



## Annual Tenant Survey 2023

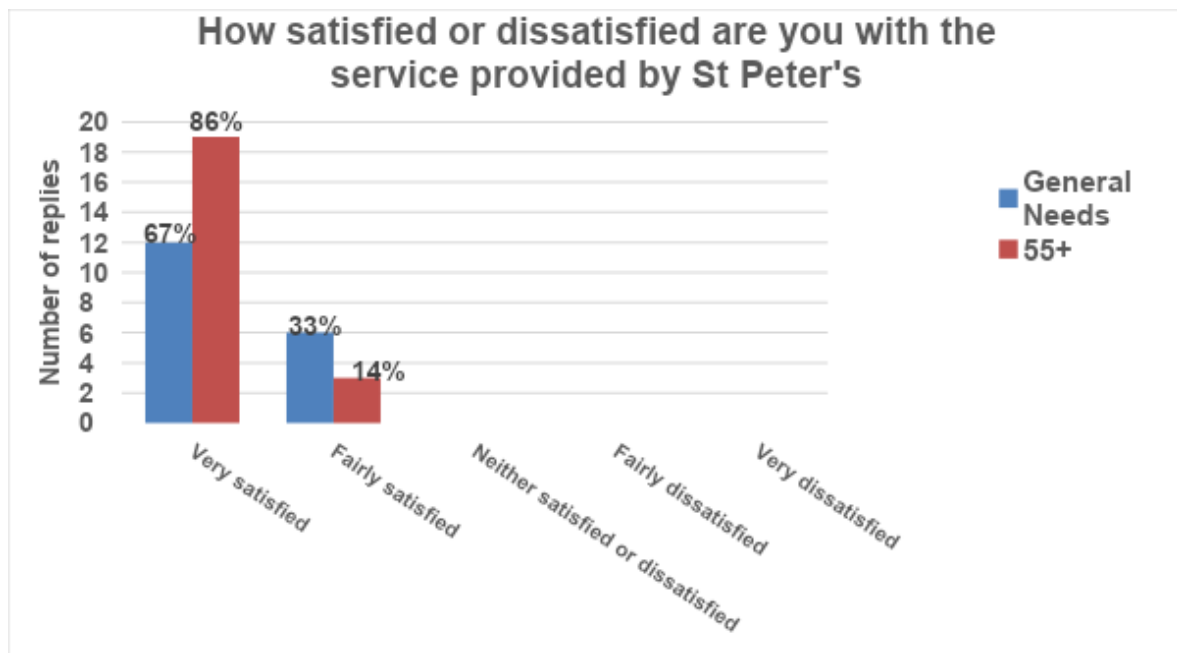
In April, we sent you a questionnaire to complete which asked for information about your views regarding our standards.

A big **'thank you'** to all of those that completed the survey, which has helped us to see the diversity of ideas from our tenants, how well we are doing with services we provide and where we need to improve.

We hope you find the results of this survey interesting, and should you wish to add any further comments, or have any questions, please let us know.

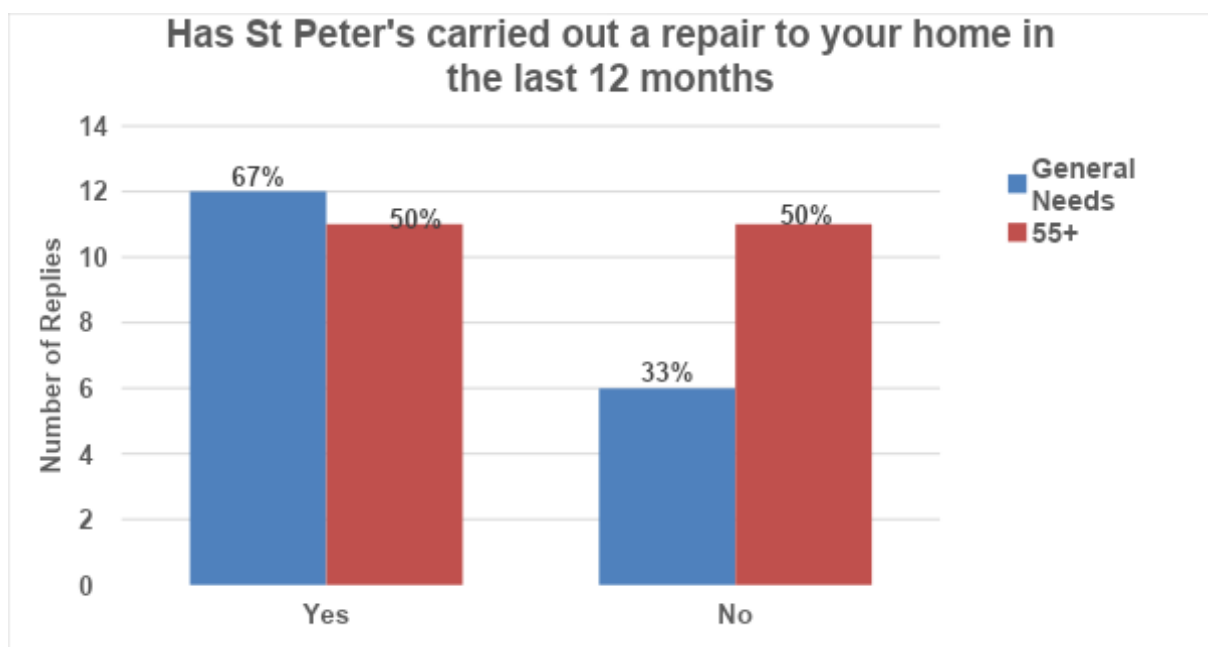
## Overall Satisfaction TP01

We asked you, taking everything into account, how satisfied or dissatisfied are you with the service provided by St Peter's.

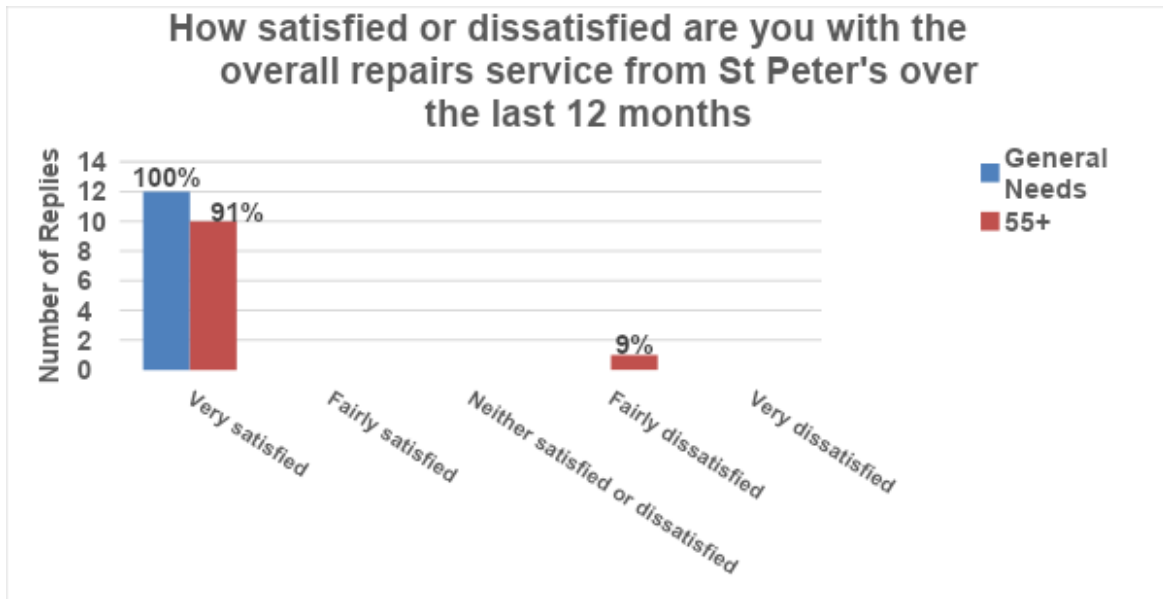


## Satisfaction with Repairs TP02

We asked, has St Peter's carried out a repair to your home in the last 12 months.

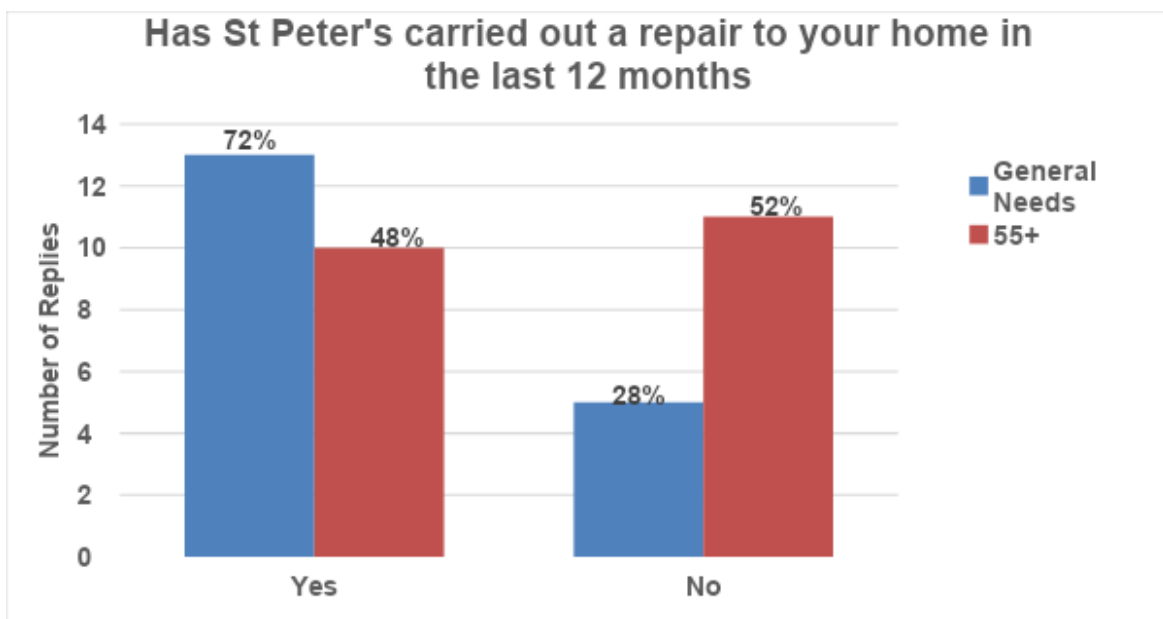


If yes, how satisfied or dissatisfied are you with the overall repairs service from St Peter's over the last 12 months.

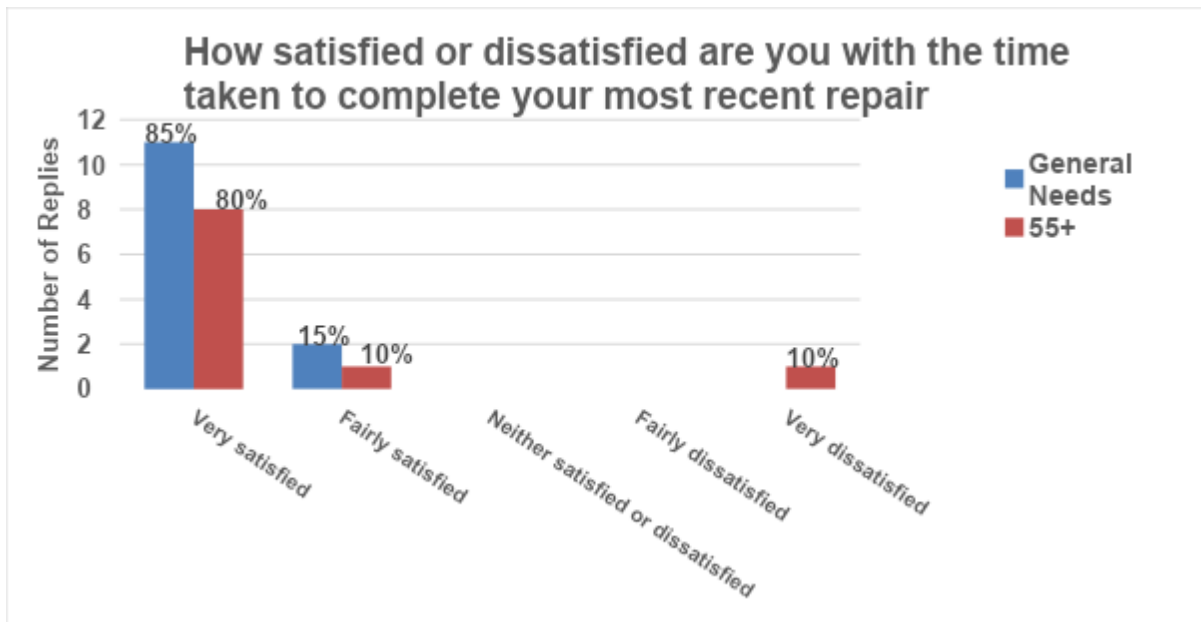


### Satisfaction with time taken to complete most recent repair TP03

We asked, has St Peter's carried out a repair to your home in the last 12 months.

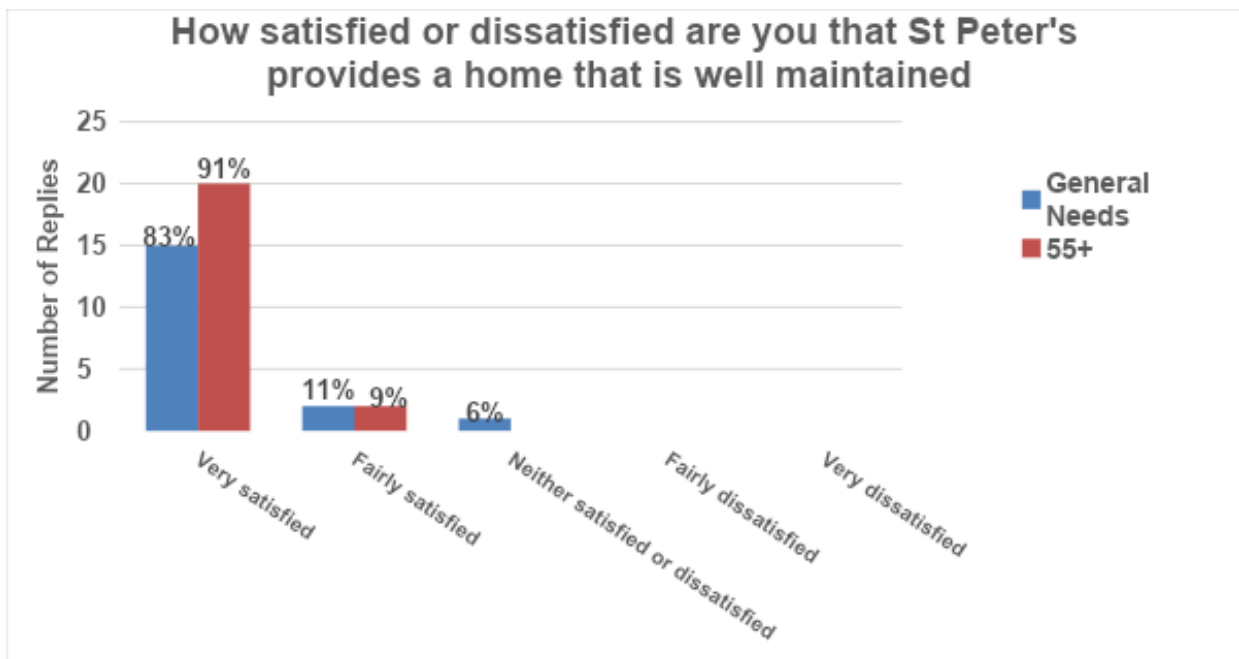


If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it.



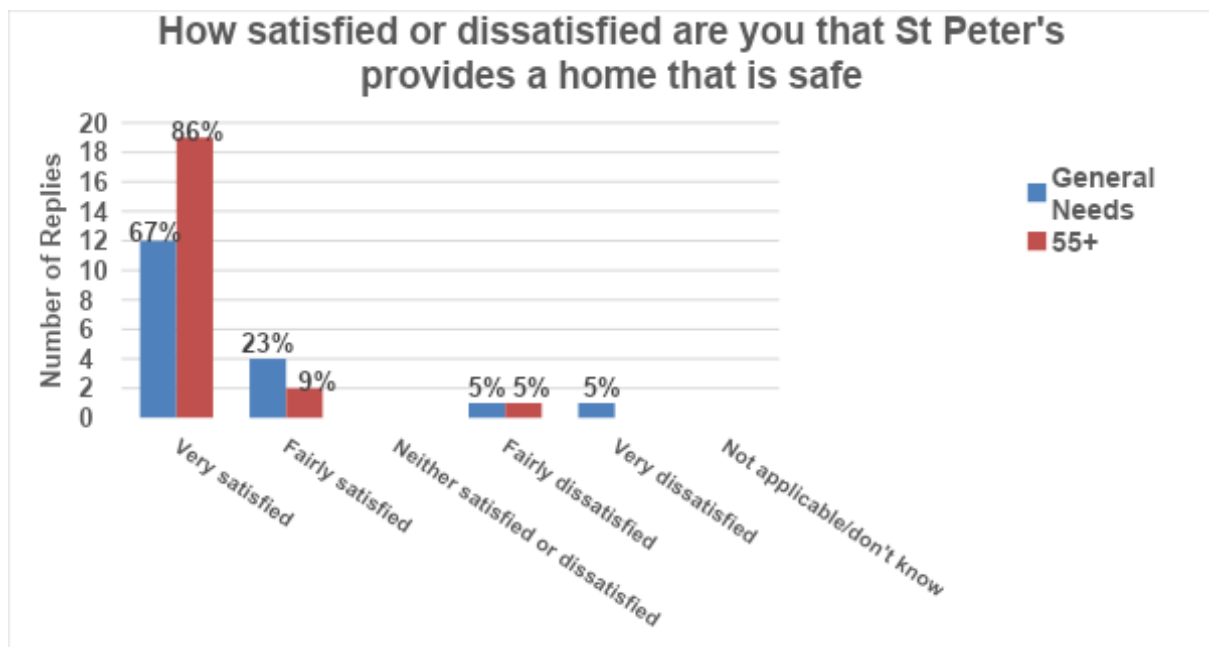
### Satisfaction that the home is well maintained TP04

We asked, how satisfied or dissatisfied are you that St Peter's provides a home that is well maintained.



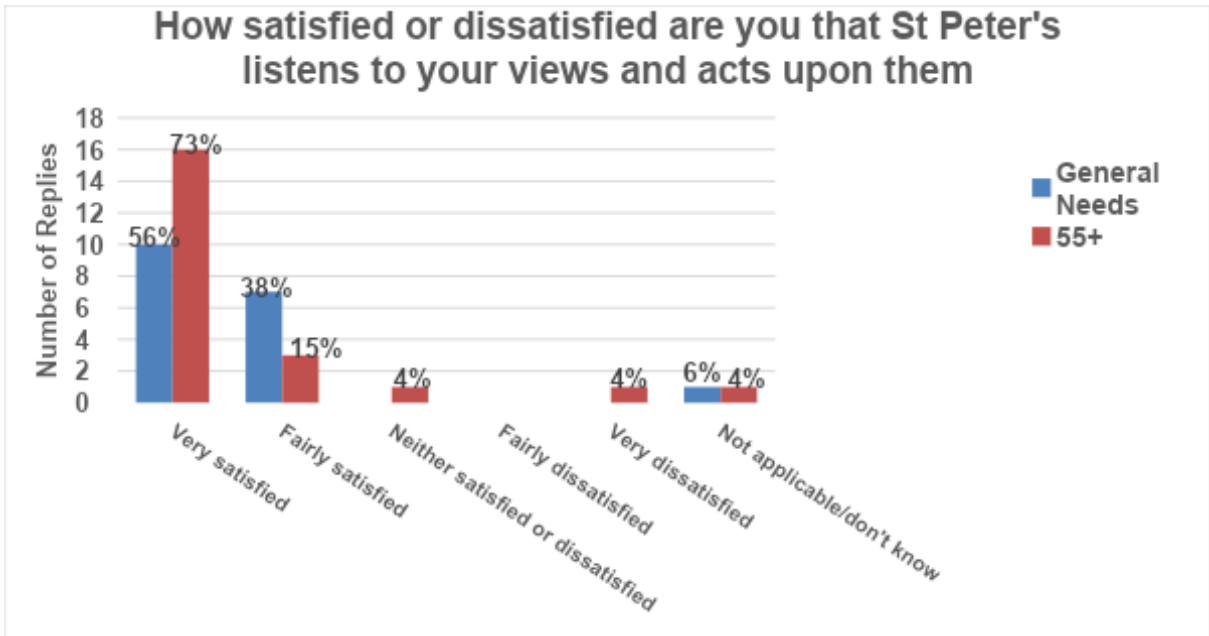
## Satisfaction that the home is safe TP05

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Peter's provides a home that is safe.



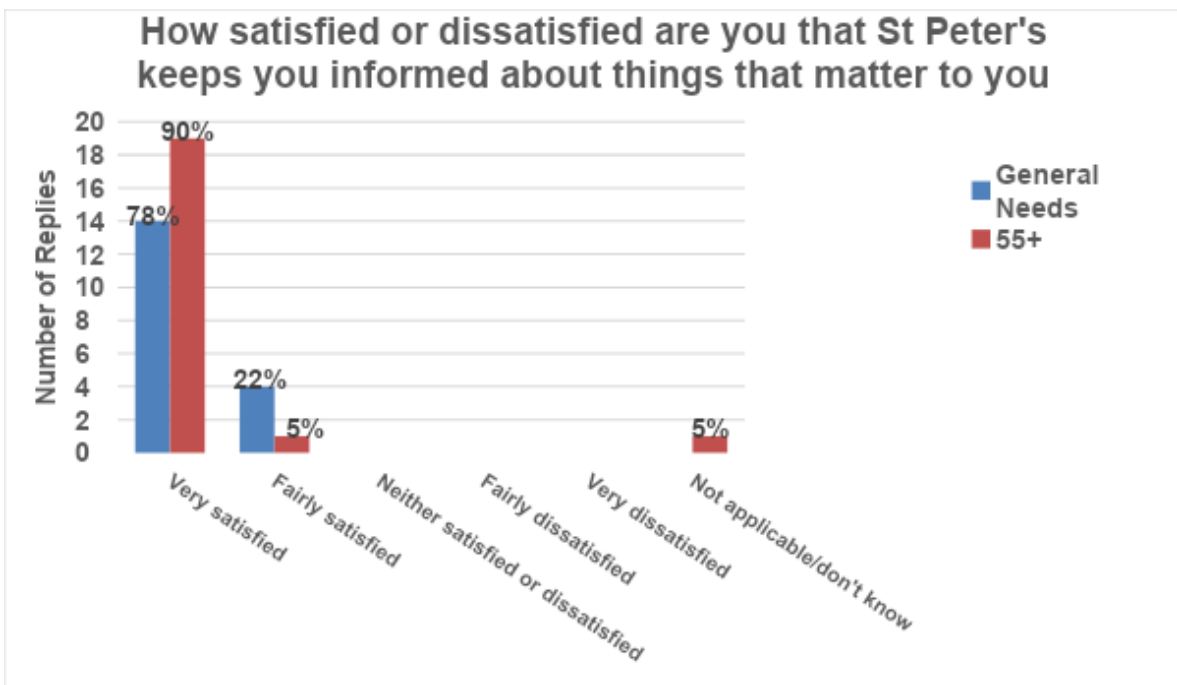
## Satisfaction that the landlord listens to tenant views and acts upon them TP06

We asked, how satisfied or dissatisfied are you that St Peter's listens to your views and acts upon them.



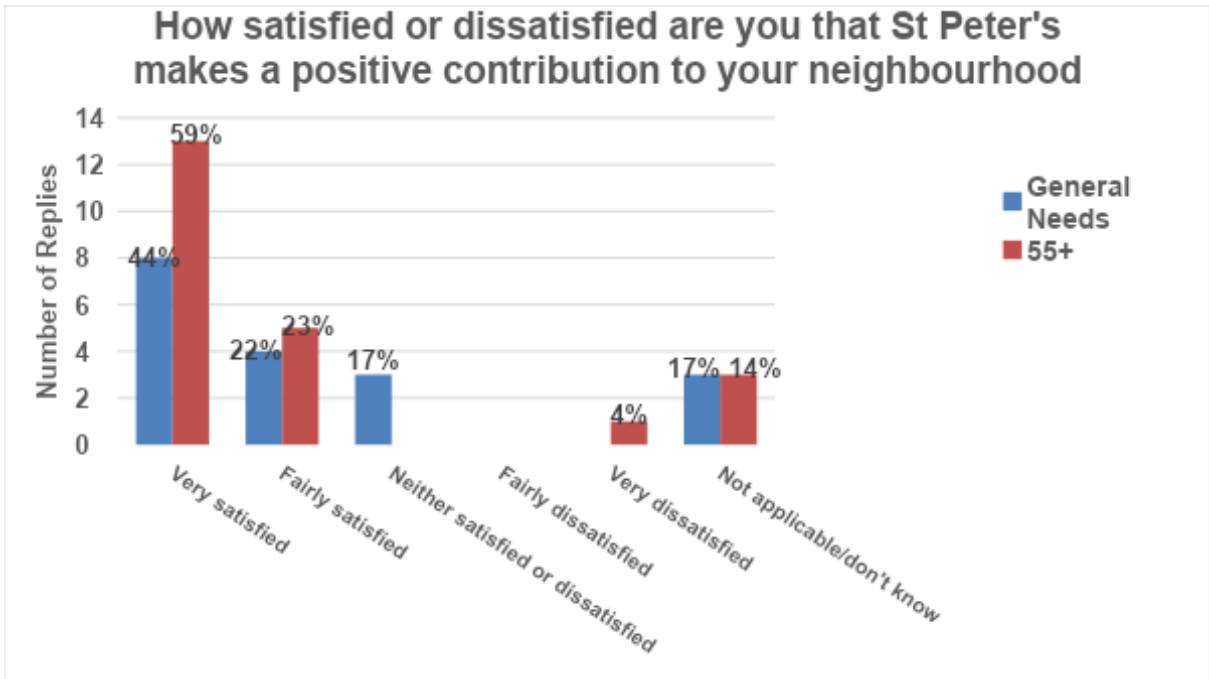
**Satisfaction that the landlord keeps tenants informed about things that matter to them TP07**

We asked, how satisfied or dissatisfied are you that St Peter's keeps you informed about things that matter to you.



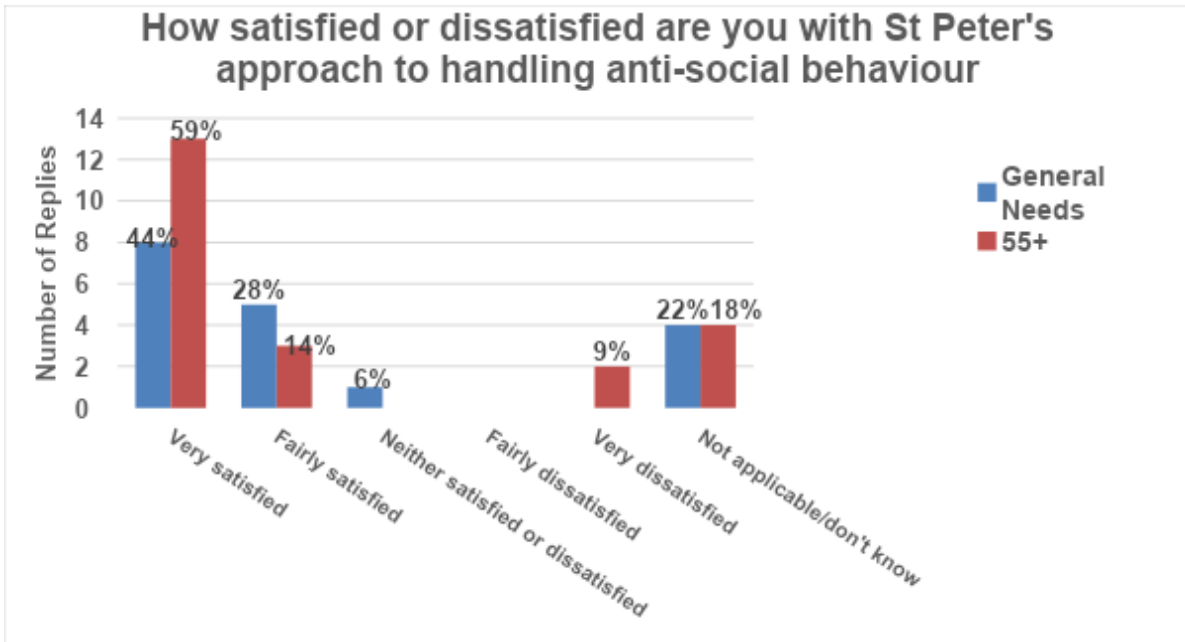
**Satisfaction that the landlord makes a positive contribution to neighbourhoods TP11**

We asked, how satisfied or dissatisfied are you that St Peter's makes a positive contribution to your neighbourhood.



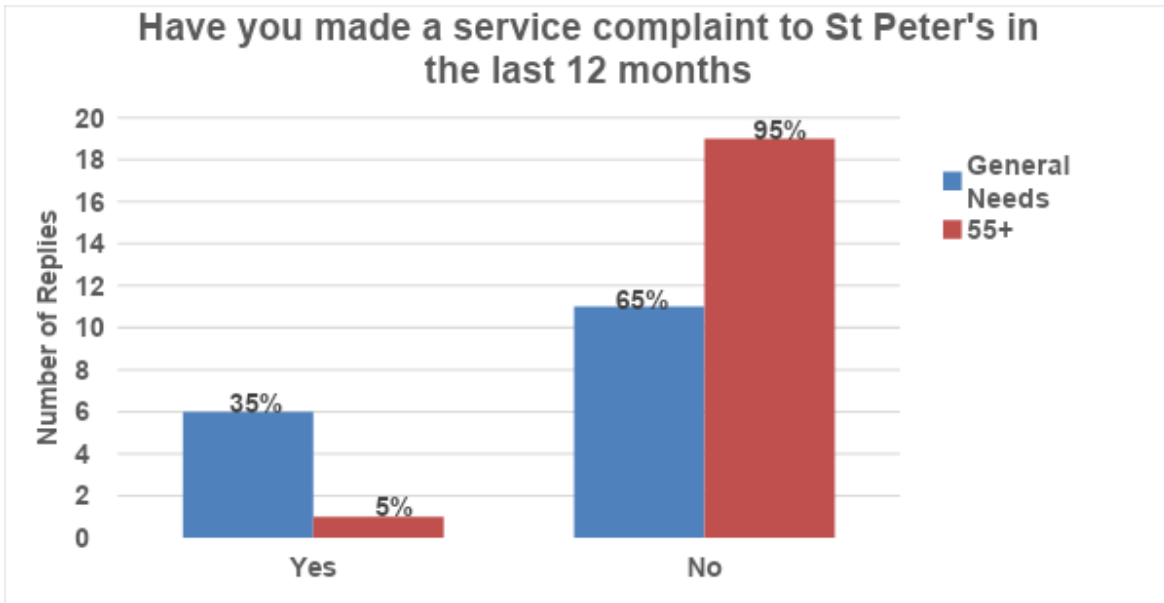
### Satisfaction with the landlord's approach to handling anti-social behaviour TP12

We asked, how satisfied or dissatisfied are you with St Peter's approach to handling anti-social behaviour.

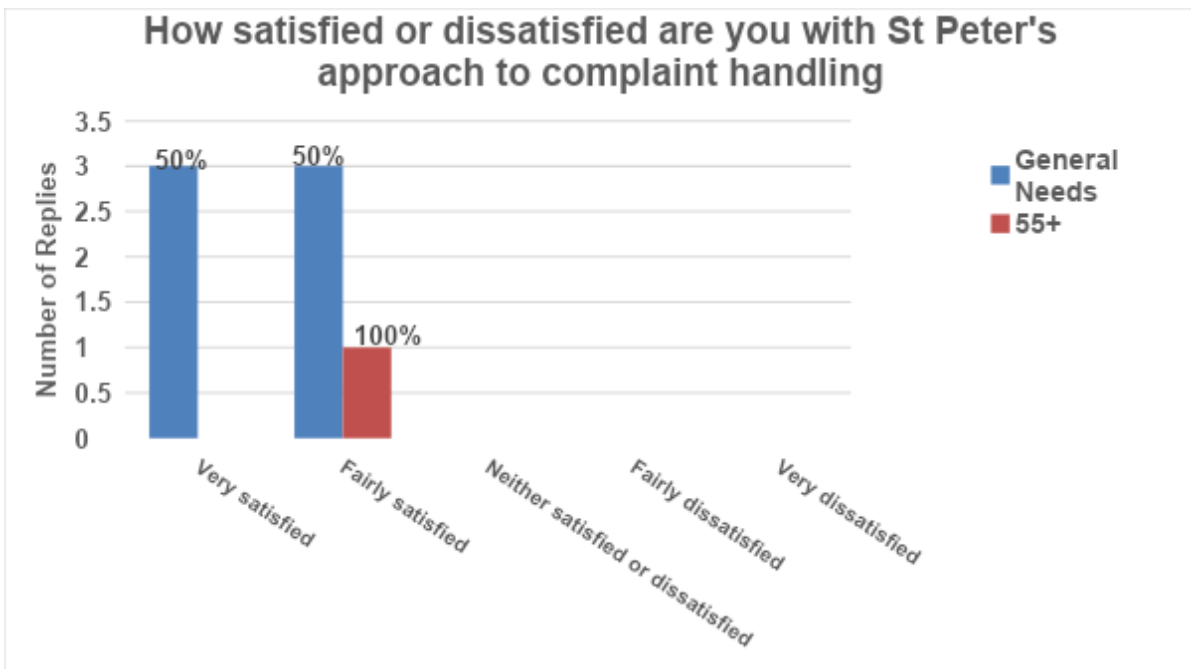


### Satisfaction with the landlord's approach to handling complaints TP09

We asked, have you made a service complaint to St Peter's in the last 12 months.



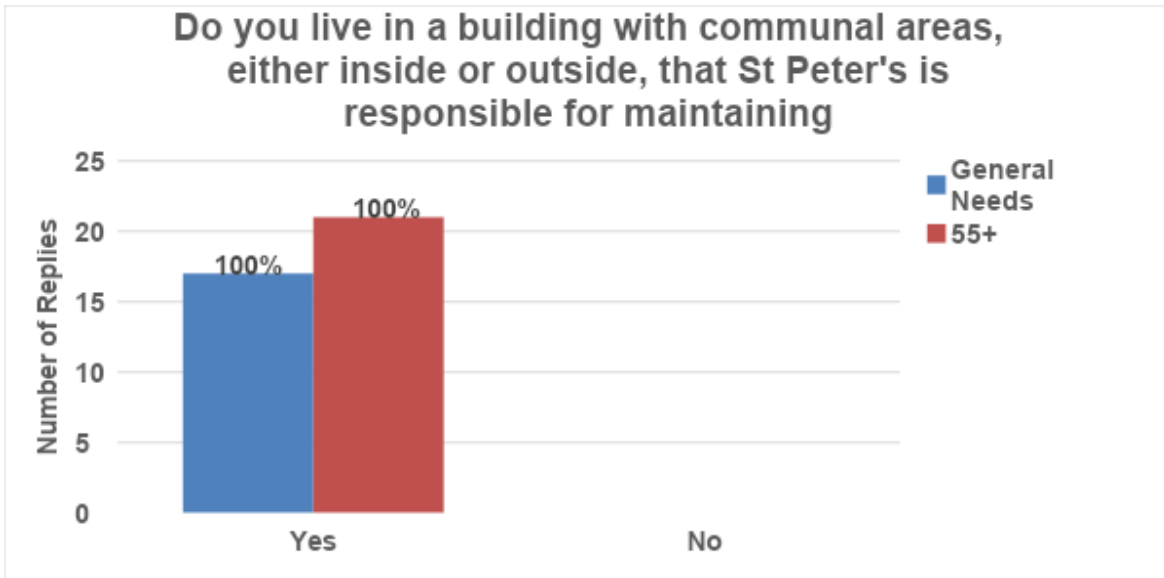
**If yes, how satisfied or dissatisfied are you with St Peter's approach to complaint handling.**



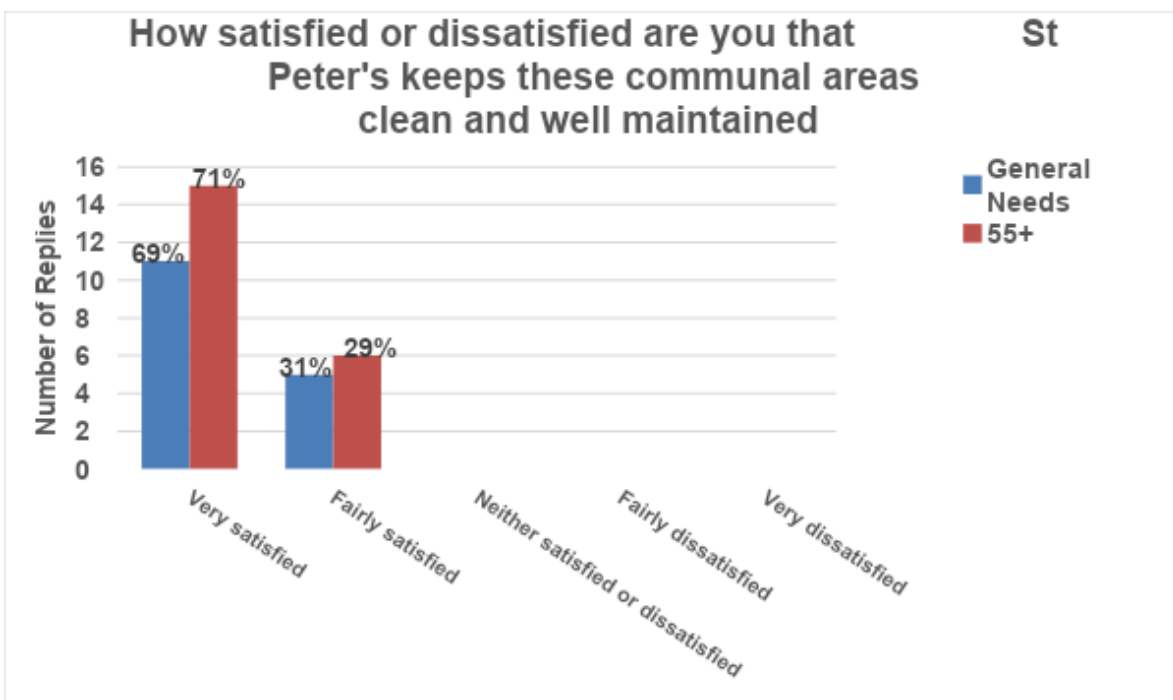
**Satisfaction that the landlord keeps communal areas clean and well maintained TP10**

**We asked, do you live in a building with communal areas, either inside or outside, that St Peter's is responsible for maintaining.**





**If yes, how satisfied or dissatisfied are you that St Peter's keeps these communal areas clean and well maintained.**



**Agreement that the landlord treats tenants fairly and with respect TP08**

**To what extent do you agree or disagree with the following "St Peter's treats me fairly and with respect"**

### To what extent do you agree or disagree with the following, "St Peter's treats me fairly and with respect"

