

Questionnaire		
Question Number	Question Text	Rating Scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Settle Housing Group?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that Settle Housing Group 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 Settle Housing Group provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
4	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
5	Do you live in a building with communal areas, either inside or outside, that Settle Housing Group is responsible for maintaining?	Yes, No, Don't know
5A	How satisfied or dissatisfied are you that Settle Housing Group 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 Settle Housing Group makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
7	How satisfied or dissatisfied are you with Settle Housing Group's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
8	Has Settle Housing Group carried out a repair to your home in the last 12 months?	Yes, No
8A	How satisfied or dissatisfied are you with the overall repairs service from Settle Housing Group over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8B	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
9	How satisfied or dissatisfied are you that Settle Housing Group 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

10	How satisfied or dissatisfied are you that Settle Housing Group 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
11	To what extent do you agree or disagree with the following 'Settle Housing Group treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
12	How satisfied or dissatisfied are you that Settle Housing Group is easy to deal with?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
13	Overall, on a scale of 1 to 10 where 1 is 'very little effort' and 10 is 'a lot of effort', how much effort do you have to make to engage with Settle Housing Group?	1 - Very little effort, 2, 3, 4, 5, 6, 7, 8, 9, 10 - A lot of effort
14	Overall, on a scale of 1 to 10 where 1 is 'no trust' and 10 is 'complete trust', do you trust Settle Housing Group as an organisation?	10 (Completely), 9, 8, 7, 6, 5, 4, 3, 2, 1 (Not at all)
15	Have you made a complaint to Settle Housing Group in the last 12 months?	Yes, No
15A	How satisfied or dissatisfied are you with Settle Housing Group's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
16	What one thing could Settle Housing Group do to improve its services?	n/a
P1	The results of this survey are confidential. However, would you be happy for us to give your responses to Settle Housing Group with your name attached so that they have better information to help them improve services?	Yes, No
P2	Would you be happy for Settle Housing Group to contact you to follow up any of the comments or issues you have raised?	Yes, No