

**GROVE HOUSING ASSOCIATION LIMITED
171 YORK ROAD
BELFAST
BT15 3HB**

TENANT SATISFACTION AND INFORMATION SURVEY (MAR 07)

We are currently conducting a survey of all our Tenants to find out what you think about the service given by the Association. This will hopefully identify our strengths and weaknesses and help us to improve our service. Your co-operation in filling out this form and returning it will be much appreciated. If you need any help please let us know.

1. a) How many years have you been a Tenant of Grove?
- b) How many years have you lived in your present home?
- c) How many bedrooms are there in your home?
2. What is your age group? (please tick)
- Under 25 26-45 46-60 Over 60
3. Have many people live in your home including yourself under 18 18 – 64
65 and over
4. Has any member of your household including yourself got a long term disability or illness.
Yes No
5. Is there anything the Association could do to your home or when designing new homes that would help with your disability?

6. If yes, please indicate the general type of disability or disabilities that you have.
- Mobility difficulties Mental impairment Sight impairment
Hearing impairment Age related illness/disability Other _____
- _____

7. **Association's Office**

(a) Please rate the Association's office facilities:

	Good	Satisfactory	Fair	Poor	Don't Know
Size					
Comfort					
Condition					
Privacy to talk elsewhere					
Privacy at counter					

Any further comments about office facilities? _____

8. **Association's Staff**

(a) Please rate how you find the Association's staff.

	Good	Satisfactory	Fair	Poor	Not Applicable
Appearance					
Attitude					
Efficiency					
Knowledge					

Other Comments/How could staff improve? _____

9. **Do you telephone the Association?** Yes No
 (If no go to Q8)

If yes, please rate how you find the staff if you phone.

	Good	Satisfactory	Fair	Poor	N/A
Efficiency					
Attitude/Manner					

How do you think this service might be improved? _____

10. **Repairs**

(a) In what state of repair do you feel the Association keeps your home?

Good Satisfactory Fair Poor

(b) Were you aware that the Association has target periods to complete emergency, urgent and routing repairs ?

Yes Some Knowledge No

(c) Do you know the arrangements for reporting essential emergency repairs outside the normal office hours or holidays?

Yes Some Knowledge No

(d) How on average would you rate the Association's repair service

	Good	Satisfactory	Fair	Poor
Ease of reporting				
Arranging work				
Speed of starting work				
Efficiency of Contractor				
Quality of work				
Tidiness of contractor				
Politeness of contractor				
Completion of work				

How do you think this service might be improved? _____

(e) If you could report repairs through the internet, would you do so?

Yes No

11) **Rents**

How do you find the Association's arrangements for paying rent?

Good Satisfactory Fair Poor

Have you any suggestions for improving this service?

(b) How well do you think the Association keeps you well informed about your rent?

Yes No

(c) Have you ever had rent arrears?

Yes No (If no go to Q12)

If you have, how would you rate the Association's action in relation to your debt?

	Yes	To some extent	No
Gave clear warning about debt			
Sensitive to problems/circumstances			
Agreed reasonable terms for clearing debt			

Any further comments? _____

12. How satisfied are you with the neighbourhood you live in?

Very satisfied Satisfied Dissatisfied

Is there any action the Association might take to benefit the neighbourhood?

13. Complaints

a) Are you aware of the Association's policy regarding formal complaints?

Yes Some Knowledge No

b) How do you feel the Association has handled any complaints you made?

Very satisfied Satisfied

Any further comments _____

14. How do you rate Grove's news sheet?

Informative Not very useful Not read it

15. Do you know about the Association's House Sales Scheme?

Yes No Would like more information

16. Tenant's Groups can provide the means for better communication between Tenants and the Association. If there was one in your area, would you be willing to:

Serve on the Committee Attend meetings Not interested
(if interested please complete slip enclosed and return to office)

Any further comment/suggestions about Association?

Please note Grove Housing welcomes any suggestions and comments from Tenants. We than you for taking time to complete this form.