



Tenant Satisfaction Measures

Survey Questions

| Q | Question | Responses |
|---|---|------------------------------------|
| 1 | <i>Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Manchester?</i> | Very satisfied |
| | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Don't know |
| 2 | <i>Why do you say that?</i> | Customer Comment |
| 3 | <i>Has One Manchester carried out a repair to your home in the last 12 months?</i> | Yes |
| | | No |
| 4 | <i>How satisfied or dissatisfied are you with the overall repairs service from One Manchester over the last 12 months?</i> | Very Satisfied |
| | | Fairly Satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable / Don't know |
| 5 | <i>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</i> | Very Satisfied |
| | | Fairly Satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 6 | | Very Satisfied |
| | | Fairly Satisfied |

| | | |
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| | <i>Generally, how satisfied, or dissatisfied are you with the way One Manchester deals with repairs and maintenance?</i> | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable / Don't know |
| 7 | <i>How satisfied or dissatisfied are you that One Manchester provides a home that is well maintained?'</i> | Very satisfied |
| | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 8 | <i>Thank you - Is there anything else you would like to share about your responses to the repairs and maintenance questions you have just provided?</i> | Customer Comment |
| 9 | <i>Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that One Manchester provides a home that is safe?</i> | Very satisfied |
| | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 10 | <i>Based on the answer you just gave, is there anything you would like to share about the safety of your home?</i> | Customer Comment |
| 11 | <i>How satisfied or dissatisfied are you that One Manchester listens to your views and acts upon them?</i> | Very satisfied |
| | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 12 | <i>How satisfied or dissatisfied are you that One Manchester keeps you informed about things that matter to you?</i> | Very satisfied |
| | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 13 | <i>To what extent do you agree or disagree with the following "One Manchester treats me fairly and with respect"?</i> | Strongly Agree |
| | | Agree |
| | | Neither agree nor disagree |
| | | Disagree |
| | | Strongly Disagree |

| | | |
|----|---|------------------------------------|
| | | Not applicable/ don't know |
| 14 | <i>Thank you – thinking about your answers to the last few questions - is there anything more you'd like to say about how One Manchester listens, keeps you informed, or the way you are treated?</i> | Customer Comment |
| 15 | <i>Have you made a complaint to One Manchester in the last 12 months?</i> | Yes |
| | | No |
| 16 | <i>How satisfied or dissatisfied are you with One Manchester's approach to complaints handling?</i> | Very satisfied |
| | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 17 | <i>And could you let us know why you gave this answer in relation to One Manchester's approach to complaints handling?</i> | Customer Comment |
| | <i>Do you live in a building with communal areas, either inside or outside, that One Manchester is responsible for maintaining?</i> | Yes |
| 18 | | No |
| | | Don't know |
| | <i>How satisfied or dissatisfied are you that One Manchester keeps these communal areas clean and well maintained?</i> | Very satisfied |
| 19 | | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 20 | <i>Thank you – could you let us know why you gave this answer in relation to One Manchester's cleaning and maintenance of communal areas?</i> | Customer Comments |
| 21 | | Very satisfied |

| | | |
|----|---|------------------------------------|
| | <i>How satisfied or dissatisfied are you that One Manchester makes a positive contribution to your neighbourhood?</i> | Fairly satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 22 | <i>Thank you - Is there anything else you would like to add about One Manchester's contribution to your neighbourhood?</i> | Customer Comments |
| 23 | <i>How satisfied or dissatisfied are you with One Manchester's approach to handling anti-social behaviour?</i> | Very Satisfied |
| | | Fairly Satisfied |
| | | Neither satisfied nor dissatisfied |
| | | Fairly dissatisfied |
| | | Very dissatisfied |
| | | Not applicable/ don't know |
| 24 | <i>Could you let us know why you have given this answer in relation to One Manchester's approach to handling Anti-Social behaviour?</i> | Customer Comment |
| | <i>Are you happy for us to share your details along with your responses with One Manchester?</i> | Yes |
| 26 | | No |