

Tenant Satisfaction Measures

Survey Questions

No.	Question	Responses
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Manchester?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Don't know
2	Why do you say that?	Customer Comment
3	Has One Manchester carried out a repair to your home in the last 12 months?	Yes
		No
4	How satisfied or dissatisfied are you with the overall repairs service from One Manchester over the last 12 months?	Very Satisfied
		Fairly Satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable / Don't know
5	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
		Not applicable/ don't know
6	Generally, how satisfied, or dissatisfied are you with the way One Manchester deals with repairs and maintenance?	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 One Manchester provides a home that is well maintained?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know

8	Thank you - Is there anything else you would like to share about your responses to the repairs and maintenance questions you have just provided?	Customer Comment
9	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that One Manchester provides a home that is safe?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know
10	Based on the answer you just gave, is there anything you would like to share about the safety of your home?	Customer Comment
11	How satisfied or dissatisfied are you that One Manchester 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
12	How satisfied or dissatisfied are you that One Manchester 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
13	To what extent do you agree or disagree with the following "One Manchester treats me fairly and with respect"?	Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree Not applicable/ don't know
14	Thank you – thinking about your answers to the last few questions - is there anything more you'd like to say about how One Manchester listens, keeps you informed, or the way you are treated? else you would like to add about One Manchester's communication with you as a customer?	Customer Comment
15	Have you made a complaint to One Manchester in the last 12 months?	Yes No
16	How satisfied or dissatisfied are you with One Manchester's approach to complaints handling?	Very satisfied Fairly satisfied

		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know
17	And could you let us know why you gave this answer in relation to One Manchester's approach to complaints handling?	Customer Comment
18	Do you live in a building with communal areas, either inside or outside, that One Manchester is responsible for maintaining?	Yes
		No
		Don't know
19	How satisfied or dissatisfied are you that One Manchester keeps these communal areas clean and well maintained?	Very satisfied
		Fairly satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know
20	Thank you – could you let us know why you gave this answer in relation to One Manchester's cleaning and maintenance of communal areas?	Customer Comments
21	How satisfied or dissatisfied are you that One Manchester 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	Thank you - Is there anything else you would like to add about One Manchester's contribution to your neighbourhood?	Customer Comments
23	How satisfied or dissatisfied are you with One Manchester's approach to handling anti-social behaviour?	Very Satisfied
		Fairly Satisfied
		Neither satisfied nor dissatisfied
		Fairly dissatisfied
		Very dissatisfied
		Not applicable/ don't know
24	Could you let us know why you have given this answer in relation to One Manchester's approach to handling Anti-Social behaviour?	Customer Comment
25	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?	Yes
		No
26	Are you happy for us to share your details along with your responses with One Manchester?	Yes
		No