



Tenant Perception Survey - 2024-25

This survey is designed to gather feedback from tenants to further improve our service. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Sustain (UK), as required by the Regulator of Social Housing

This should only be completed by each Tenant once a year.

All responses will be gathered in line with our data protection policy and any information shared with a third party will be anonymized. This is available here <https://www.sustainuk.org/confidentiality-privacy-policy/>

* Required

1. Name

2. Address

3. Who is your Home Provider?

4. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sustain? *

Overall Satisfaction

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

5. Has Sustain or your Home Provider carried out a repair to your home in the last 12 months? *

Yes

No

6. If yes, How Satisfied or dissatisfied are you with the overall repairs service from Sustain over the last 12 months? *

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

7. Has Sustain or your Home provider carried out a repair to home in the last 12 months? *

Satisfaction with repairs

Yes

No

8. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

9. How satisfied or dissatisfied are you that Sustain provides a home that is well maintained? *

Satisfaction that the home is well maintained

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

10. Thinking about the condition of the property or building you live in, how satisfied are you that Sustain provides you a home that is safe? *

Satisfaction that the home is safe

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

11. How satisfied or dissatisfied are you that Sustain listens to your views and acts upon them? *

Satisfaction that Sustain listens to views and acts upon them

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

12. How satisfied or dissatisfied are you that Sustain keeps you informed about things that matter to you? *

Satisfaction that Sustain keeps tenants informed on things that matter to them

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/Don't know

13. To what extent do you agree or disagree with the following : 'Sustain treats me fairly with respect'

*

Agreement that Sustain treats tenants fairly and with respect

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/Don't know

14. Have you made a complaint to Sustain in the last 12 month? *

Satisfaction with Sustain's approach to handling complaints

- Yes
- No

15. If yes, how satisfied or dissatisfied are you with Sustain's approach to complaints handling?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

16. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? *

Satisfaction that Sustain keeps communal areas clean and well maintained

- Yes
- No
- Don't know

17. If yes, how satisfied or dissatisfied are you that Sustain keeps these communal areas clean and well maintained? *

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

18. How satisfied or dissatisfied are you that Sustain makes a positive contribution to your neighborhood? *

Satisfaction that Sustain makes a positive contribution to neighborhoods

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Not applicable/Don't know

19. How satisfied or dissatisfied are you with Sustain's approach to anti-social behavior? *

Satisfaction to Sustain's approach to handling anti-social behavior

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Not applicable/Don't know

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