

TSM Questionnaire 2023-24

Question	Question text	Rating scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Elim Housing?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that Elim Housing provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Elim Housing provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
4	Do you live in a building with communal areas, either inside or outside, that Elim Housing is responsible for maintaining?	Yes, No, Don` t know
5	How satisfied or dissatisfied are you that Elim Housing keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
7	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
8	Has Elim Housing carried out a repair to your home in the last 12 months?	Yes, No
9	How satisfied or dissatisfied are you with the overall repairs service from Elim Housing over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
10	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
11	If you are not satisfied with how Elim Housing deals with repairs and maintenance, please could you explain the reason why?	n/a
12	How satisfied or dissatisfied are you that Elim Housing makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
13	How satisfied or dissatisfied are you with Elim Housing's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
14	How satisfied or dissatisfied are you that Elim Housing 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
15	How satisfied or dissatisfied are you that Elim Housing 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
16	To what extent do you agree or disagree with the following `Elim Housing treats me fairly and with respect` ?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don` t know
17	How satisfied or dissatisfied are you that Elim Housing is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
18	As you were not satisfied with Elim Housing being easy to deal with could you tell me why?	n/a
19	Have you made a complaint to Elim Housing in the last 12 months?	Yes, No

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20	How satisfied or dissatisfied are you with Elim Housing's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
21	What do you think Elim Housing does well?	n/a
22	What one thing could Elim Housing do to improve its services?	n/a
23	Does your home currently suffer from any damp or mould issues?	Yes, No
23A	And if yes, have you reported it to Elim Housing?	Yes, No
P1	Elim Housing would welcome the opportunity to see your individual answers and comments; would you therefore be happy for your individual responses to be attributed to you when being passed back to Elim Housing and thereby waiving your right to anonymity?	Yes, No
P2	Are you happy for Elim Housing to contact you regarding any information you have provided in this survey?	Yes, No