

## Tenant satisfaction measures:

### Questions asked and response options

Our low cost homeowners (shared owners and leaseholders) who take part in our annual phone perception survey with independent market research company, Acuity, are asked the following questions.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cottsway?
  - **Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied**
2. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cottsway provides a home that is safe?
  - **Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know**
3. As you do not feel that your home is safe, please can you explain why and suggest what could be improved?
4. Do you live in a building with communal areas, either inside or outside, that Cottsway is responsible for maintaining?
  - **Yes, No, Don` t know**
5. If yes, how satisfied or dissatisfied are you that Cottsway keeps these communal areas clean and well-maintained?
  - **Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied**
6. If you do not feel that Cottsway keeps communal areas clean, and well maintained, please can you explain why and suggest what could be improved?
7. How satisfied or dissatisfied are you that Cottsway makes a positive contribution to your neighbourhood?
  - **Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know**
8. How satisfied or dissatisfied are you with Cottsway's approach to handling anti-social behaviour?
  - **Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know**
9. How satisfied or dissatisfied are you that Cottsway 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**

10. How satisfied or dissatisfied are you that Cottsway 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**

11. To what extent do you agree or disagree with the following `Cottsway treats me fairly and with respect`?

- **Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don` t know**

12. Have you made a complaint to Cottsway in the last 12 months?

- **Yes, No**

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

- **Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied**

14. As you are dissatisfied with the way Cottsway handles complaints, please can you explain why and what could be improved?

15. How likely would you be to recommend Cottsway to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?

- **10 - 0**

16. Do you use the internet and online services?

- **Yes, No**

17. How satisfied or dissatisfied are you with the online services provided by Cottsway?

- **Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied, Don` t know**