

Tenant Satisfaction Survey 2025

	Survey Question	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Salvation Army Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction comments	Please describe your specific experiences that have shaped your view of Salvation Army Homes' service.	Open ended
NPS	How likely would you be to recommend Salvation Army Homes to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	10 – extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 – not at all likely
Well Maintained Home	How satisfied or dissatisfied are you that Salvation Army Homes provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Salvation Army Homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Salvation Army Homes is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Salvation Army Homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safety and maintenance comments	Share your views on the safety and maintenance of any communal areas and/or your home	Open ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Salvation Army Homes makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Contribution to Neighbourhood comments	Share your views on your landlord's contribution to your neighbourhood	Open ended
Approach to ASB	How satisfied or dissatisfied are you with Salvation Army Homes's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Reporting of ASB	Have you reported anti-social behaviour to Salvation Army Homes in the last 12 months?	Yes, No
Repairs in Last 12 Months	Has Salvation Army Homes carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months Satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Salvation Army Homes over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Repairs	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs comments	Tell us more about your experience with the repairs service over the last 12 months	Open ended

Damp and Mould	Does your home currently suffer from any damp and mould issues? <i>(if you tick yes, we will pass your name and address to Salvation Army Homes)</i>	Yes, No
Damp and Mould reported	Have you reported it to Salvation Army Homes?	Yes, No
Listens and Acts	How satisfied or dissatisfied are you that Salvation Army Homes 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
Keeps you Informed	How satisfied or dissatisfied are you that Salvation Army Homes 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
Fairly and with Respect	To what extent do you agree or disagree with the following 'Salvation Army Homes treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Easy to Deal With	How satisfied or dissatisfied are you that Salvation Army Homes is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints in Last 12 Months	Have you made a complaint to Salvation Army Homes in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Salvation Army Homes's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints Handling comments	Please describe your experience of how complaints are handled	Open ended
Cost of Living	Do you currently struggle with any of the following...? Paying your rent or service charges Meeting the cost of household bills Meeting the cost of utility / fuel bills	Yes, No, I am worried about the future, Prefer not to say
Support	If you answered yes at Q25, would you like Salvation Army Homes to contact you to discuss this?	Yes, No
Getting Involved	Would you like to be part of a tenant team improving your neighbourhood and community? Join Salvation Army Homes and be part of the exciting changes that will shape improvements and change across their homes.	Yes, No
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Salvation Army Homes with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Salvation Army Homes to contact you to follow up on any of the comments or issues you have raised?	Yes, No