

Stonewater Tenant Satisfaction Measures Survey

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater?
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

If very satisfied probe “Why would you say you are satisfied?”

If fairly satisfied or Neither satisfied nor dissatisfied probe “What could Stonewater do to make you more satisfied?”

If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. Has Stonewater carried out a repair to your home in the last 12 months? **[LCRA only]**
- Yes (Go to Q3)
 - No (Go to Q5)
3. How satisfied or dissatisfied are you with the overall repairs service from Stonewater over the last 12 months? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

If very or fairly satisfied probe “Why would you say you are satisfied?”

If Neither satisfied nor dissatisfied probe “What could Stonewater do to make you satisfied?”

If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

4b. Do any of the repairs you have reported in the last 12 months still need work doing to complete them? **[LCRA only]**

- Yes (Go to Q4c) (HOT ALERT, Must have also answered very dissatisfied for Q3 and be happy to be contacted)
- No (Go to Q5)

- Not applicable/don't know (Go to Q5)

4c. Please can you briefly give more detail on this?

5. How satisfied or dissatisfied are you that Stonewater provides a home that is well maintained? **[LCRA only]**

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

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

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

7. How satisfied or dissatisfied are you that Stonewater 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

If very or fairly satisfied probe "Why would you say you are satisfied?"

If Neither satisfied nor dissatisfied probe "What could Stonewater do to make you satisfied?"

If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

8. How satisfied or dissatisfied are you that Stonewater 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

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

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

If strongly agree or agree probe "Why would you say you agree?"

If Neither agree nor disagree probe "What could Stonewater do to make you agree?"

If disagree or strongly disagree probe "Why do you disagree?"

10. Have you made a complaint to Stonewater in the last 12 months?

- Yes (Go to Q11)
- No (Go to Q12)

11. How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?

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

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

- Yes (Go to Q13)
- No (Go to Q14)
- Don't know (Go to Q14)

13. How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?

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

14. How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighborhood?

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

If very or fairly satisfied probe “Why would you say you are satisfied?”

If Neither satisfied nor dissatisfied probe “What could Stonewater do to make you satisfied?”

If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

15. How satisfied or dissatisfied are you with Stonewater’s approach to handling anti-social behaviour?

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

16. Within the last 12 months have you reported an incident of ASB to Stonewater?

- Yes
- No
- Don’t know

Q17. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with your landlord, Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q18)
- No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

Q18. Are you happy for your landlord to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data?