

TSM SURVEY QUESTIONS

1. [TP01] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Ashford Borough Council?

1a If very satisfied probe “Why would you say you are satisfied?”

1b If Fairly satisfied or Neither satisfied nor dissatisfied probe “What could Ashford Borough Council do to make you satisfied?”

1c If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [TP02 qualifier] Has Ashford Borough Council carried out a repair to your home in the last 12 months?

Yes (Go to Q3)

No (Go to Q5)

3. [TP02] How satisfied or dissatisfied are you with the overall repairs service from Ashford Borough Council over the last 12 months?

4. [TP03] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

4b Do any of the repairs you have reported in the last 12 months still need work doing to complete them?

If Yes (Go to Q4c)

No (Go to Q5)

Not applicable/don't know (Go to Q5)

4c Please can you briefly give more detail on this?

5. [TP04] How satisfied or dissatisfied are you that Ashford Borough Council provides a home that is well maintained?

6. [TP05] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Ashford Borough Council provides a home that is safe?

7. [TP06] How satisfied or dissatisfied are you that Ashford Borough Council listens to your views and acts upon them?

8. [TP07] How satisfied or dissatisfied are you that Ashford Borough Council keeps you informed about things that matter to you?

9. [TP08] To what extent do you agree or disagree with the following “Ashford Borough Council treats me fairly and with respect”?

10. [TP09 qualifier] Have you made a complaint to Ashford Borough Council in the last 12 months?

Yes (Go to Q11)

No (Go to Q12)

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11. [TP09] How satisfied or dissatisfied are you with Ashford Borough Council's approach to complaints handling?
12. [TP10 qualifier] Do you live in a building with communal areas, either inside or outside, that Ashford Borough Council is responsible for maintaining?
- Yes (Go to Q13)
 - No (Go to Q14)
 - Don't know (Go to Q14)
13. [TP10] How satisfied or dissatisfied are you that Ashford Borough Council keeps these communal areas clean, and well maintained?
14. [TP11] How satisfied or dissatisfied are you that Ashford Borough Council makes a positive contribution to your neighbourhood?
15. [TP12] How satisfied or dissatisfied are you with Ashford Borough Council's approach to handling anti-social behaviour?
- 15a. Within the last 12 months have you reported an incident of Anti-Social Behaviour (ASB) to Ashford Borough Council?
- 16.[extra question] How would you like to be kept informed about things that matter to you as a tenant? Please tick all that apply
- Articles on the council's website (www.ashford.gov.uk)
 - Messages on the Tenant Portal (www.ashford.gov.uk/tenants-portal)
 - Tenant newsletters and bulletins
 - Emails
 - Phone calls
 - Letters
 - Facebook
 - Twitter
 - Other, please state below
 - None of the above (single choice)
17. Finally, would you be interested in getting more involved to help improve the housing service? This could be by joining a formal group, or more informal methods such as giving us your feedback via surveys we send you.
- Yes – please provide your contact details and a member of the engagement team will get in touch
 - Name and Email address fields: (if yes)
 - No
- [contact] Are you happy for Ashford Borough Council Housing & Support to contact you in relation to the feedback that you have given during this survey, if Ashford Borough Council wish to do so?
- Yes
 - No