



Take our Tenants' Satisfaction Survey and you could win a £25 Amazon voucher!

NEW! Government-led Tenant Satisfaction Measures

The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this involves a set of Tenant Satisfaction Measures, which we are asking you to comment on in this questionnaire.

These Tenant Satisfaction Measures are intended to make it easier for you and other social housing tenants to hold their landlords to account. From 1 April 2023, social housing providers must begin collecting data for how they are performing in areas such as Repairs, Safety Checks and Complaints.

It's important that you have your viewpoint counted, so please reply by 1 August 2023.

It should take no more than 15 minutes to complete the questionnaire and every response will go into a draw with a £25 Amazon voucher as the prize! Here we go:

1. Is SDR responsible for carrying out maintenance work on your home?

YES / NO

If Yes, how satisfied are you that your home is well-maintained by us?

- | | |
|---------------------|--------------------------|
| Very Satisfied | <input type="checkbox"/> |
| Fairly Satisfied | <input type="checkbox"/> |
| Neutral | <input type="checkbox"/> |
| Fairly Dissatisfied | <input type="checkbox"/> |
| Very Dissatisfied | <input type="checkbox"/> |

If appropriate, please give a few details about the answer you gave above.

Comments

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

YES / NO

If Yes, how satisfied were you with the overall repair service?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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3. If SDR carried out a recent repair at your home, how satisfied were you with the time taken to complete the repair?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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5. If you have needed to contact SDR about a concern or problem, how satisfied are you that we listen to your comments and act upon them?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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6. How satisfied are you that SDR keeps you informed about the things that matter to you?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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7. How satisfied are you that SDR treats you with fairness and respect?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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8. Have you needed to make a complaint to SDR in the past 12 months?

YES / NO

If Yes, how satisfied are you with the approach SDR takes to handling complaints?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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9. Are there any communal (shared) areas in the building or property where you live? For example hallways, stairwells or common rooms.

YES / NO

If Yes, how satisfied are you that SDR keeps all of these communal areas clean and well-maintained?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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10. Are you satisfied that SDR makes a positive contribution to the neighbourhood around the property where you live?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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11. How satisfied are you with SDR's approach to handling Anti-Social Behaviour?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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12. How satisfied are you with SDR as a landlord and with the way SDR tries to resolve issues that you have raised?

Very Satisfied

Fairly Satisfied

Neutral

Fairly Dissatisfied

Very Dissatisfied

If appropriate, please give a few details about the answer you gave above.

Comments

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Finally, please supply your contact details, so we can get back in touch.

Name Email Address

Postal Address

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Thanks so much for taking the time to complete our survey.
We look forward to receiving your feedback by 1 August 2023.

And good luck in the Prize Draw!



Please return your completed survey in the pre-paid envelope provided by 1 August 2023. You can take the survey on our website if you prefer:

<https://southdevonrural.co.uk/>