

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

If 'Very satisfied' probe "Why would you say you are satisfied?"

If 'Fairly satisfied' or 'Neither satisfied nor dissatisfied' probe "What could Stonewater do to make you more satisfied?"

If 'Fairly dissatisfied' or 'Very dissatisfied' probe "Why would you say you are dissatisfied?"

2. Has Stonewater carried out a repair to your home in the last 12 months? **[LCRA only]**

- ☐ Yes (Go to Q3)
- ☐ No (Go to Q5)

3. How satisfied or dissatisfied are you with the overall repairs service from Stonewater over the last 12 months? **[LCRA only]**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

If 'Very satisfied' or 'Fairly satisfied' probe "Why would you say you are satisfied?"

If 'Neither satisfied nor dissatisfied' probe "What could Stonewater do to make you satisfied?"

If 'Fairly dissatisfied' or 'Very dissatisfied' probe "Why would you say you are dissatisfied?"

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

- 4b. Do any of the repairs you have reported in the last 12 months still need work doing to complete them? **[LCRA only]**

- ☐ Yes (Go to Q4c)

- No (Go to Q5)
- Not applicable/don't know (Go to Q5)

4c. What type of repair is still outstanding? Open question closed response

- Aids and Adaptations
- Brickwork
- Carpentry/Joinery
- Communal Area
- Damp and Mould
- Decorating /painting
- Electrical work
- Fences/Gates
- Central Heating / hot water/boiler
- Plumbing / leaks
- Roofing /guttering
- Specialist e.g. asbestos
- Ventilation
- Windows/Doors
- Need of new kitchen or bathroom
- Other

5. How satisfied or dissatisfied are you that Stonewater provides a home that is well maintained?

**[LCRA only]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know.

7. How satisfied or dissatisfied are you that Stonewater 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
8. How satisfied or dissatisfied are you that Stonewater 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
9. To what extent do you agree or disagree with the following "Stonewater treats me fairly and with respect"?
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
  - Not applicable/don't know
10. Have you made a complaint to Stonewater in the last 12 months?
- Yes (Go to Q11)
  - No (Go to Q12)
11. How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
12. Who did you complain to?
- a. Called Stonewater
  - b. Emailed Stonewater
  - c. Wrote to Stonewater
  - d. Mix of contact with Stonewater (telephone/email or written)
  - e. Completed online form on Stonewater website
  - f. Live chat online with Stonewater
  - g. Face to face with Repairs engineer
  - h. Social Media
  - i. Independent organisation (e.g. MP, Citizen's Advice local paper, ombudsman )
  - j. CEO of Stonewater
  - k. Scheme Staff
  - l. Other
13. What was the reason for your most recent complaint?
- Repairs & maintenance

- Damp and/or mould
- Safety or security of your property
- Tenancy management
- Not being kept informed / lack of communication
- Upkeep of communal areas
- Grounds maintenance service
- A member of staff
- Anti-social behaviour
- Complaint about neighbour
- Parking
- Other – please capture

14. Do you feel this complaint has now been resolved? Yes/ No/Don't know

15. Do you live in a building with communal areas, either inside or outside, that Stonewater is responsible for maintaining?

- Yes (Go to Q13)
- No (Go to Q14)
- Don't know (Go to Q14)

16. How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

17. How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighborhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

18. How satisfied or dissatisfied are you with Stonewater's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

19. Within the last 12 months have you reported an incident of ASB to Stonewater?

- ☐ Yes
- ☐ No
- ☐ Don't know

20. During the last 12 months how easy or difficult have Stonewater been to deal with? **(only added for Q3 and Q4 data collection)**

- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult
- ☐ Not applicable/don't know

21. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with your landlord, Would this be okay?

- ☐ Yes, I agree to my name being attached to my responses (Go to Q18)
- ☐ No, I would like to remain anonymous (Go to close)

*<For non anonymous customers only>*

22. Are you happy for your landlord to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- ☐ Yes
- ☐ No

**If you would like to make a complaint to Stonewater please visit the website [www.stonewater.org](http://www.stonewater.org) and go to the 'Contact Us Page' then 'Make a Complaint'**

**\*When surveying Mount Green customers, reference of 'Stonewater' in the questionnaire was changed to 'Mount Green'\***