

Tenant Satisfaction Survey

General Satisfaction Level:

Q1. Overall are you happy with the service provided by Foscadh Housing?

Yes No Unsure

Q2. Please rate your overall satisfaction with the following elements of your tenancy/ service:

	Very Satisfied	Quite Satisfied	Unsure	Not Satisfied
Rent levels				
Ease of contacting the Association				
Condition of the dwelling				
Condition of the communal facilities (if any)				
Repairs and maintenance service				

Further comments:

.....

Contacting Foscadh Housing:

Q3. What would be your main reason for contacting Foscadh Housing?

To request rent details
 To report a repair
 Query on community activities
 Other (Please specify) _____

Q4. When you do contact the association, are you happy with the speed at which your query is dealt with?

Yes No Unsure

If you are not happy with the speed at which your query was dealt with, you can give reasons for this here:

.....

Tenant Satisfaction Survey

Rent Payment:

Q5. What method of rent payment do you use?

Household Budget

Payment to Foscadh Housing (Postal order)

Bank standing order payments

Other (Please specify) _____

Q6. Are you happy with your current payment method?

Yes No

Q7. Are there any other payment methods you would like to see made available to you?

Yes No

If yes, Please specify:

Tennant Communications:

Q8. Would you consider that Foscadh Housing is easy to contact at the moment?

Yes No

If no, Please specify why not:

Q9. Which of the following methods would you most like to see Foscadh Housing use to contact you (Please number your top 3 preferences where 1 is your most preferred method, 2 your second most preferred and 3 is your third):

Post
E-mail
Telephone
Community Meetings
Home Visits
Facebook (Social Media)
Other (Please name):

Tenant Satisfaction Survey

Estate Management and Tenant Engagement:

Q10. Do you consider any of the following to be an issue within your estate/complex?

	Yes	No	Maybe
Condition of communal areas/shared space			
Noise from neighbours			
Anti-social behaviour			
Children/youths loitering			

Q11. Are you involved with any of the following within your neighbourhood?

	Yes	No	Maybe
Community Centre Activities			
Neighbourhood Activities			
Tidy Towns / Village			
Other (Please Specify) _____			

Q12. Would you like to become involved in your local Residents Association Activities?

Yes No Don't know

General Comments:

Q13. Do you have any additional comments or issues you would like to tell us about? These can include recommendations for how we can improve our service to you.

.....

.....

.....

.....

Thank you for your time.



Foscadh Housing Association
Ballymakenny Road,
Drogheda,
Co. Louth, A92 H298.