

We're conducting a survey amongst our customers and would like you to help us by taking part in this important research. We know it's important to provide services that meet our customers' needs and that you're satisfied with the level of service being provided.

On 1 April 2023, the Regulator of Social Housing will introduce the Tenant Satisfaction Measures. This'll require all registered providers of social housing to collect and publish a range of information regarding customer satisfaction on areas such as repairs, safety checks and complaints.

The survey is completely confidential. We'll only collate and publish overall trends and findings from the survey.

Prevision Research and ARP Research, independent market research companies, are undertaking the survey on our behalf and have been provided with your contact details. This has all been processed in line with General Data Protection Regulation (GDPR) rules and your details will only be used for this survey and won't be stored for any longer than is necessary.

If you have any questions or concerns about this survey, please email customer.engagement@longhurst-group.org.uk

Thank you in advance for your help in improving our services.

How to fill it in

- Your answers are saved after every page
- Some questions require an answer before you can continue to the next section.
- The survey will automatically skip some questions if they don't apply to you.
- For any technical difficulties please contact longhurst-group@previsionresearch.co.uk

Please press next to proceed.

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Overall

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

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied



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Overall

Please can you tell us why you gave this answer?

☒

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Repairs

Has Longhurst Group carried out a repair to your home in the last 12 months?

☐ Yes

☐ No

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Overall

How satisfied or dissatisfied are you with the overall repairs service from Longhurst Group over the last 12 months?

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied



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Repairs

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



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Your home

How satisfied or dissatisfied are you that Longhurst Group provides a home that is well maintained?

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied



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Your home

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

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/ don't know

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Listening

How satisfied or dissatisfied are you that Longhurst Group 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

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Information

How satisfied or dissatisfied are you that Longhurst Group 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

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Fairness and respect

To what extent do you agree or disagree with the following "Longhurst Group treats me fairly and with respect"?

☐

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Not applicable/ don't know

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Trust

To what extent do you agree or disagree with the following "I have trust in Longhurst Group"?

☐

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Not applicable/ don't know

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Complaints

Have you made a complaint to Longhurst Group in the last 12 months?

☐ Yes☐ No[← Back](#)[Next →](#)

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Complaints

How satisfied or dissatisfied are you with Longhurst Group's approach to complaints handling?

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied



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Communal areas

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

☐

Yes

☐

No

☐

Don't know

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Communal areas

How satisfied or dissatisfied are you that Longhurst Group keeps these communal areas clean and well maintained?

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied



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Neighbourhood

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

☐

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/ don't know

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Anti-social behaviour

How satisfied or dissatisfied are you with Longhurst Group's approach to handling anti-social behaviour?

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

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Thank you

This survey is to ask for general feedback from tenants and residents. To make a complaint about an issue with Longhurst Group's service you can call them on [0800 111 4013](tel:08001114013), contact them on social media or use the online form at longhurst-group.org.uk/complaintsform

Thank you for your time - your feedback makes a real difference.

Please press submit to complete the survey.

If you have any other questions or concerns about this survey, please email customer.engagement@longhurst-group.org.uk.

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