

## TENANT SATISFACATION SURVEY

### ABOUT YOUR SUPPORT PROVIDER

Property Address:

Tenant Name:

Room Number:

Survey Completed by:

DATE:  Time:

Good Morning/Afternoon

This survey will be used to help Paragon understand how well it is meeting its residents' needs and will also be used to calculate the annual Tenant Satisfaction Measure that will be published by Paragon. Paragon Supported Housing CIC would appreciate your feedback about the services they provide.

Paragon Supported Housing CIC follow the Market Research Society Code of Conduct and comply with data protection law, and your responses will be subject to the market research rules of confidentiality.





## SURVEY INSTRUCTIONS

Very satisfied

Fairly satisfied

Neither satisfied  
nor dissatisfied

Fairly dissatisfied

Very dissatisfied



### QUESTIONS

### RATING SCALE

How satisfied or dissatisfied are you with the housing service provided by Paragon Supported Housing CIC?



How satisfied or dissatisfied are you that Paragon Supported Housing CIC provides home that is well maintained?



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



How satisfied or dissatisfied are you that Paragon Supported Housing CIC are carrying out their repairs?



Are you satisfied or dissatisfied with the time taken to complete most recent repair?



Are you satisfied or dissatisfied that Paragon Supported Housing CIC keeps communal areas clean and well maintained?



Are you satisfied or dissatisfied that Paragon Supported Housing CIC approach to handling Anti-Social Behavior?



How satisfied or dissatisfied are you with Paragon's approach to complaints handling?



Are you satisfied or dissatisfied that Paragon Supported Housing CIC listens to tenant views and acts upon them?



How satisfied or dissatisfied are you with the overall service provided by Paragon Supported Housing CIC?



**QUESTIONS**

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

Are you in agreement that Paragon Supported Housing CIC treats tenants fairly and with respect?

Are you Satisfied that the home is safe?

**RATING SCALE**

 **Yes**  **No**

 **Yes**  **No**

 **Yes**  **No**

**I agree for my name and details to be attached to this survey and happy for Paragon to contact me in relation to the feedback that I have given during this survey.**

Tenant Signature:

Date:

- ✓ Paragon will ensure your answers remain confidential and your feedback will be used to help Paragon improve their services.
- ✓ This survey has been conducted by a Paragon staff member.
- ✓ If you have any queries or questions in regards to this survey, please contact us.