

## Questionnaire

	Question Number	Question Text	Rating Scale
TP01	1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by City of London?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP04	2	How satisfied or dissatisfied are you that City of London provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP05	3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that City of London provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
TP10	4	Do you live in a building with communal areas, either inside or outside, that City of London is responsible for maintaining?	Yes, No, Don` t know
TP10	5	How satisfied or dissatisfied are you that City of London keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
	6	If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved?	n/a
TP02	7	Has City of London carried out a repair to your home in the last 12 months?	Yes, No
	8	How satisfied or dissatisfied are you with the overall repairs service from City of London over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP03	9	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

TP06	10	How satisfied or dissatisfied are you that City of London 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
TP07	11	How satisfied or dissatisfied are you that City of London 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
TP08	12	To what extent do you agree or disagree with the following ` City of London treats me fairly and with respect` ?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don` t know
	13	How satisfied or dissatisfied are you that City of London is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
	14	If you are not satisfied with customer service and communications, please provide more information and what could City of London improve.	n/a
TP11	15	How satisfied or dissatisfied are you that City of London makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
TP12	16	How satisfied or dissatisfied are you with City of London's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
	17	How satisfied or dissatisfied are you with the services provided by the estate office?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
	18	If dissatisfied, why do you say that? And what needs to change?	n/a
TP09	19	Have you made a complaint to City of London in the last 12 months?	Yes, No

TP09	20	How satisfied or dissatisfied are you with City of London's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
	21	If City of London could do ONE thing to improve its services, what would you like it to be?	n/a