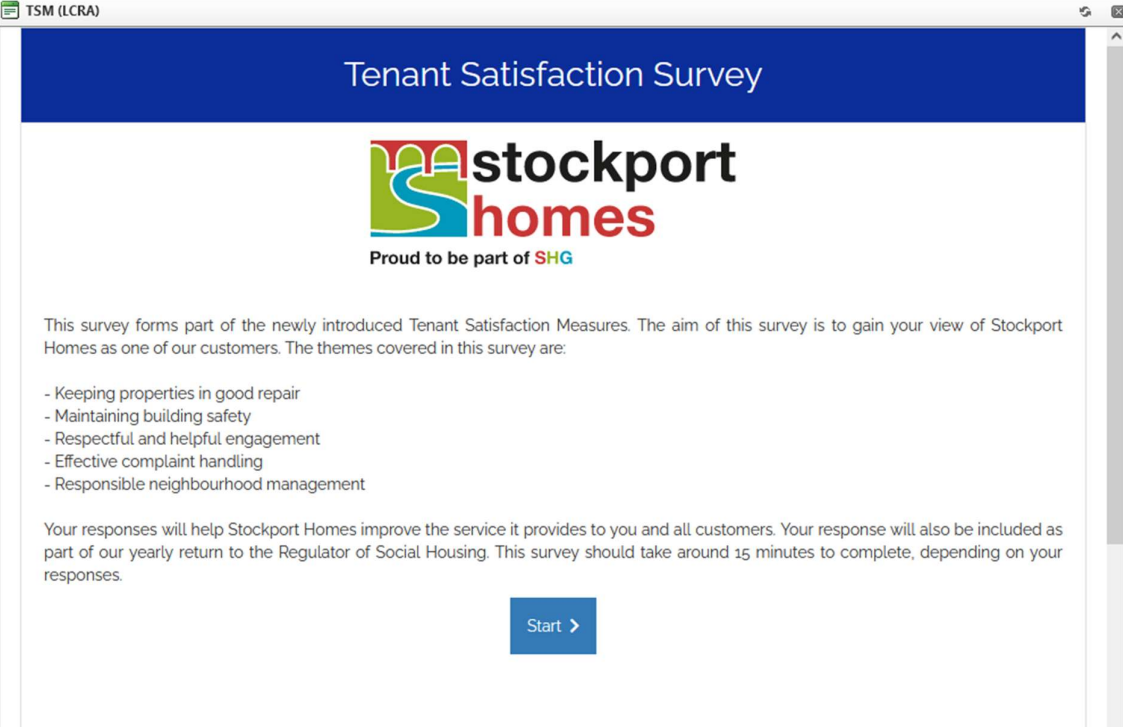



## **Stockport Homes Group – Online Survey.**

The below collection of screenshots show the step by step process for completing the online survey. Stockport Homes used [CX Feedback](#) for online surveys.



TSM (LCRA)

### Tenant Satisfaction Survey



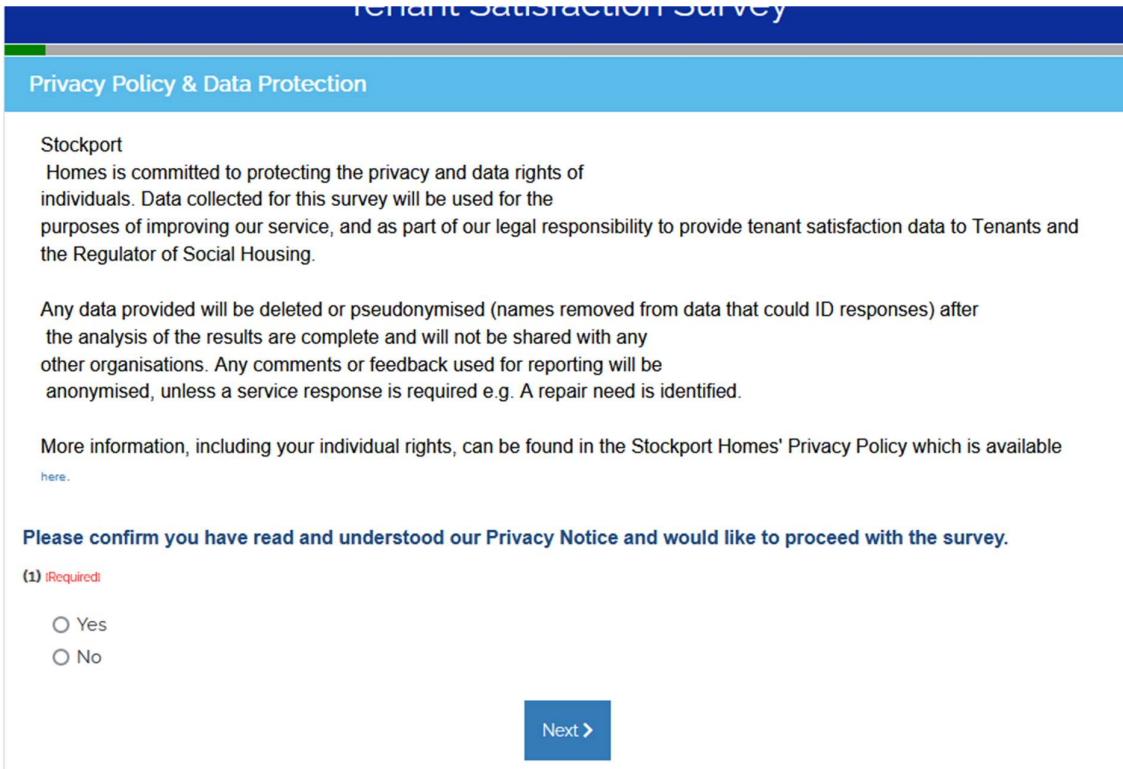
Proud to be part of SHG

This survey forms part of the newly introduced Tenant Satisfaction Measures. The aim of this survey is to gain your view of Stockport Homes as one of our customers. The themes covered in this survey are:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective complaint handling
- Responsible neighbourhood management

Your responses will help Stockport Homes improve the service it provides to you and all customers. Your response will also be included as part of our yearly return to the Regulator of Social Housing. This survey should take around 15 minutes to complete, depending on your responses.

[Start >](#)



### Tenant Satisfaction Survey

#### Privacy Policy & Data Protection

**Stockport Homes** is committed to protecting the privacy and data rights of individuals. Data collected for this survey will be used for the purposes of improving our service, and as part of our legal responsibility to provide tenant satisfaction data to Tenants and the Regulator of Social Housing.

Any data provided will be deleted or pseudonymised (names removed from data that could ID responses) after the analysis of the results are complete and will not be shared with any other organisations. Any comments or feedback used for reporting will be anonymised, unless a service response is required e.g. A repair need is identified.

More information, including your individual rights, can be found in the Stockport Homes' Privacy Policy which is available [here](#).

**Please confirm you have read and understood our Privacy Notice and would like to proceed with the survey.**

**(\*)** (Required)

Yes

No

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## Tenant Satisfaction Survey

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stockport Homes?**

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

**Has Stockport Homes carried out a repair to your home in the last 12 months ?**

TP02 - filter question

[Clear Selection](#)

- Yes
- No

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you with the overall repairs service from Stockport Homes over the last 12 months

TP02

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

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

TP03

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you that Stockport Homes provides a home that is well maintained ?

TPo4

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stockport Homes provides a home that is safe ?

TPo5

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you that Stockport Homes listens to your views and acts upon them ?

TPo6

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you that Stockport Homes keeps you informed about things that matter to you?

TPo7

[Clear Selection](#)

- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable/ Dont Know

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## Tenant Satisfaction Survey

To what extent do you agree or disagree with the following:  
Stockport Homes treats me fairly and with respect ?

TPo8

Agreement that the landlord treats tenants fairly and with respect

[Clear Selection](#)

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable/ Don't Know

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## Tenant Satisfaction Survey

Have you made a complaint to Stockport Homes in the last 12 months ?

TPog - filter question

[Clear Selection](#)

- Yes
- No

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you with Stockport Homes' approach to complaints handling ?

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

Do you live in a building with communal areas, either inside or outside, that Stockport Homes is responsible for maintaining ?

TP10 - filter question

[Clear Selection](#)

- Yes
- No
- Don't know

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you that Stockport Homes keeps these communal areas clean and well maintained ?

TP10

[Clear Selection](#)

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

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## Tenant Satisfaction Survey

How satisfied or dissatisfied are you that Stockport Homes makes a positive contribution to your neighbourhood ?

TP11

[Clear Selection](#)

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

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# Tenant Satisfaction Survey

How satisfied or dissatisfied are you with Stockport Homes' approach to handling anti-social behaviour ?

TP12

[Clear Selection](#)

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

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This is the comment section which is available after each question:

# Tenant Satisfaction Survey

Would you like to provide any details or comments?

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