

Tenants Satisfaction Survey

Housing Handover Satisfaction

Q1: Overall, how satisfied are you with the overall service provided by your housing association?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5

Q2: Do you have a full understanding of your tenants obligations and your tenancy agreement?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5

Q3: Were you happy with the condition of the property on move in day?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5

Q4: Do you have a full understanding of the workings of the house (handover)?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5

Q5: What is your opinion on the upkeep and condition of the general development?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5

Are there any areas you think could/should be improved upon with regards to you moving into the property?

General Satisfaction Levels

Contacting Novas

Q6: What would be your main reason for contacting Novas?

	Please tick appropriate box
To request rent details	
To report a repair	
To highlight another issue	
Any other (please specify)	

Q7: When you contact Novas, are you happy with the speed at which your query is dealt with?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied

Repairs and Maintenance

Q8: How satisfied or dissatisfied are you with the repairs service provided by your landlord?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Don't know/ no opinion
1	2	3	4	5	

Q9: Do you feel requested repairs are done in a timely and efficient manner?

Yes	No	No opinion
1	2	

Q10: Are there any areas for repair/ maintenance issues or areas you would like to highlight?

Further info on any area of repairs

Complaints

Q11: If you ever have a complaint about the accommodation or service provided, are you happy that it is generally dealt with appropriately?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Don't know/ no opinion
1	2	3	4	5	

Q12: Do you feel that there is a clear complaints process in place?

Yes	No	No opinion

Further info re complaints

Novas as a housing provider aims to provide a level of supported living to tenants to help them feel secure.

Q13: How would you rate the level of support offered?

Very good	Good	Neutral	Poor	Very poor	Don't know/ no opinion
1	2	3	4	5	

Q14: How would you rate your interactions with Novas Staff?

Very good	Good	Neutral	Poor	Very poor	Don't know/ no opinion
1	2	3	4	5	

Q15: How would you rate the current procedures in place for dealing with an emergency such as fire?

Very good	Good	Neutral	Poor	Very poor	Don't know/ no opinion
1	2	3	4	5	

Do you have any feedback on the current operation, support or staffing of the complex

Communication/ Participation

Q16: How do you feel Novas is at keeping you informed about things that might affect you as a tenant?

Fairly poor	Very poor	Neither good nor poor	Fairly Good	Very Good
1	2	3	4	5

Q17: Are you happy with the current level of contact with your housing association?

Yes/No

If no, would you like more or less contact?

More/ Less

If more, what subjects would you like more contact on?

housing@novas.ie or by post to Regional Office Abigail Womens Centre, Kildonan Road,
Finglas, Dublin 11