

Tenant Satisfaction Measures - Tell us how we are doing



The survey will take around 5 minutes to complete.

This will be used to calculate our satisfaction scores and will be published annually with all responses kept anonymous.

Your feedback will also be fed back to our executive team to help us continuously improve our services.

Thank you

Wandle

To know more about our commitment to improving our services please visit: <https://www.wandle.com/performance-feedback/together-with-tenants/>

To view our privacy statement visit <https://www.wandle.com/privacy/>

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandle?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has Wandle carried out a repair to your home in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

If yes, how satisfied or dissatisfied are you with the overall repairs service from Wandle over the last 12 months? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Wandle provides a home that is well-maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wandle provides a home that is safe? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/Don't Know

Please tell us the reason why you gave this score in relation to the safety of your home [Required]

How satisfied or dissatisfied are you that Wandle listens to your views and acts upon them? [Required]

Tick one of the following

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

How satisfied or dissatisfied are you that Wandle keeps you informed about things that matter to you? [Required]

Tick one of the following

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

To what extent do you agree or disagree with the following? “Wandle treats me fairly and with respect.”

[Required]

Tick one of the following

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ don't know

Have you made a complaint to Wandle in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

If yes, how satisfied or dissatisfied are you with Wandle’s approach to complaints handling? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that Wandle is responsible for maintaining? [Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't Know

If yes, how satisfied or dissatisfied are you that Wandle keeps these communal areas clean and well-maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Wandle makes a positive contribution to your neighbourhood?

[Required]

Tick one of the following

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

Please tell us the reason why you gave this score in relation to the positive contribution to the neighbourhood

[Required]

How satisfied or dissatisfied are you with Wandle's approach to handling anti-social behaviour? [Required]

Tick one of the following

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

Would you like to provide any additional feedback? ...

(If you have any issues relating to complaints or complaint handling, please provide the reference number, so that it can be investigated further. The feedback will be reviewed regularly, however, if you have an issue where you need to raise or discuss a case, please call us on 0300 2000 120 or email customerservices@wandle.com)

Do you give Wandle consent to contact you to discuss your feedback?...(If you do not give us your consent, your feedback will remain anonymous) [Required]

Tick one of the following

- ☐ Yes
- ☐ No

Thank you for taking the time to complete our survey, we appreciate your feedback.

