



TENANT SATISFACTION MEASURES: QUESTIONS TO CUSTOMERS

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Acis?
What is the main reason for your answer when it comes to overall satisfaction?
How satisfied or dissatisfied are you that your rent provides value for money?
How satisfied or dissatisfied are you that Acis provides a home that is well maintained?
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Acis provides a home that is safe?
Do you live in a building with communal areas, either inside or outside, that Acis is responsible for maintaining?
How satisfied or dissatisfied are you that Acis keeps these communal areas clean and well maintained?
Has Acis carried out a repair to your home in the last 12 months?
How satisfied or dissatisfied are you with the overall repairs service from Acis over the last 12 months?
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
How satisfied or dissatisfied are you that Acis makes a positive contribution to your neighbourhood?
How satisfied or dissatisfied are you with Acis's approach to handling anti-social behaviour?
Have you made a complaint to Acis in the last 12 months?
How satisfied or dissatisfied are you with Acis' approach to complaints handling?
How satisfied or dissatisfied are you that Acis listens to your views and acts upon them?
To what extent do you agree or disagree with the following 'Acis treats me fairly and with respect'?
How satisfied or dissatisfied are you that Acis keeps you informed about things that matter to you?
How likely would you be to recommend Acis to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?