

Tenant Satisfaction Measures



This survey gives you the opportunity to feedback on your overall experience of Aspire and our services.

This is more important than any other survey we ask you to complete through the year, because your feedback is used to calculate our annual tenant satisfaction results that are now a legal requirement from the government.

Our results will be published annually to make our performance more visible and help you, as our customer, hold us to account. We will also use your feedback throughout the year to help inform our service improvement plans.

The survey will take approximately **10 minutes** to complete. Thank you for taking the time to share your feedback with us.

Your responses are confidential and any information given will not affect your tenancy. You can view our privacy statement here: <https://www.aspirehousing.co.uk/privacy>

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Aspire ?

Tick one of the following

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

2. Why did you choose this option for satisfaction with our service?

(You can leave this blank if you don't want to answer).

3. Has Aspire carried out a repair to your home in the last 12 months ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

4. How satisfied or dissatisfied are you with the overall repairs service from Aspire over the last 12 months ?

Tick one of the following

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

5. 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

6. Why did you choose these options for our repairs service?

(You can leave this blank if you don't want to answer).

7. How satisfied or dissatisfied are you that Aspire provides a home that is well maintained ?

Tick one of the following

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

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

Tick one of the following

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

9. Why did you choose these options about the quality of your home?

If you are dissatisfied with the quality of your home, please provide details so we can assess the situation and contact you if required. You can leave this blank if you don't want to answer.

10. How satisfied or dissatisfied are you that Aspire listens to your views and acts upon them?

Tick one of the following

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

11. How satisfied or dissatisfied are you that Aspire keeps you informed about things that matter to you ?

Tick one of the following

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

12. Why did you choose these options for how well we listen and keep you informed on things that matter?

(You can leave this blank if you don't want to answer).

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

Aspire treats me fairly and with respect ?

Tick one of the following

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

14. Why did you choose this option for the extent we treat you fairly and with respect?

(You can leave this blank if you don't want to answer).

15. Have you made a complaint to Aspire in the last 12 months ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

16. How satisfied or dissatisfied are you with Aspire's approach to complaints handling ?

Tick one of the following

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

17. Why did you choose this option for our approach to complaint handling?

(You can leave this blank if you don't want to answer).

18. Do you live in a building with communal areas, either inside or outside, that Aspire is responsible for maintaining ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

19. How satisfied or dissatisfied are you that Aspire 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

20. Why did you choose this option for communal area cleanliness and maintenance?

(You can leave this blank if you don't want to answer).

21. How satisfied or dissatisfied are you that Aspire makes a positive contribution to your neighbourhood?

Tick one of the following

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

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

Tick one of the following

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

23. Why did you choose these options for our contribution to the neighbourhood and handling of ASB?

(You can leave this blank if you don't want to answer).

24. How satisfied are you that your rent provides value for money?

Tick one of the following

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

25. We review all responses and may wish to get in touch to discuss your feedback further if an issue has been raised. Are you happy for us to contact you? **[Required]**

Tick one of the following

- ☐ Yes
- ☐ No

You have reached the end of the survey, thank you very much for sharing your feedback with us. Your responses will be used to help us improve our services and meet our legal requirements.

Previous results can be found on our website here: aspirehousing.co.uk/how-are-we-doing. You will be able to see the results from the current survey later in 2024 once we have collected all the responses.

You can also leave us feedback anytime via our website here: aspirehousing.co.uk/contact-us

For information on the Tenant Satisfaction Measures from the government, click [here](#).