

# Have your say!

## Tenant Survey 2025

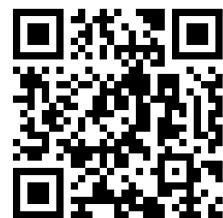
Complete your form and send it back to us to be entered into a prize draw for a chance to win a £100 Amazon voucher!

Tenant Name:

Address:

Phone number:

You can fill in this booklet  
or complete it online by  
scanning the QR code.



scan the QR  
code

Code:

# Survey guide



This survey is to share your views about your home and Golden Lane Housing. If you live in a shared house, please fill out your own survey.

The survey should take about 20 minutes to complete.



This survey is part of the rules set up by the Regulator of Social Housing. These are called Tenant Satisfaction Measures and the results of this survey will be published on our website.



There are 13 questions to answer. You can fill in this booklet or complete it online by going to our website: [www.glh.org.uk/tss](http://www.glh.org.uk/tss)

If you do your survey online, please do not send back your paper copy. Go to [www.glh.org.uk](http://www.glh.org.uk), type in the code on the front of the booklet and answer the questions.



You may want some help to fill in the survey, this could be anyone who supports you, but it is important that this survey is about your views as a tenant.



At the end of each question please put a tick (✓) in the box to tell us how you feel.



**Please return your completed form to us in the FREEPOST envelope by 31st March 2025**



## Useful words

In the booklet we use some hard words.



### **Satisfied** -

means being pleased or happy.



### **Dissatisfied** -

means unhappy.



### **Well-maintained** -

means in a good condition or well kept.



Your answers will be treated in the strictest confidence. All data disclosed will be held securely by Golden Lane Housing in accordance with the General Data Protection Regulations (GDPR) 2020 and UK Data Protection Act 2018.

If you need help, or want to speak to us about completing the survey please phone:



0300 003 7007 option 2

## Question 1:

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Golden Lane Housing?**

<b>Very satisfied</b>		<input type="checkbox"/>
<b>Fairly satisfied</b>		<input type="checkbox"/>
<b>Neither satisfied nor dissatisfied</b>		<input type="checkbox"/>
<b>Fairly dissatisfied</b>		<input type="checkbox"/>
<b>Very dissatisfied</b>		<input type="checkbox"/>

## Question 2:

**Is there anything you would like to tell us about being a tenant of Golden Lane Housing?**

## Question 3:

**Has Golden Lane Housing 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 Golden Lane Housing over the last 12 months?**

Very satisfied 

Fairly satisfied 

Neither satisfied nor dissatisfied 

Fairly dissatisfied 

Very dissatisfied 

## Question 4:

**Has Golden Lane Housing carried out a repair to your home in the last 12 months?**

Yes

No

**If yes, 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** 

## Question 5:

**How satisfied or dissatisfied are you that Golden Lane Housing provides a home that is well maintained?**

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>

## Question 6:

**Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Golden Lane Housing provides a home that is safe?**

Very satisfied		<input type="checkbox"/>
Fairly satisfied		<input type="checkbox"/>
Neither satisfied nor dissatisfied		<input type="checkbox"/>
Fairly dissatisfied		<input type="checkbox"/>
Very dissatisfied		<input type="checkbox"/>
Not applicable/don't know		<input type="checkbox"/>

## Question 7:

**How satisfied or dissatisfied are you that Golden Lane Housing listens to your views and acts upon them?**

<b>Very satisfied</b>		<input type="checkbox"/>
<b>Fairly satisfied</b>		<input type="checkbox"/>
<b>Neither satisfied nor dissatisfied</b>		<input type="checkbox"/>
<b>Fairly dissatisfied</b>		<input type="checkbox"/>
<b>Very dissatisfied</b>		<input type="checkbox"/>
<b>Not applicable/don't know</b>		<input type="checkbox"/>

## Question 8:

**How satisfied or dissatisfied are you that Golden Lane Housing keeps you informed about things that matter to you?**

<b>Very satisfied</b>		<input type="checkbox"/>
<b>Fairly satisfied</b>		<input type="checkbox"/>
<b>Neither satisfied nor dissatisfied</b>		<input type="checkbox"/>
<b>Fairly dissatisfied</b>		<input type="checkbox"/>
<b>Very dissatisfied</b>		<input type="checkbox"/>
<b>Not applicable/don't know</b>		<input type="checkbox"/>

## Question 9:

To what extent do you agree or disagree with the following

**“Golden Lane Housing treats me fairly and with respect”?**

<b>Strongly agree</b>		<input type="checkbox"/>
<b>Agree</b>		<input type="checkbox"/>
<b>Neither agree nor disagree</b>		<input type="checkbox"/>
<b>Disagree</b>		<input type="checkbox"/>
<b>Strongly disagree</b>		<input type="checkbox"/>
<b>Not applicable/don't know</b>		<input type="checkbox"/>

## Question 10:

**Have you made a complaint to Golden Lane Housing in the last 12 months?**

Yes

No

**If yes, 'How satisfied or dissatisfied are you with Golden Lane Housing's approach to complaints handling?'**

**Very satisfied** 

**Fairly satisfied** 

**Neither satisfied nor dissatisfied** 

**Fairly dissatisfied** 

**Very dissatisfied** 

## Question 11:

**Do you live in a building with communal areas, either inside or outside, that Golden Lane Housing is responsible for maintaining?**

Yes

No

Don't know

**If yes, 'How satisfied or dissatisfied are you that Golden Lane Housing keeps these communal areas clean and well maintained?'**

Very satisfied 

Fairly satisfied 

Neither satisfied nor dissatisfied 

Fairly dissatisfied 

Very dissatisfied 

## Question 12:

**How satisfied or dissatisfied are you that Golden Lane Housing makes a positive contribution to your neighbourhood?**

<b>Very satisfied</b>		<input type="checkbox"/>
<b>Fairly satisfied</b>		<input type="checkbox"/>
<b>Neither satisfied nor dissatisfied</b>		<input type="checkbox"/>
<b>Fairly dissatisfied</b>		<input type="checkbox"/>
<b>Very dissatisfied</b>		<input type="checkbox"/>
<b>Not applicable/don't know</b>		<input type="checkbox"/>

## Question 13:

**How satisfied or dissatisfied are you with Golden Lane Housing's approach to handling anti-social behaviour?**

<b>Very satisfied</b>		<input type="checkbox"/>
<b>Fairly satisfied</b>		<input type="checkbox"/>
<b>Neither satisfied nor dissatisfied</b>		<input type="checkbox"/>
<b>Fairly dissatisfied</b>		<input type="checkbox"/>
<b>Very dissatisfied</b>		<input type="checkbox"/>
<b>Not applicable/don't know</b>		<input type="checkbox"/>