

No	Question	Source	Response
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by High Peak Borough Council Housing Services?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that High Peak Borough Council Housing Services provides a home that is well maintained?	TSM	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that High Peak Borough Council Housing Services provides a home that is safe?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
4	Do you live in a building with communal areas, either inside or outside, that High Peak Borough Council Housing Services is responsible for maintaining?	TSM (Pre-Qual)	Yes, No, Don't know
5	How satisfied or dissatisfied are you that High Peak Borough Council Housing Services keeps these communal areas clean and well maintained?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	If you are not satisfied with your home and/or communal areas, please provide more information and what High Peak Borough Council Housing Services could improve.	Probe	n/a
7	Has High Peak Borough Council Housing Services carried out a repair to your home in the last 12 months?	TSM (Pre-Qual)	Yes, No
8	How satisfied or dissatisfied are you with the overall repairs service from High Peak Borough Council Housing Services over the last 12 months?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied

9	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
10	If you are not satisfied with the repairs and maintenance service, please provide more information and what High Peak Borough Council Housing Services could improve.	Probe	n/a
11	How satisfied or dissatisfied are you that High Peak Borough Council Housing Services listens to your views and acts upon them?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
12	How satisfied or dissatisfied are you that High Peak Borough Council Housing Services keeps you informed about things that matter to you?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
13	To what extent do you agree or disagree with the following 'High Peak Borough Council Housing Services treats me fairly and with respect'?	TSM	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
14	If you are not satisfied with customer service and communications please provide more information, and what could High Peak Borough Council Housing Services improve?	Probe	n/a
15	How satisfied or dissatisfied are you that High Peak Borough Council Housing Services is easy to deal with?	STAR	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
16	How satisfied or dissatisfied are you that High Peak Borough Council Housing Services makes a positive contribution to your neighbourhood?	TSM	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 High Peak Borough Council Housing Services's approach to handling anti-social behaviour?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
18	Have you made a complaint to High Peak Borough Council Housing Services in the last 12 months?	TSM (Pre-Qual)	Yes, No
19	How satisfied or dissatisfied are you with High Peak Borough Council Housing Services's approach to complaints handling?	TSM	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
20	How likely would you be to recommend High Peak Borough Council Housing Services to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	NPS	0,1,2,3,4,5,6,7,8,9,10
	What one thing could High Peak Borough Council Housing Services improve?	Open-ended	n/a
P1	High Peak Borough Council Housing Services would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to High Peak Borough Council Housing Services?		Yes, No
P2	Would you be happy for High Peak Borough Council Housing Services to contact you to follow up any of the comments or issues you have raised?		Yes, No