



# Tenant Satisfaction Survey

## 2025/26

We are contacting you to ask some questions about the quality of service you have received from Pine Court Housing Association. The feedback from this survey will only be used to monitor the services provided by PCHA, and will not be passed onto third parties.

This survey will also be used to monitor our annual Tenant Satisfaction Measures, which will be published to customers and regulators.

All customers who complete our Tenant Satisfaction Measures Survey will be entered into a prize draw for the following amounts: £50 (1st prize), £30 (2nd prize), and £20 (3rd prize).

### 1. Are you happy to proceed, and take part in the survey?

Yes (Go to Q2)  No (End Survey)

### 2. Tenant Name:

### 3. Tenant Address:

### 4. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court Housing Association?

Very satisfied  Fairly satisfied  Neither   
Fairly dissatisfied  Very dissatisfied

**4a. Would you like to make any comments, or suggestions for improvements?**

**5. In the last 12 months, have you had any difficulties paying for your accommodation?**

Yes  No  Prefer not to say

**6. How satisfied or dissatisfied are you that your rent and service charges provide value for money?**

Very satisfied  Fairly satisfied  Neither   
Fairly dissatisfied  Very dissatisfied  Not applicable / Don't know

**6a. Would you like to make any comments, or suggestions for improvements?**

**7. Has PCHA carried out a repair to your home in the last 12 months?**

Yes (Go to Q8)  No (Go to Q10)

**8. If yes, 'How satisfied or dissatisfied are you with the overall repairs service from PCHA over the last 12 months?'**

Very satisfied  Fairly satisfied  Neither   
Fairly dissatisfied  Very dissatisfied

**8a. Would you like to make any comments, or suggestions for improvements?**

**9. If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>		

**9a. Would you like to make any comments, or suggestions for improvements?**

**10. How satisfied or dissatisfied are you that PCHA provides a home that is well-maintained?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>		

**10a. Would you like to make any comments, or suggestions for improvements?**

**11. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that PCHA provides a home that is safe?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**11a. Would you like to make any comments, or suggestions for improvements?**

**12. How satisfied or dissatisfied are you that PCHA listens to your views and acts upon them?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**12a. Would you like to make any comments, or suggestions for improvements?**

**13. How satisfied or dissatisfied are you that PCHA keeps you informed about things that matter to you?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**13a. Would you like to make any comments, or suggestions for improvements?**

**14. To what extent do you agree or disagree with the following 'PCHA treats me fairly and with respect'?**

<i>Strongly agree</i>	<input type="checkbox"/>	<i>Agree</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Disagree</i>	<input type="checkbox"/>	<i>Strongly disagree</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**14a. Would you like to make any comments, or suggestions for improvements?**

**15. Have you made a complaint to PCHA in the last 12 months?**

<i>Yes (Go to Q16)</i>	<input type="checkbox"/>	<i>No (Go to Q17)</i>	<input type="checkbox"/>
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**16. How satisfied or dissatisfied are you with PCHA's approach to complaints handling?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>		

**16a. Would you like to make any comments, or suggestions for improvements?**

**17. Do you live in a building with communal areas, either inside or outside, that PCHA is responsible for maintaining?**

<i>Yes (Go to Q18)</i>	<input type="checkbox"/>	<i>No (Go to Q19)</i>	<input type="checkbox"/>	<i>Don't know (Go to Q19)</i>	<input type="checkbox"/>
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**18. If yes, 'How satisfied or dissatisfied are you that PCHA keeps these communal areas clean and well maintained?'**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>		

**18a. Would you like to make any comments, or suggestions for improvements?**

**19. How satisfied or dissatisfied are you that PCHA makes a positive contribution to your neighbourhood?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**19a. Would you like to make any comments, or suggestions for improvements?**

**20. How satisfied or dissatisfied are you with PCHA's approach to handling anti-social behaviour?**

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Fairly dissatisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**20a. Would you like to make any comments, or suggestions for improvements?**

**21. To what extent do you agree or disagree with the following? "PCHA are fully committed to Equality, Diversity and Inclusion"**

<i>Strongly agree</i>	<input type="checkbox"/>	<i>Agree</i>	<input type="checkbox"/>	<i>Neither</i>	<input type="checkbox"/>
<i>Disagree</i>	<input type="checkbox"/>	<i>Strongly disagree</i>	<input type="checkbox"/>	<i>Not applicable / Don't know</i>	<input type="checkbox"/>

**21a. Would you like to make any comments, or suggestions for improvements?**

**22. As a tenant of Pine Court Housing Association, what are your highest priorities? (Please select the top two)**

<i>Keeping Residents Informed</i>	<input type="checkbox"/>	<i>Repairs and Maintenance</i>	<input type="checkbox"/>
<i>Listening to views and acting on them</i>	<input type="checkbox"/>	<i>Your neighbourhood as a place to live</i>	<input type="checkbox"/>
<i>Dealing with Anti-social behaviour</i>	<input type="checkbox"/>	<i>Culturally sensitive services</i>	<input type="checkbox"/>
<i>Support and advice on welfare benefits and paying rent</i>	<input type="checkbox"/>	<i>Community and cultural celebrations, activities and events</i>	<input type="checkbox"/>
<i>Quality of your home (Home improvements)</i>	<input type="checkbox"/>	<i>Other (Please specify below)</i>	<input type="checkbox"/>

**22a. If 'Other', please specify**

**23. Thank you for taking part in this survey. Would you like a member of staff to call you back and discuss anything from today's survey? If 'No', we will not follow up on your response**

*Yes*

*No*