

Tenant Satisfaction Measures



Good (time of day), please may I speak to @name?

My name is X and I am calling from Pexel on behalf of your landlord, Watford Community Housing. WCH wanted us to ask you independently about the services that you receive from them.

The questions take about 5-7 minutes to complete. The results will be used to improve services and shared with their tenant group the Gateway Membership Team.

Before I begin, I need to make you aware that the interview is carried out under the Market Research Society's Code of Conduct and the call is recorded for training and quality control.

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

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

Has Watford Community Hosuing carried out a repair to your home in the last 12 months ? **(Required)**

Tick one of the following

- Yes
- No

How satisfied or dissatisfied are you with the overall repairs service from Watford Community Housing over the last 12 months ?

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

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

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

How satisfied or dissatisfied are you that Watford Community Housing provides a home that is well maintained ?

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Watford Community Housing provides a home that is safe ? [Required]

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

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

[Required]

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Watford Community Housing keeps you informed about things that matter to you? [Required]

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

To what extent do you agree or disagree with the following:

Watford Community Housing treats me fairly and with respect ? [Required]

Tick one of the following

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable/ Don't Know

Have you made a complaint to Watford Community Housing in the last 12 months ? [Required]

Tick one of the following

- Yes
- No

How satisfied or dissatisfied are you with Watford Community Housing's approach to complaints handling ?

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that Watford Community Housing is responsible for maintaining ? **(Required)**

Tick one of the following

- Yes
- No
- Don't know

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

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

How satisfied or dissatisfied are you that Watford Community Housing makes a positive contribution to your neighbourhood ? **(Required)**

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

How satisfied or dissatisfied are you with Watford Community Housing's approach to handling anti-social behaviour? [Required]

Tick one of the following

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Don't Know

Thank you so much for your time today. WCH will be sharing your views with the tenant Gateway Membership Team group.

WCH will also make the results available at their Annual General Meeting and be sharing this with all tenants on their website at www.wcht.org.uk and in their next magazine.

Your help today has been really appreciated.

