

Teachers Housing Association

Complete list of questions asked for the 2023-2024 Tenant Satisfaction Measures (this includes additional questions that go beyond the mandatory questions).

Taking everything into account, how satisfied or dissatisfied are you with the service provided by THA?
How satisfied or dissatisfied are you that THA provides a home that is well maintained?
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that THA provides a home that is safe?
Do you live in a building with communal areas, either inside or outside, that THA is responsible for maintaining?
How satisfied or dissatisfied are you that THA keeps these communal areas clean and well maintained?
If you are not satisfied with your home or communal areas, please provide more information and what THA could improve.
Has THA carried out a repair to your home in the last 12 months?
How satisfied or dissatisfied are you with the overall repairs service from THA over the last 12 months?
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
Generally, how satisfied or dissatisfied are you with the way THA deals with repairs and maintenance?
If you are not satisfied with the repairs and maintenance service, please provide more information and what THA could improve.
How satisfied or dissatisfied are you that THA listens to your views and acts upon them?
How satisfied or dissatisfied are you that THA keeps you informed about things that matter to you?

To what extent do you agree or disagree with the following
'THA treats me fairly and with respect' ?

How satisfied or dissatisfied are you that THA is easy to deal with?

If you are not satisfied with customer service and communications, please provide more information and what could THA improve.

How satisfied or dissatisfied are you that THA makes a positive contribution to your neighbourhood?

How satisfied or dissatisfied are you with THA's approach to handling anti-social behaviour?

Have you made a complaint to THA in the last 12 months?

How satisfied or dissatisfied are you with THA's approach to complaints handling?

How likely would you be to recommend THA to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?

What one thing could THA improve?

Do you currently struggle with any of the following? Paying your rent or service charges

Do you currently struggle with any of the following?
Meeting the cost of household bills

Do you currently struggle with any of the following?
Meeting the cost of utility/fuel bills

Does the property meet your household needs?

Does your home currently suffer from any damp or mould issues?

And if yes, have you reported it to THA?

How satisfied or dissatisfied are you with the energy efficiency of your home?

Do you consider yourself to have a disability according to the terms given in the DDA (Disability Discrimination Act

1995)?

If you have answered yes, please indicate the type of impairment which applies to you. If you experience more than one type of impairment, please tick all the types that apply. If your disability does not fit any of these types, please mark Other and specify. Physical/mobility impairment, such as a difficulty using your arms or mobility issues which require you to use a wheelchair or crutches

Learning disability/difficulty, such as Downs syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder

Visual impairment, such as being blind or having a serious visual impairment

Long standing illness or health condition, such as dementia, cancer, HIV, diabetes, chronic heart disease or epilepsy

Hearing impairment, such as being deaf or having a serious hearing impairment

Mental Health condition, such as depression or schizophrenia

Other - Please specify

If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?

THA would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to THA, and for them to follow up as appropriate?

Are you happy for THA to contact you regarding any information you have provided in this survey?