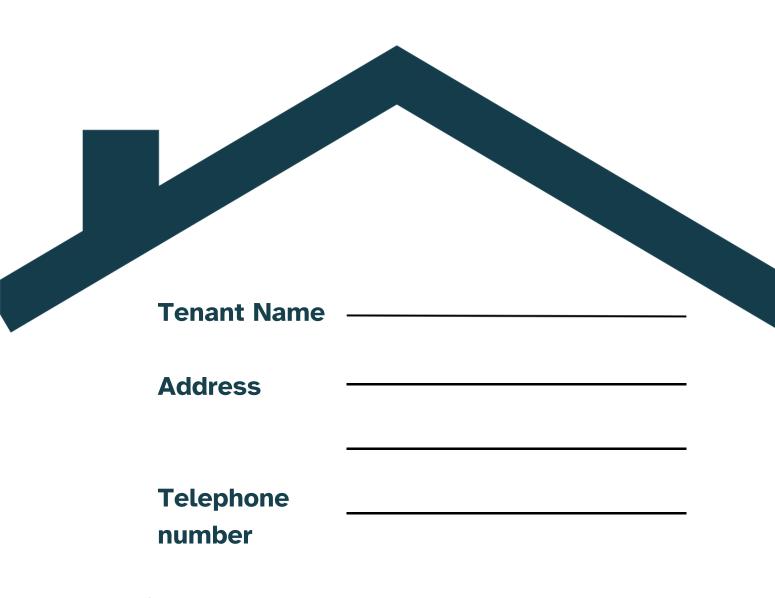
Have your say!







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

Yes	No
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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 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 \checkmark 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 Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Very dissatisfied	
Question 2: Is there anything you would like to tell us about being tenant of SJOG Housing?	ı a



Has SJOG Housing carried out a repair to your home in the last 12 months?	Yes		
If yes, how satisfied or dissatisfied repairs service from SJOG Housing			
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Very dissatisfied			
Question 4: How satisfied or dissatisfied are y provides a home that is well main)G Hous	ing
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied			

Question 3:

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	<u>(()</u>	
Fairly satisfied	0	
Neither satisfied nor dissatisfied	<u></u>	
Fairly dissatisfied		
Very dissatisfied		

Question 6:

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

Very satisfied	<u></u>	
Fairly satisfied	0	
Neither satisfied nor dissatisfied	<u></u>	
Fairly dissatisfied		
Very dissatisfied		



Question 7:

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

Very satisfied	\odot	
Fairly satisfied	0	
Neither satisfied nor dissatisfied	<u>-</u>	
Fairly dissatisfied		
Very dissatisfied		

Question 8:

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

Very satisfied	<u></u>	
Fairly satisfied	0	
Neither satisfied nor dissatisfied	<u>-</u>	
Fairly dissatisfied		
Very dissatisfied		



Question 9:	Yes (
Have you made a complaint to SJOIG	res	
Housing in the last 12 months?	No (<i>5</i>) \square
If yes, 'How satisfied or dissatisfied are your Housing keeps these communal areas clamaintained?' Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Very dissatisfied Very dissatisfied		
Question 10: Do you live in a building with communal areas, either inside or outside, that SJOG Housing is responsible for maintaining? Don't	Yes No know	○ □ ○ □ ? □
If yes, 'How satisfied or dissatisfied are y	ou that	SJOG
Housing keeps these communal areas cle		
maintained?'		
Very satisfied 🕛		
Fairly satisfied (*)		
Neither satisfied nor dissatisfied (
\sim \vdash		
Fairly dissatisfied		
Very dissatisfied (🔀		

Question 11

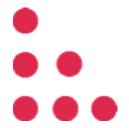
How satisfied or dissatisfied are you that SJOG Housing makes a positive contribution to your neighbourhood?

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

Question 12:

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

Very satisfied	<u>(()</u>	
Fairly satisfied	0	
Neither satisfied nor dissatisfied	<u></u>	
Fairly dissatisfied		
Very dissatisfied		\Box



Thank you

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