

**Auckland Home Solutions CIC- Tenant Satisfaction Measures Survey 2024/25**

This survey relates to the services that Auckland Home Solutions CIC (AHS) provides you. AHS is your landlord. The results will inform us what we are doing well and areas that we could improve on. Your feedback is very important to us.

**Please complete the following to the best of your ability and circle the answer that best relates to you.**

Your Name: Shaneit

Your Home Address: 14 Charnell Room 2

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor dissatisfied	Fairly dissatisfied	Very Dissatisfied	Not Applicable / Don't know
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by AHS?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has AHS carried out a repair to your home in the last 12 months?	Yes		No			
<i>If your answer is no, please go to question 4.</i>						
2. If yes, how satisfied or dissatisfied are you with the overall repair service from AHS over the last 12 months?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied or dissatisfied are you that AHS provides a home that is well maintained?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Thinking about the condition of your property or building you live in how satisfied or dissatisfied are you that AHS provides a home that is safe?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How satisfied or dissatisfied are you that AHS listens to your views and acts upon them?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How satisfied or dissatisfied are you that AHS keeps you informed about things that matter to you?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. To what extent do you agree or disagree with the following "My landlord treats me fairly and with respect"?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you made a complaint to AHS in the last 12 months?	Yes		No			

9. If yes, how satisfied or dissatisfied are you with AHS's approach to handling complaints?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you live in a building with communal areas, either inside, or outside, that AHS is responsible for maintaining?	Yes		No		
10. If yes, how satisfied or dissatisfied are you that AHS keeps these communal areas clean and well-maintained?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. How satisfied or dissatisfied are you that AHS makes a positive contribution to your neighbourhood?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. How satisfied or dissatisfied are you with AHS's approach to handling anti-social behaviour?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

