

2024-25

TENANT SATISFACTION MEASURES QUESTIONS



Question	Question text	Rating scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Innisfree?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that Innisfree provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Innisfree provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
4A	Do you live in a building with communal areas, either inside or outside, that Innisfree is responsible for maintaining?	Yes, No, Don't know
4B	How satisfied or dissatisfied are you that Innisfree keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
5	If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved?	N/A
6A	Has Innisfree carried out a repair to your home in the last 12 months?	Yes, No
6B	How satisfied or dissatisfied are you with the overall repairs service from Innisfree over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6C	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

7	Generally, how satisfied or dissatisfied are you with the way Innisfree deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8	How satisfied or dissatisfied are you that Innisfree makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
10	How satisfied or dissatisfied are you with Innisfree's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
14	How satisfied or dissatisfied are you that Innisfree listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
15	How satisfied or dissatisfied are you that Innisfree keeps you informed about things that matter to you?	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 ` Innisfree treats me fairly and with respect` ?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don` t know
11A	Have you made a complaint to Innisfree in the last 12 months?	Yes, No
11B	How satisfied or dissatisfied are you with Innisfree's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
12	To what extent do you agree or disagree with the following ` I know how to make a complaint to Innisfree if I am not happy with the service I receive` ?	Strongly agree, Agree, Neither, Disagree, Strongly disagree, Not applicable / Don` t know
16	How likely would you be to recommend Innisfree to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
NEW_1	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say
NEW_2A	Does your home currently suffer from any damp or mould issues? <i>(If you tick 'Yes' we will pass on your name and address to Innisfree)</i>	Yes, No
NEW_2B	And if yes, have you reported it to Innisfree?	Yes, No
NEW_3	How satisfied or dissatisfied are you with the energy efficiency of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
19	We have asked you lots of questions and we are very grateful for your time and the answers you have given, now it's your turn - is there anything you would like to ask Innisfree or wish to challenge it to do better in any area?	N/A

20	Is there any advice you would give to new or other Innisfree residents so they get the best service from Innisfree?	N/A
P1	The results of this survey are confidential. However, would you be happy for us to give your responses to Innisfree with your name attached so that they have better information to help them improve services?	Yes, No
P2	Would you be happy for Innisfree to contact you to follow up any of the comments or issues you have raised?	Yes, No
P3	Finally (if applicable), I notice from some of your answers you have given that you are not entirely happy, would you like a member of Innisfree staff to call you?	Yes, No
P4	If yes, please can you briefly explain what you would like to discuss with Innisfree, we will only pass this information to the member of staff who will call you and not your survey comments.	N/A



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