

TENANT SATISFACTION - CONSULTATION

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

<input checked="" type="checkbox"/> Letters	<input type="checkbox"/> Meetings	<input type="checkbox"/> Staff Visits	<input type="checkbox"/> Newsletters	<input type="checkbox"/> Surveys	<input type="checkbox"/> Other (please specify)
--	--	--	---	---	---

TENANT SATISFACTION - DECISION MAKING

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association's decision making process?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/>

TENANT SATISFACTION - SERVICES

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Don't know/no opinion

TENANT SATISFACTION - INFORMATION

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

<input checked="" type="checkbox"/> Very Good	<input type="checkbox"/> Fairly Good	<input type="checkbox"/> Neither Good nor Poor	<input type="checkbox"/> Fairly Poor	<input type="checkbox"/> Very Poor
--	---	---	---	---

TENANT SATISFACTION - CONDITION OF YOUR NEW HOME

5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/>

TENANT SATISFACTION - QUALITY OF YOUR HOME

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/>

TENANT SATISFACTION - CONSULTATION

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

<input checked="" type="checkbox"/> Letters	<input type="checkbox"/> Meetings	<input type="checkbox"/> Staff Visits	<input type="checkbox"/> Newsletters	<input type="checkbox"/> Surveys	<input type="checkbox"/> Other (please specify)
--	--	--	---	---	---

TENANT SATISFACTION - DECISION MAKING

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association's decision making process?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/>

TENANT SATISFACTION - SERVICES

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Don't know/no opinion

TENANT SATISFACTION - INFORMATION

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

<input checked="" type="checkbox"/> Very Good	<input type="checkbox"/> Fairly Good	<input type="checkbox"/> Neither Good nor Poor	<input type="checkbox"/> Fairly Poor	<input type="checkbox"/> Very Poor
--	---	---	---	---

TENANT SATISFACTION - CONDITION OF YOUR NEW HOME

5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/>

TENANT SATISFACTION - QUALITY OF YOUR HOME

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

<input checked="" type="checkbox"/> Very Satisfied	<input type="checkbox"/> Fairly Satisfied	<input type="checkbox"/> Neither Satisfied, nor Dissatisfied
<input type="checkbox"/> Fairly Dissatisfied	<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/>

TENANT SATISFACTION - CONSULTATION

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

Letters	<input checked="" type="checkbox"/>	Meetings	<input type="checkbox"/>	Staff Visits	<input type="checkbox"/>	Newsletters	<input type="checkbox"/>	Surveys	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
----------------	-------------------------------------	-----------------	--------------------------	---------------------	--------------------------	--------------------	--------------------------	----------------	--------------------------	----------------------------------	--------------------------

TENANT SATISFACTION – DECISION MAKING

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association’s decision making process?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION - SERVICES

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

Very Satisfied	<input type="checkbox"/>	Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	Don't know/no opinion	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION - INFORMATION

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

Very Good	<input type="checkbox"/>	Fairly Good	<input checked="" type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	--------------------------	--------------------	-------------------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

TENANT SATISFACTION – CONDITION OF YOUR NEW HOME

5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very Satisfied	<input type="checkbox"/>	Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION – QUALITY OF YOUR HOME

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION – REPAIRS & MAINTENANCE

7. 'Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Kingsridge Cleddans Housing Association'

Very Satisfied		Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied		
Fairly Dissatisfied		Very Dissatisfied				

TENANT SATISFACTION - NEIGHBOURHOOD

8. 'Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?'


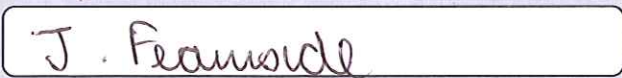
Very Satisfied		Fairly Satisfied		Neither Satisfied, nor Dissatisfied	<input checked="" type="checkbox"/>	
Fairly Dissatisfied		Very Dissatisfied				

TENANT SATISFACTION - VALUE FOR MONEY

9. 'Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good value for money? Is it.....'

Very Good		Fairly Good	<input checked="" type="checkbox"/>	Neither Good nor Poor		Fairly Poor		Very Poor	
------------------	--	--------------------	-------------------------------------	------------------------------	--	--------------------	--	------------------	--

Thank you for your patience and co-operation with this survey, your views are important to us, is there any further comment(s) you would like to make?

SIGNED (TENANT)		<input type="text" value="02/08/17"/>
SIGNED HOUSING ASSISTANT		<input type="text" value="02/08/17"/>

TENANT SATISFACTION - CONSULTATION

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

Phone call

Letters		Meetings		Staff Visits		Newsletters		Surveys		Other (please specify)	
----------------	--	-----------------	--	---------------------	--	--------------------	--	----------------	--	----------------------------------	--

TENANT SATISFACTION - DECISION MAKING

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association's decision making process?

Very Satisfied		Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input checked="" type="checkbox"/>	
Fairly Dissatisfied		Very Dissatisfied				

TENANT SATISFACTION - SERVICES

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied		Neither Satisfied, nor Dissatisfied		
Fairly Dissatisfied		Very Dissatisfied		Don't know/no opinion		

TENANT SATISFACTION - INFORMATION

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

Very Good	<input checked="" type="checkbox"/>	Fairly Good		Neither Good nor Poor		Fairly Poor		Very Poor	
------------------	-------------------------------------	--------------------	--	------------------------------	--	--------------------	--	------------------	--

TENANT SATISFACTION - CONDITION OF YOUR NEW HOME

5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very Satisfied		Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied		
Fairly Dissatisfied		Very Dissatisfied				

TENANT SATISFACTION - QUALITY OF YOUR HOME

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied		Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied		
Fairly Dissatisfied		Very Dissatisfied				

TENANT SATISFACTION - REPAIRS & MAINTENANCE

7. 'Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Kingsridge Cleddans Housing Association'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>		

TENANT SATISFACTION - NEIGHBOURHOOD

8. 'Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?'

Very Satisfied	<input type="checkbox"/>	Fairly Satisfied	<input checked="" type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>		

TENANT SATISFACTION - VALUE FOR MONEY

9. 'Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good value for money? Is it.....'

Very Good	<input type="checkbox"/>	Fairly Good	<input checked="" type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	--------------------------	--------------------	-------------------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

Thank you for your patience and co-operation with this survey, your views are important to us, is there any further comment(s) you would like to make?

SIGNED (TENANT)	<input type="text" value="MCHitticks"/>	<input type="text"/>
	SIGNED HOUSING ASSISTANT	<input type="text" value="J. Feanside"/>

TENANT SATISFACTION - CONSULTATION

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

Letters	<input checked="" type="checkbox"/>	Meetings	<input type="checkbox"/>	Staff Visits	<input type="checkbox"/>	Newsletters	<input type="checkbox"/>	Surveys	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
----------------	-------------------------------------	-----------------	--------------------------	---------------------	--------------------------	--------------------	--------------------------	----------------	--------------------------	----------------------------------	--------------------------

TENANT SATISFACTION - DECISION MAKING

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association's decision making process?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>		

TENANT SATISFACTION - OVERALL SERVICE

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	Don't know/no opinion	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION - INFORMATION

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

Very Good	<input checked="" type="checkbox"/>	Fairly Good	<input type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	-------------------------------------	--------------------	--------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

TENANT SATISFACTION - HOME QUALITY

5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>		

TENANT SATISFACTION - OVERALL HOME QUALITY

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>		

TENANT SATISFACTION - REPAIRS & MAINTENANCE

7. 'Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Kingsridge Cleddans Housing Association'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

TENANT SATISFACTION - NEIGHBOURHOOD

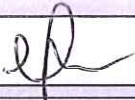
8. 'Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

9. 'Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good value for money? Is it.....'

Very Good	<input checked="" type="checkbox"/>	Fairly Good	<input type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	-------------------------------------	--------------------	--------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

Thank you for your patience and co-operation with this survey, your views are important to us, is there any further comment(s) you would like to make?

SIGNED (TENANT)		<input type="text" value="a/08/17"/>
	SIGNED HOUSING ASSISTANT	J. Feamside

TENANT SATISFACTION - CONSULTATION

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

Letters	<input checked="" type="checkbox"/>	Meetings	<input type="checkbox"/>	Staff Visits	<input type="checkbox"/>	Newsletters	<input type="checkbox"/>	Surveys	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
---------	-------------------------------------	----------	--------------------------	--------------	--------------------------	-------------	--------------------------	---------	--------------------------	------------------------	--------------------------

TENANT SATISFACTION - DECISION MAKING

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association's decision making process?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION - SERVICE

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	Don't know/no opinion	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION - INFORMATION

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

Very Good	<input checked="" type="checkbox"/>	Fairly Good	<input type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
-----------	-------------------------------------	-------------	--------------------------	-----------------------	--------------------------	-------------	--------------------------	-----------	--------------------------

TENANT SATISFACTION - CONDITION OF YOUR HOME

5. Thinking about when you moved in, how satisfied or dIssatisfied were you with the standard of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION - QUALITY OF YOUR HOME

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TENANT SATISFACTION – REPAIRS & MAINTENANCE

7. 'Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Kingsridge Cleddans Housing Association'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

TENANT SATISFACTION – NEIGHBOURHOOD

8. 'Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

TENANT SATISFACTION – VALUE FOR MONEY

9. 'Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good value for money? Is it.....'

Very Good	<input checked="" type="checkbox"/>	Fairly Good	<input type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	-------------------------------------	--------------------	--------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

Thank you for your patience and co-operation with this survey, your views are important to us, is there any further comment(s) you would like to make?

SIGNED (TENANT)	<input type="text" value="lyn Gregg"/>	<input type="text" value="2.8.17"/>
SIGNED HOUSING ASSISTANT	<input type="text" value="J. Farnside"/>	<input type="text" value="02/08/17"/>

1. Which method do you prefer to use when we consult you about decisions affecting your home? Please ✓ one box.

Letters	<input checked="" type="checkbox"/>	Meetings	<input type="checkbox"/>	Staff Visits	<input type="checkbox"/>	Newsletters	<input type="checkbox"/>	Surveys	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
----------------	-------------------------------------	-----------------	--------------------------	---------------------	--------------------------	--------------------	--------------------------	----------------	--------------------------	----------------------------------	--------------------------

2. How satisfied or dissatisfied are you that the opportunities given to you to participate in Kingsridge Cleddans Housing Association's decision making process?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

3. What satisfaction rate would you give for the overall service you receive from Kingsridge Cleddans Housing Association Ltd?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>	Don't know/no opinion	<input type="checkbox"/>	<input type="checkbox"/>

4. How good or poor do you feel Kingsridge Cleddans Housing Association Ltd is at keeping you informed about their services and decisions?

Very Good	<input checked="" type="checkbox"/>	Fairly Good	<input type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	-------------------------------------	--------------------	--------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

6. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

7. 'Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Kingsridge Cleddans Housing Association'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

8. 'Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?'

Very Satisfied	<input checked="" type="checkbox"/>	Fairly Satisfied	<input type="checkbox"/>	Neither Satisfied, nor Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>	Very Dissatisfied	<input type="checkbox"/>			

9. 'Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good value for money? Is it.....'

Very Good	<input checked="" type="checkbox"/>	Fairly Good	<input type="checkbox"/>	Neither Good nor Poor	<input type="checkbox"/>	Fairly Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
------------------	-------------------------------------	--------------------	--------------------------	------------------------------	--------------------------	--------------------	--------------------------	------------------	--------------------------

Thank you for your patience and co-operation with this survey, your views are important to us, is there any further comment(s) you would like to make?

SIGNED (TENANT)

SIGNED HOUSING ASSISTANT

J. Fearnside

02/08/17

CHERYL MARTIN