**Questionnaire for tenants**

This section asks about the safety and quality of your home and the services provided by your landlord.

1. Do you feel your home meets the legal standards for health and safety, such as fire, gas, electrical and asbestos safety?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel your home is in a good state of repair?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel any repairs or maintenance issues that you report are dealt with promptly and effectively?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you have ben provided with clear and accurate information about the safety and quality of your home and the services that are provided?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you are consulted and your views are taken into account when planning or carrying out any major works or improvements to your home or the communal areas?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you have been communicated with regularly and effectively, using a variety of methods and channels that suit my needs and preferences.

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do your feel you are provided with easy access to relevant and up-to-date information about your performance, policies, procedures and decisions that affect you and other tenants?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you are listened to and actions are taken following your feedback, complaints and compliments, and you are informed of how it has been used to improve services.

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel that we work with you and other tenants to prevent and address any anti-social behaviour or nuisance that affects your neighbourhood and the communal areas?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel your values and the diversity and equality of you and other tenants are made accessible and inclusive to all?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you have been provided with clear and accurate information about your tenancy agreement, rights and responsibilities, and any changes that may affect them?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you are treated fairly and consistently?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you that your privacy is respected and your home is only entered with your consent or in an emergency?

Yes ( )

No ( )

Please provide us with some more information if you have answered No:

1. Do you feel you are supported to sustain your tenancy and is provided helps to access any advice or assistance that you may need?

Yes ( )

No ( )

Please provide us with some more information if you have answered No: