



**Rother District Council**

**Tenant Exit Survey**

We are committed to providing you with the best experience possible, so we welcome your comments. Please fill out this questionnaire. Thankyou in advance

Keeping properties in good repair

1). Has your landlord carried out a repair to your home in the last 12 months?

Yes  No

If yes, how satisfied, or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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2). How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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Maintaining building safety

3). Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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Respectful and helpful engagement

4). How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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5). How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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6). To what extent do you agree or disagree with the following: 'My landlord treats me fairly and with respect'.

Strongly Agree  Somewhat Agree  Neither  Somewhat Disagree  Strongly disagree

Please Provide Comments:

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Effective handling of complaints

7). Have you made a complaint to your landlord in the last 12 months?

Yes  No

If yes, how satisfied, or dissatisfied are you with your landlord's approach to complaints handling?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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Reasonable neighbourhood management

8). Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

Yes  No

If yes, how satisfied, or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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9). How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Satisfied  Neutral  Dissatisfied  Not applicable

Please Provide Comments:

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10). How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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11). Thinking about your housing support (not your homeless journey) how satisfied or dissatisfied are you with the service you received?

Satisfied  Neutral  Dissatisfied

Please Provide Comments:

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