

**Have your say!**



# Tenant Survey





**Tenant Name** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

**Telephone  
number** \_\_\_\_\_

**This survey was completed by me (Tenant) -  
please tick ☒**

<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
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# Tenant Survey

This survey is to share your views about your home and SJOG Housing.

If you live in a shared house, please fill out your own survey.

This survey is part of the rules set up by the Regulator of Social Housing. These are called Tenant Satisfaction Measures and the results of this survey will be updated in our newsletters.

There are 12 questions to answer.

If you do your survey online, please do not send back your paper copy.

At the end of each question please put a tick ✓ in the box to tell us how you feel.

Please return your completed form to us in the SELF ADDRESSED envelope by **16 May 2025**.



# Useful words



In the booklet we use some hard words.



Satisfied –  
means being pleased or happy.



Dissatisfied –  
means unhappy.



Well-maintained –  
means in a good condition or well kept.



# The Survey Questions

## Question 1:

Taking everything into account, how satisfied or dissatisfied are you with the service provided by SJOG Housing?

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>

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## Question 2:

Is there anything you would like to tell us about being a tenant of SJOG Housing?



### Question 3:

Has SJOG Housing carried out a repair to your home in the last 12 months?

Yes

☐

No

☐

If yes, how satisfied or dissatisfied are you with the overall repairs service from SJOG Housing over the last 12 months?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

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### Question 4:

How satisfied or dissatisfied are you that SJOG Housing provides a home that is well maintained?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

### Question 5:

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

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>

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### Question 6:

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

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>



### Question 7:

How satisfied or dissatisfied are you that SJOG Housing keeps you informed about things that matter to you?

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>

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### Question 8:

To what extent do you agree or disagree with the following  
“SJOG Housing treats me fairly and with respect”?

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>





### Question 9:

Have you made a complaint to SJOIG Housing in the last 12 months?

Yes

☐

No

☐

If yes, 'How satisfied or dissatisfied are you that SJOG Housing keeps these communal areas clean and well maintained?'

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

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### Question 10:

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

Yes

☐

No

☐

Don't know

☐

If yes, 'How satisfied or dissatisfied are you that SJOG Housing keeps these communal areas clean and well maintained?'

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

### Question 11

How satisfied or dissatisfied are you that SJOG Housing makes a positive contribution to your neighbourhood?

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>

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### Question 12:


How satisfied or dissatisfied are you with SJOG Housing's approach to handling anti-social behaviour?

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>



**Thank you**





St John of God Housing Association  
Tessa House, Gleann na hEorna,  
Tallaght, Dublin 24, D24 DTN1  
[www.sjoghousingassociation.ie](http://www.sjoghousingassociation.ie)  
+353 1 233 9138

CRA 20069823