

**Tenants Satisfaction Survey**

**Housing Handover Satisfaction**

**Q1: Overall, how satisfied are you with the overall service provided by your housing association?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied  | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Fairly satisfied | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |

**Q2: Do you have a full understanding of your tenants obligations and your tenancy agreement?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied  | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Fairly satisfied | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |

**Q3: Were you happy with the condition of the property on move in day?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied  | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Fairly satisfied | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |

**Q4: Do you have a full understanding of the workings of the house (handover)?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied  | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Fairly satisfied | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |

**Q5: What is your opinion on the upkeep and condition of the general development?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied  | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Fairly satisfied | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |

**Are there any areas you think could/should be improved upon with regards to you moving into the property?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**General Satisfaction Levels**

**Contacting Novas**

**Q6: What would be your main reason for contacting Novas?**

|  |  |
| --- | --- |
|  | **Please tick appropriate box** |
| **To request rent details** |  |
| **To report a repair** |  |
| **To highlight another issue** |  |
| **Any other (please specify)** |  |

**Q7: When you contact Novas, are you happy with the speed at which your query is dealt with?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied  | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Fairly satisfied | Very satisfied |
|  |  |  |  |  |

**Repairs and Maintenance**

**Q8: How satisfied or dissatisfied are you with the repairs service provided by your landlord?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very dissatisfied | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Somewhat satisfied | Very satisfied | Don’t know/ no opinion |
| 1 | 2 | 3 | 4 | 5 |  |

**Q9: Do you feel requested repairs are done in a timely and efficient manner?**

|  |  |  |
| --- | --- | --- |
| Yes | No | No opinion |
| 1 | 2 |  |

**Q10: Are there any areas for repair/ maintenance issues or areas you would like to highlight?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Further info on any area of repairs**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Complaints**

**Q11: If you ever have a complaint about the accommodation or service provided, are you happy that it is generally dealt with appropriately?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very dissatisfied | Somewhat dissatisfied | Neither satisfied nor dissatisfied | Somewhat satisfied | Very satisfied | Don’t know/ no opinion |
| 1 | 2 | 3 | 4 | 5 |  |

**Q12: Do you feel that there is a clear complaints process in place?**

|  |  |  |
| --- | --- | --- |
| Yes | No | No opinion |
|  |  |  |

**Further info re complaints**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Novas as a housing provider aims to provide a level of supported living to tenants to help them feel secure.**

**Q13: How would you rate the level of support offered?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very good | Good | Neutral | Poor | Very poor | Don’t know/ no opinion |
| 1 | 2 | 3 | 4 | 5 |  |

**Q14: How would you rate your interactions with Novas Staff?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very good | Good | Neutral | Poor | Very poor | Don’t know/ no opinion |
| 1 | 2 | 3 | 4 | 5 |  |

**Q15: How would you rate the current procedures in place for dealing with an emergency such as fire?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very good | Good | Neutral | Poor | Very poor | Don’t know/ no opinion |
| 1 | 2 | 3 | 4 | 5 |  |

**Do you have any feedback on the current operation, support or staffing of the complex**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Communication/ Participation**

**Q16: How do you feel Novas is at keeping you informed about things that might affect you as a tenant?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Fairly poor | Very poor | Neither good nor poor | Fairly Good | Very Good |
| 1 | 2 | 3 | 4 | 5 |

**Q17: Are you happy with the current level of contact with your housing association?**

Yes/No

**If no, would you like more or less contact?**

More/ Less

**If more, what subjects would you like more contact on?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q18: Would you like to form part of a Resident’s Association?**

**Yes/ No**

**Q19: Would you like it if there was a Residents Social Committee formed?**

Yes/ No/ No opinion

**Would you have any interest in becoming a member of a committee if one was formed?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q20: When dealing with Novas have your suggestions/ feedback every being taken on board?**

|  |  |  |  |
| --- | --- | --- | --- |
| Yes, my suggestions/feedback was/were taken on-board  | I gave my suggestions/feedback but this **was not** taken on-board | No, never given the opportunity to give feedback | Never felt the need to give suggestions or feedback  |
| 1 | 2 | 3 | 4 |

**Q21: Would you like to be more involved in the way your Novas run housing in your area?**

|  |  |  |
| --- | --- | --- |
| Yes  | No  | Don’t Know  |
| 1 | 2 | 3 |

**Q22: Is there anything we have missed or any other feedback you would like to provide?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Thank you for taking part in this survey. Your survey can be sent to us by email housing@novas.ie or by post to Regional Office Abigail Womens Centre, Kildonan Road, Finglas, Dublin 11