

TENANT SATISFACTION MEASURES 2024/2025



Tenant Perception Survey

Thank you for taking the time to complete the Tenant Perception Survey. The survey will be used to calculate Falcon Housing Association's C.I.C (FHA) annual tenant satisfaction which will be published by FHA in April 2026.

For each question please circle your answer.

1. What method was used to complete this form?

Link via email or text	Post	Face to face	Face to face at tenant engagement event	Phone call
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2. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
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3. Has your landlord carried out a repair to your home in the last 12 months?

No	Yes
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If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Has your landlord carr

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
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4. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
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5. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
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For each question please circle your answer.

6. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

7. How satisfied or dissatisfied are you with the way your landlord keeps you informed about things that matter to you?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

8. To what extent do you agree or disagree with the following statement 'My landlord treats me fairly and with respect'?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

9. To what extent do you agree with the following statement: I trust my landlord to do what they said they would do?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

10. To what extent are you satisfied that your landlord is easy to deal with.

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					



For each question please circle your answer.

11. Have you made a complaint to your landlord in the last 12 months?

No	Yes
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If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints

Very Dissatisfied 	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied 	Fairly Satisfied	Very Satisfied 	Not applicable/ don't know
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12. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

No	Yes
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If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

Very Dissatisfied 	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied 	Fairly Satisfied	Very Satisfied 	Not applicable/ don't know
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13. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Very Dissatisfied 	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied 	Fairly Satisfied	Very Satisfied 	Not applicable/ don't know
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14. Have you experienced anti-social behaviour in your area in the last 12 months?

No	Yes	Not applicable/ don't know
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15. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Very Dissatisfied 	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied 	Fairly Satisfied	Very Satisfied 	Not applicable/ don't know
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