

Tenant Satisfaction Survey

Your chance to have your say!

«ShortLink QR
Code»

Your views are important to EPIC and this survey will help them understand what you think about your home and the services EPIC provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (TSMs), which will be published by EPIC and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

What you tell us will be strictly confidential. We will report your responses to EPIC without identifying you unless you give your permission at the end of the survey (Question 37).

If you would prefer to complete the survey online, please go to www.starsurveys.co.uk/EPIC and input your unique code, which is «Resp_Code». If you have any difficulties completing the survey, please call us on 01273 287114 or email acuity@arap.co.uk

Thank You! Everyone who completes the survey will be entered into a prize draw. Ten winners will be selected at random, who will each receive a prize of £25 shopping vouchers.



Overall Service

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

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

2 Please describe your specific experiences that have shaped your view of EPIC's service.

Your Home

3 How satisfied or dissatisfied are you that EPIC provides a home that is well maintained?

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

4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that EPIC 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

5 Do you live in a building with communal areas, either inside or outside, that EPIC is responsible for maintaining?

- Yes (Go to **6**)
 No (Go to **8**)
 Don't know (Go to **8**)

6 How satisfied or dissatisfied are you that EPIC keeps these communal areas clean and well maintained?

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

7 How satisfied or dissatisfied are you that the external communal area is well maintained, specifically grounds maintenance (e.g. grass cutting)?

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

8 Share your views on the safety and maintenance of your home and communal areas.

Repairs and Maintenance

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

- Yes (Go to **10**)
 No (Go to **12**)

10 How satisfied or dissatisfied are you with the overall repairs service from EPIC over the last 12 months?

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

11 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

12 Generally, how satisfied or dissatisfied are you with the way EPIC deals with repairs and maintenance?

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

13 Tell us more about your experience with the repairs service over the last 12 months.

Customer Service, Communications and Information

14 How satisfied or dissatisfied are you that EPIC 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

15 How satisfied or dissatisfied are you that EPIC 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

16 To what extent do you agree or disagree with the following 'EPIC treats me fairly and with respect'?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / don't know

17 How satisfied or dissatisfied are you that EPIC is easy to deal with?

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

18 What are the ways in which you find out information from EPIC on anything that could help to improve your time as a tenant with us? (Tick all that apply)

- In person
- Phone
- Email
- Website
- Social media (e.g. Facebook, Instagram, LinkedIn)

19 Describe your experience with the customer service and communications you receive.

Your Neighbourhood

20 How satisfied or dissatisfied are you that EPIC makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

21 How satisfied or dissatisfied are you with EPIC's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Making a Complaint

22 Have you made a complaint to EPIC in the last 12 months?

- Yes (Go to **23**)
 No (Go to **31**)

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

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

24 Please describe your experience of how complaints are handled.

25 What was your complaint related to? (Tick all that apply.)

- Repairs service
 Property condition
 ASB
 Communal areas or repairs
 Damp and mould
 Staff or contractor attitude
 Communication
 Tenancy matters
 Rent or service charge matters
 Other (please specify below ↓)

26 How did you make your complaint? (If you have gone through more than one route, please tick all that apply)

- Telephone call to the contact centre
 Email to the contact centre
 To a housing officer
 Via the website
 In writing
 Complaints procedure
 Through a representative
 To a regulatory body, e.g. Housing Ombudsman
 Other (please specify below ↓)

27 Has your complaint now been resolved?

- Yes - I am happy with the resolution
 Yes - I am not happy with the resolution
 No - complaint is still ongoing
 No - my landlord has not acknowledged my complaint

28 What stage in the complaints process did your complaint reach?

- Stage 1
 Stage 2
 Informal complaint / service failure
 Not sure / don't know

29 What went well about the way your complaint was handled (if not already mentioned in Q24)?

30 How could your landlord improve the way it handles complaints? (Tick all that apply.)

- Improve communication / keep me updated
- Improve internal communication (communication between teams)
- Be more proactive in resolving my complaint
- Listen more
- Better attitude of staff to complaints
- Make it clearer how to make a complaint
- Make it easier to make a complaint
- Acknowledge complaints
- N/A
- Other (please specify below ↓)

EPIC

31 How likely would you be to recommend EPIC as a landlord 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)

Your Well-being

32 How concerned are you about the cost of living crisis for you personally?

- Not concerned at all
- Slightly concerned
- Very concerned
- Prefer not to say

33 Does your home currently suffer from any damp or mould issues?

- Yes (Go to **34**)
- No (Go to **35**)

34 If yes, have you reported it to EPIC?

- Yes
- No

35 How satisfied or dissatisfied are you with the energy efficiency of your home?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Permissions and Confidentiality

36 If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?

- Telephone call
- Postal questionnaire
- Email with link to online survey
- Text with link to online survey
- Not sure

37 EPIC would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to EPIC?

- Yes (Go to **38**)
- No (Go to **39**)

38 Are you happy for EPIC to contact you regarding any information you have provided in the survey?

- Yes
- No

39 As part of continuing to listen and learn from the voices and lived experiences of tenants, we are looking to establish and embed opportunities for tenants to have their voices heard in the following areas more fully. Please indicate any areas that you would be interested in:

- Anti-social behaviour
- Complaints
- Repairs
- Estate walks
- Becoming a tenant ambassador
- Community voice
- Mystery shopper

40 Please provide your contact details in the table below.

Contact details
Telephone number:
Mobile number:
Email address:

41 Is there a best time for EPIC to contact you?



Thank you for taking the time to complete this survey. Please return this questionnaire in the FREEPOST envelope provided (you do not need a stamp).