

Tenant Satisfaction Measures Survey

Hello, we are calling today from The Pioneer Group to collect feedback for our annual Tenant Satisfaction Measures to be published to the Regulator of Social Housing. The survey will enable you to scrutinize our performance and give us insights on where we can improve.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by The Pioneer Group / Castle Vale Community Housing?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Q2 Are there any comments you would like to make?

Q3 Has The Pioneer Group carried out a repair to your home in the last 12 months?

Yes (1)

No (2)

Q4 If yes, how satisfied or dissatisfied are you with the overall repairs service from The Pioneer Group over the last 12 months?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Q5 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Q6 Are there any other comments about our repairs service that you would like to make?

Q7 How satisfied or dissatisfied are you that The Pioneer Group provides a home that is well-maintained?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Q8 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that The Pioneer Group provides a home that is safe?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Not applicable/ don't know (6)

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Q9 How satisfied or dissatisfied are you that The Pioneer Group listens to your views and acts upon them?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Not applicable/ don't know (6)

Q10 How satisfied or dissatisfied are you that The Pioneer Group keeps you informed about things that matter to you?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Not applicable/ don't know (6)

Q11 To what extent do you agree or disagree with the following? *My landlord treats me fairly and with respect*

Strongly Agree (1)

Agree (2)

Neither agree nor disagree (3)

Disagree (4)

Strongly disagree (5)

Not applicable/ don't know (6)

Q12 Have you made a complaint to The Pioneer Group in the last 12 months?

Yes (1)

No (2)

Q13 If yes, how satisfied or dissatisfied are you with The Pioneer Group's approach to complaints handling?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Q14 Do you live in a building with communal areas, either inside or outside, that The Pioneer Group is responsible for maintaining?

Yes (3)

No (6)

Not applicable/ don't know (7)

Q15 If yes, how satisfied or dissatisfied are you that The Pioneer Group keeps these communal areas clean and well-maintained?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Q16 How satisfied or dissatisfied are you that The Pioneer Group makes a positive contribution to your neighbourhood?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Not applicable/ don't know (6)

Q17 How satisfied or dissatisfied are you with The Pioneer Group's approach to handling anti-social behaviour?

Very satisfied (1)

Fairly satisfied (2)

Neither satisfied nor dissatisfied (3)

Fairly dissatisfied (4)

Very dissatisfied (5)

Not applicable/ don't know (6)

Q18 Finally, are there any other comments you wish to make?
