

Tenant Satisfaction Measure Survey questions via Acuity

TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Ipswich Borough Council?
TP04	How satisfied or dissatisfied are you that Ipswich Borough Council provides a home that is well maintained?
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Ipswich Borough Council provides a home that is safe?
TP10a	Do you live in a building with communal areas, either inside or outside, that Ipswich Borough Council is responsible for maintaining?
TP10	How satisfied or dissatisfied are you that Ipswich Borough Council keeps these communal areas clean and well-maintained?
1	If you do not feel that your home (AND/OR COMMUNAL AREAS) are safe and well-maintained, please can you explain why and suggest what could be improved? – FREE FORM TEXT RESPONSE
TP02a	Has Ipswich Borough Council carried out a repair to your home in the last 12 months?
TP02	How satisfied or dissatisfied are you with the overall repairs service from Ipswich Borough Council over the last 12 months?
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
2	If you are not satisfied with the repairs service, please could you explain why? -FREE FORM TEXT RESPONSE
TP11	How satisfied or dissatisfied are you that Ipswich Borough Council makes a positive contribution to your neighbourhood?
TP12	How satisfied or dissatisfied are you with Ipswich Borough Council's approach to handling anti-social behaviour?
TP08	To what extent do you agree or disagree with the following `Ipswich Borough Council treats me fairly and with respect`?
TP06	How satisfied or dissatisfied are you that Ipswich Borough Council listens to your views and acts upon them?

TP07	How satisfied or dissatisfied are you that Ipswich Borough Council keeps you informed about things that matter to you?
TP09a	Have you made a complaint to Ipswich Borough Council in the last 12 months?
TP09	How satisfied or dissatisfied are you with Ipswich Borough Council's approach to complaints handling?
3	If Ipswich Borough Council could do ONE thing to improve its services, what would you like it to be? FREE FORM TEXT RESPONSE