



Tenant Satisfaction Survey

Your chance to have your say! ☺

The Regulator of Social Housing (RSH) wants to make it easier for people to find out how good their landlord is and compare with other landlords. They also want to check that landlords are giving people good housing.

The Regulator has told all social housing providers like Waythrough, to collect information around these areas, known as Tenant Satisfaction Measures (TSMs):

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints-handling
- Respectful and helpful tenant engagement
- Responsible neighbourhood management

We ask for your feedback on how we're doing on these areas. This will take up to 30 minutes to complete.

It's important we get as many responses as we can so we can focus on the things that are important to you. Your feedback will be used to calculate TSMs which we will publish next year.

We will protect your confidentiality and your responses will not be shared beyond those who require the information to produce the TSM results, unless you give explicit consent.

Please complete the survey below and as a thank you, we will enter you into our prize draw for a shopping voucher.

One survey per resident (or household) is permitted.

* Required

ABOUT YOU

1. Your name *

2. First line of your address *

OVERALL SATISFACTION

TP01

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

4. Please add any comments to help us understand your response

KEEPING PROPERTIES IN GOOD REPAIR

TP02-TP04

5. Has Waythrough carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

6. If yes, How satisfied or dissatisfied are you with the overall repairs service from Waythrough over the last 12 months?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

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

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

8. How satisfied or dissatisfied are you that Waythrough provides a home that is well maintained?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

9. Please add any comments to help us understand your response

MAINTAINING BUILDING SAFETY

TP05

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

11. Please add any comments to help us understand your response

RESPECTFUL AND HELPFUL ENGAGEMENT

TP06-TP08

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

13. How satisfied or dissatisfied are you that Waythrough keeps you informed about things that matter to you?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

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

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/ don't know

15. Please add any comments to help us understand your response

EFFECTIVE HANDLING OF COMPLAINTS

TP09

16. Have you made a complaint to Waythrough in the last 12 months?

☐ Yes

☐ No

17. If yes, How satisfied or dissatisfied are you with Waythrough's approach to complaints handling?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

18. Please add any comments to help us understand your response

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

TP10-TP12

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

- ☐ Yes
- ☐ No
- ☐ Don't know

20. If yes, How satisfied or dissatisfied are you that Waythrough keeps these communal areas clean and well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

21. How satisfied or dissatisfied are you that Waythrough makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

23. Please add any comments to help us understand your response

PRIZE DRAW ENTRY

Thank you for completing this survey

24. Please state if you would like to be entered into the prize draw.

☐ Yes

☐ No

25. Please provide your name and contact details

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