

Tenant Satisfaction Measures



Thank you for taking the time to complete this short survey. As part of our drive to improve the service we provide to you, we would like your feedback on how you have experienced our services over the last year.

There are 12 questions which cover most of the services we provide, and the survey should take less than 5 minutes to complete. This is your chance to get involved in our decision-making processes. We will be taking on board all the feedback we receive and using it to plan how we improve our services.

Please do not use this survey to report anything new to us, for example, a new repair. If you need to talk to us, please get in touch:

By phone 020 8826 2800

By email info@cromwood.co.uk

Please see [our privacy policy](#) for more information on how data is used.

Just click the button to get started on the survey and make your voice heard.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cromwood Housing Group? [Required]

Tick one of the following

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

Has Cromwood Housing Group carried out a repair to your home in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from Cromwood Housing Group over the last 12 months? [Required]

Tick one of the following

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

How satisfied are you with the time taken to complete your most recent repair after you reported it? [Required]

Tick one of the following

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

How satisfied or dissatisfied are you that Cromwood Housing Group provides a home that is well maintained?
[Required]

Tick one of the following

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

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cromwood Housing Group provides a home that is safe? [Required]

Tick one of the following

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

How satisfied or dissatisfied are you that Cromwood Housing Group listens to your views and acts upon them?

[Required]

Tick one of the following

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

How satisfied or dissatisfied are you that Cromwood Housing Group keeps you informed about things that matter to you? [Required]

Tick one of the following

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

To what extent do you agree or disagree with the following:
Cromwood Housing Group treats me fairly and with respect? [Required]

Tick one of the following

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

Have you made a complaint to Cromwood Housing Group in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with Cromwood Housing Group's approach to complaints handling? [Required]

Tick one of the following

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

Do you live in a building with communal areas, either inside or outside, that Cromwood Housing Group is responsible for maintaining ? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

How satisfied or dissatisfied are you that Cromwood Housing Group keeps these communal areas clean and well maintained? [Required]

Tick one of the following

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

How satisfied or dissatisfied are you that Cromwood Housing Group makes a positive contribution to your neighbourhood? [Required]

Tick one of the following

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

How satisfied or dissatisfied are you with Cromwood Housing Group's approach to handling anti-social behaviour? [Required]

Tick one of the following

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

Additional questions on Diversity and Equality

This section is not mandatory to complete, but will help us to understand our customers better, and tailor our services.

Do you wish to participate in our Diversity and Equality questions ? [Required]

If Yes, then you will be asked about disability and ethnicity.

If No, then you will skip to the end of the survey - just press Finished to save your previous responses

Tick one of the following

- ☐ Yes
☐ No

Are you a disabled person ?

Tick one of the following

- ☐ Yes
☐ No

Please tell us which category you would use to describe your disability from the following list [Required]

Tick one of the following

- ☐ Autoimmune (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)
☐ Learning difficulties (for example, Down's Syndrome)
☐ Mental health issues (for example, depression, bi-polar)
☐ Neurodivergence conditions (for example, autistic spectrum, dyslexia, dyspraxia)
☐ Physical impairments (for example, wheelchair-user, cerebral palsy)
☐ Sensory impairments (hearing impairment)
☐ Sensory impairments (visual impairment)
☐ Communication impairments (for example, speech impairments)
☐ Other (If none of the categories above apply to you, please specify the nature of your impairment on the next page)
☐ Prefer not to say

Please specify your other disability or impairment

Please tick the box that best describes your particular ethnicity

Tick one of the following

- ☐ Asian or Asian British
- ☐ Black, Black British, Caribbean or African
- ☐ Mixed or Multiple ethnic groups
- ☐ White
- ☐ Other

Please advise your particular Asian background

Tick one of the following

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background

Please specify your particular Black, Caribbean or African background

Tick one of the following

- ☐ Caribbean
- ☐ African
- ☐ Any other Black, Black British or Caribbean background

Please specify your Mixed or Multiple ethnic background

Tick one of the following

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed or Multiple ethnic background

Please specify your White background

Tick one of the following

- ☐ English, Welsh, Scottish, Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Roma, any other White background

Please specify your Other ethnic background

Tick one of the following

- ☐ Arab
- ☐ Any other ethnic group

Please select which option best describes your belief or religion from the list below

Tick one of the following

- ☐ No specific belief in religion (for example, atheism or agnosticism)
- ☐ Other belief (for example, humanism) (please specify)
- ☐ Buddhism
- ☐ Christianity – Catholic
- ☐ Christianity – Protestant
- ☐ Christianity – other (please specify)
- ☐ Hinduism
- ☐ Islam
- ☐ Judaism
- ☐ Sikhism
- ☐ Other religion (please specify)
- ☐ Prefer not to say

Please specify your other belief or religion

Please specify your gender

Tick one of the following

- ☐ Female
- ☐ Male
- ☐ Intersex
- ☐ Other
- ☐ Prefer not to say

Please specify your other gender

What is your sexual orientation?

Tick one of the following

- ☐ Bisexual
- ☐ Gay man
- ☐ Heterosexual/straight
- ☐ Lesbian/gay woman
- ☐ Other
- ☐ Prefer not to say

Please advise you rother sexual orientation

Thank you for taking the time to complete our survey.

If you have any questions please get in touch with the Cromwood team on 020 8826 2800. We plan to share the results of both these surveys in our tenant newsletter later this year.

