

Date: <Date>
Ref: <Survey Reference Number>



Harbour House
Port Way
Preston
PR2 2DW
www.communitygateway.co.uk
Freephone: 0800 953 0213 – Option 6
Email: feedback@communitygateway.co.uk

<Title> <First Name> <Surname>
<Address line 1>
<Address line 2>
<Address line 3>
<Postcode>

Dear <Title> <Surname>,

Tenant Satisfaction Measures Survey

At Community Gateway, your feedback is invaluable to us. We are dedicated to understanding your needs and continually improving the services we provide.

To help us achieve this, we kindly ask you to take part in a brief survey. This is your opportunity to share what we're doing well, highlight areas where we could do better and let us know how satisfied you are with your home and the services we offer.

Your feedback will play a crucial role in assessing our performance against the Tenant Satisfaction Measures set by our Regulator.

The survey is being carried out on our behalf by an independent organisation called **TPTracker** and should take no more than five minutes to complete. While completing the survey is voluntary, your input is highly valued and we encourage you to participate.

Please return your survey in the pre-paid envelope provided within 2 weeks of receipt of the survey.

If you do not reply to the survey, TPTracker may try to call you from the following number to gather your feedback: 01772 288245

If you would like more information on the Tenant Satisfaction Measures or have any questions, you can visit our website www.communitygateway.co.uk, email feedback@communitygateway.co.uk or call us on freephone **0800 953 0213 (Option 6)**.

Yours sincerely,



Rob Wakefield
Chief Executive

FURTHER HELP

If you would like this document in
large text or **another language** please call **0800 953 0213**

Bengali যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Gujarati જો તમને આ દસ્તાવેજ બીજી ભાષામાં કે અન્ય ફોર્મેટમાં જોઈતો હોય તો કૃપા કરીને અમને પૂછો.

Hindi यदि आपको यह दस्तावेज़ किसी अन्य भाषा या रूप में चाहिए तो कृपया हम से कहें।

Punjabi ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਥੇ ਮੰਰ

Urdu اگر آپ کو یہ دستاویز کسی دیگر زبان یا وضع میں درکار ہو تو برائے مہربانی ہم سے دریافت کریں۔

Farsi در صورتیکه میل دارید این نوشته به زبان یا شکل دیگری به شما داده شود، لطفاً آنرا از ما درخواست نمایند.

Polish Jeżeli chcieliby Państwo uzyskać informację w innym języku lub w innej formie, proszę nas o tym poinformować.

Tenant Satisfaction Measures Survey



PURPOSE OF THE SURVEY

The purposes of this survey are to:

- a) enable us to collect and publish the Tenant Satisfaction Measures introduced by our Regulator.
- b) help us understand what you think we are doing well, where you feel we can improve, and overall how satisfied you are with your home and the services you receive from us.

HOW TO COMPLETE THE QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire, which will take no more than 5 minutes to complete:

- 1) The questionnaire should be completed by the tenant or carer.
- 2) Please answer by shading in **one** circle per question, unless stated otherwise in the question.
- 3) Please check that you have answered all the questions that apply to you.
- 4) Please return the completed questionnaire to TPTracker Ltd in the FREEPOST envelope provided.

YOUR DATA

Community Gateway Association only collects and processes personal data that is necessary for us to offer you a service or perform our duties as an organisation. Our legal basis for collecting the information in the survey is legitimate interest.

We will not share your information for marketing purposes with any companies outside of the Community Gateway Association group.

If you would like to know more about how we process personal data and your rights in relation to data protection, please visit www.communitygateway.co.uk and click on the "Data Protection" link at the bottom of any page on the website. Alternatively, for further information, please contact the Business Assurance Team on 0800 953 0213 – Option 6.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by CGA?

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

☐ ☐ ☐ ☐ ☐

5. How satisfied or dissatisfied are you that CGA 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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How satisfied or dissatisfied are you that CGA 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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. To what extent do you agree or disagree with the following "CGA treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8a. Have you made a complaint to CGA in the last 12 months?
If you have shaded 'Yes' please move to question 8b
If 'No' please move to question 9a.

Yes (Move to Q8b)

☐

No (Move to Q9a)

☐

8b. If yes, how satisfied or dissatisfied are you with CGA's approach to complaints handling?

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

9a. Do you live in a building with communal areas, either inside or outside, that CGA is responsible for maintaining?
If you have shaded 'Yes' please move to question 9b
If 'No' please move to question 10.

Yes (Move to Q9b)

☐

No (Move to Q10)

☐

Don't know (Move to Q10)

☐

9b.	If yes, how satisfied or dissatisfied are you that CGA keeps these communal areas clean and well maintained?				
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10.	How satisfied or dissatisfied are you that CGA makes a positive contribution to your neighbourhood?					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11.	How satisfied or dissatisfied are you with CGA's approach to handling anti-social behaviour?					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12.	Do you feel safe and secure in your community?				
	Yes			No	
	<input type="radio"/>			<input type="radio"/>	

13.	How satisfied or dissatisfied are you that your rent provides value for money?				
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14.	How likely or unlikely would you be to recommend CGA to family and friends?										
	Very unlikely									Very likely	
	0	1	2	3	4	5	6	7	8	9	10
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for taking the time to complete this questionnaire.

Please return it as requested in the envelope provided.