

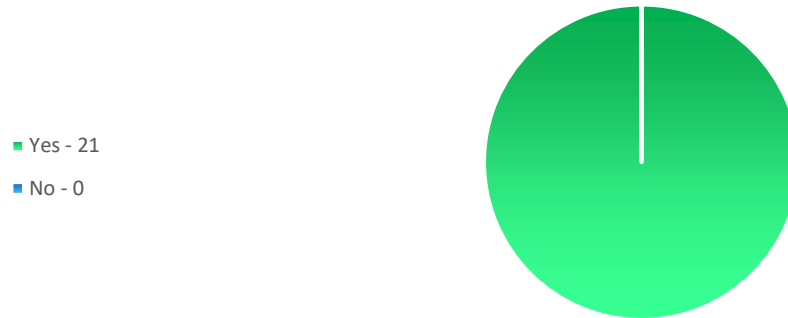
- Very satisfied - 3
- Satisfied - 4
- Neither satisfied or dissatisfied - 0
- Dissatisfied - 1
- Very dissatisfied - 0



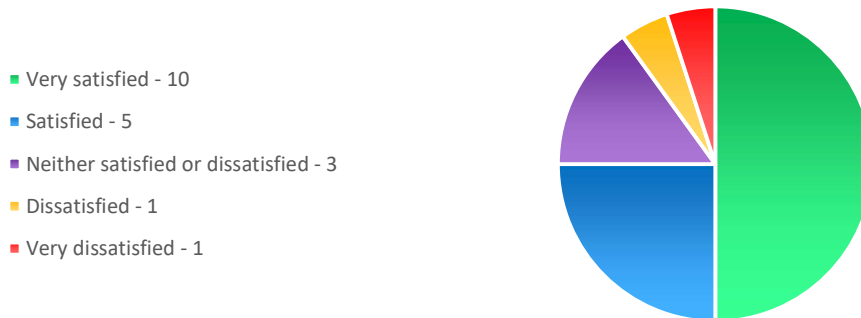
RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

10. Satisfaction that the landlord's keep communal areas clean and well-maintained

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

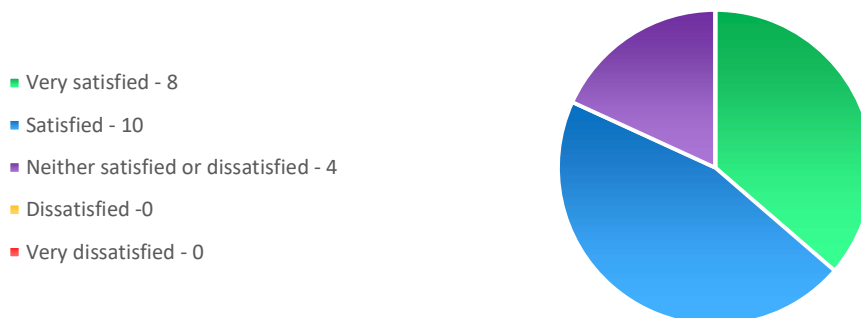


If yes, how satisfied or dissatisfied are you with your landlord keeps these communal areas clean and well-maintained?



11. Satisfaction that the landlord makes a positive contribution to neighbourhoods

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



12. Satisfaction that the landlord's approach to handling anti-social behaviour

How satisfied or dissatisfied are you that your landlord's approach to handling anti-social behaviour?

- Very satisfied - 8
- Satisfied - 10
- Neither satisfied or dissatisfied - 4
- Dissatisfied - 0
- Very dissatisfied - 0

