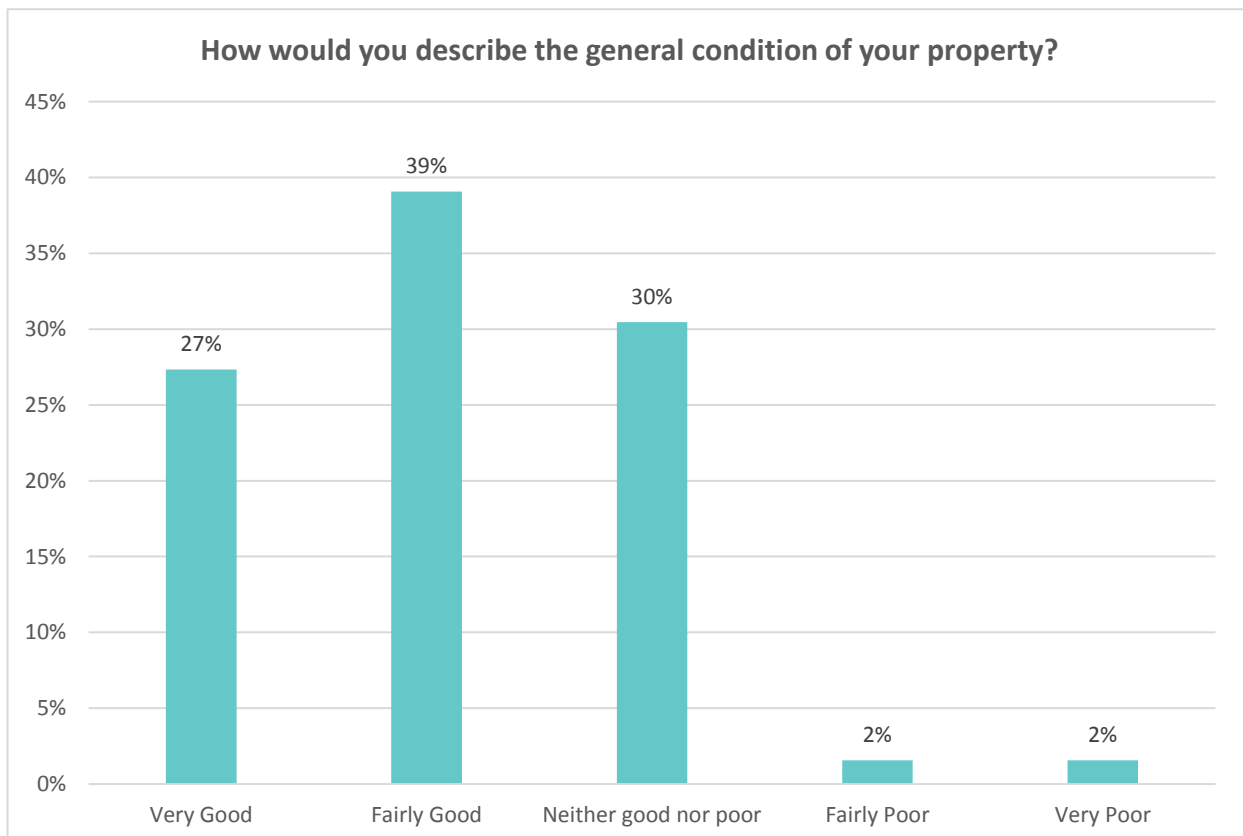
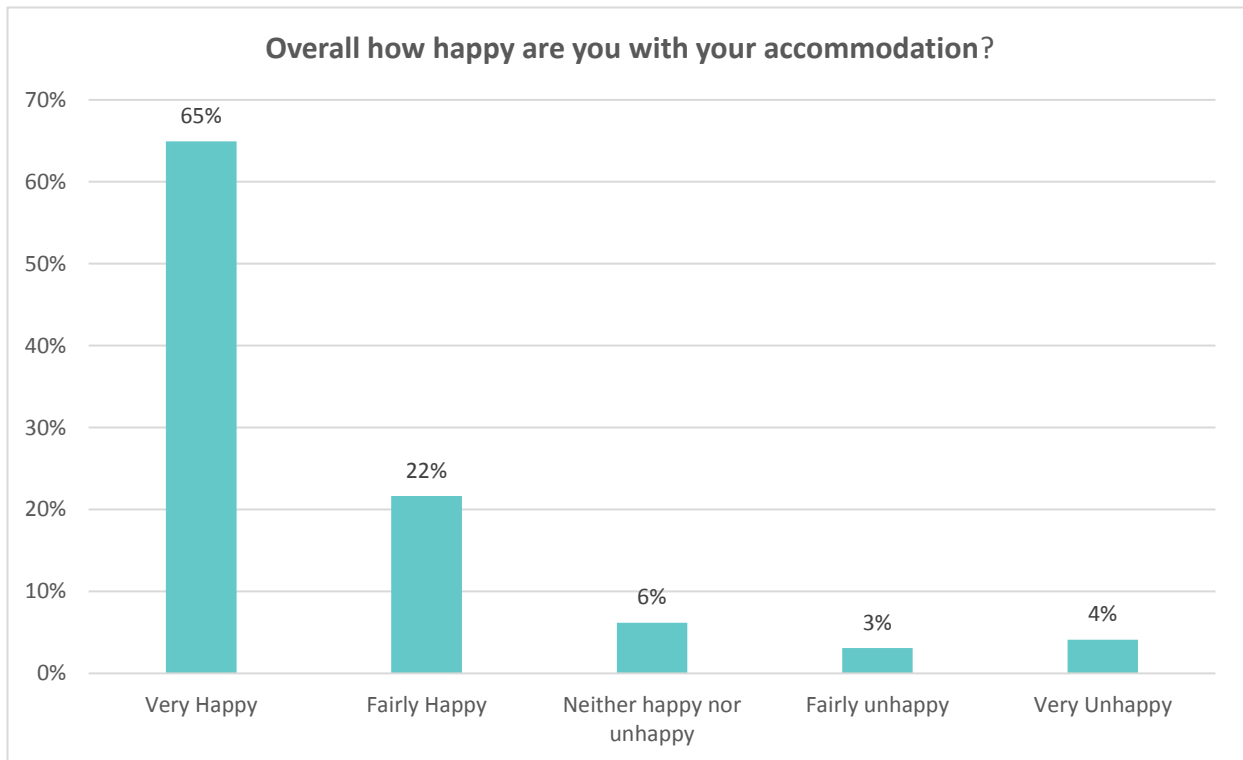
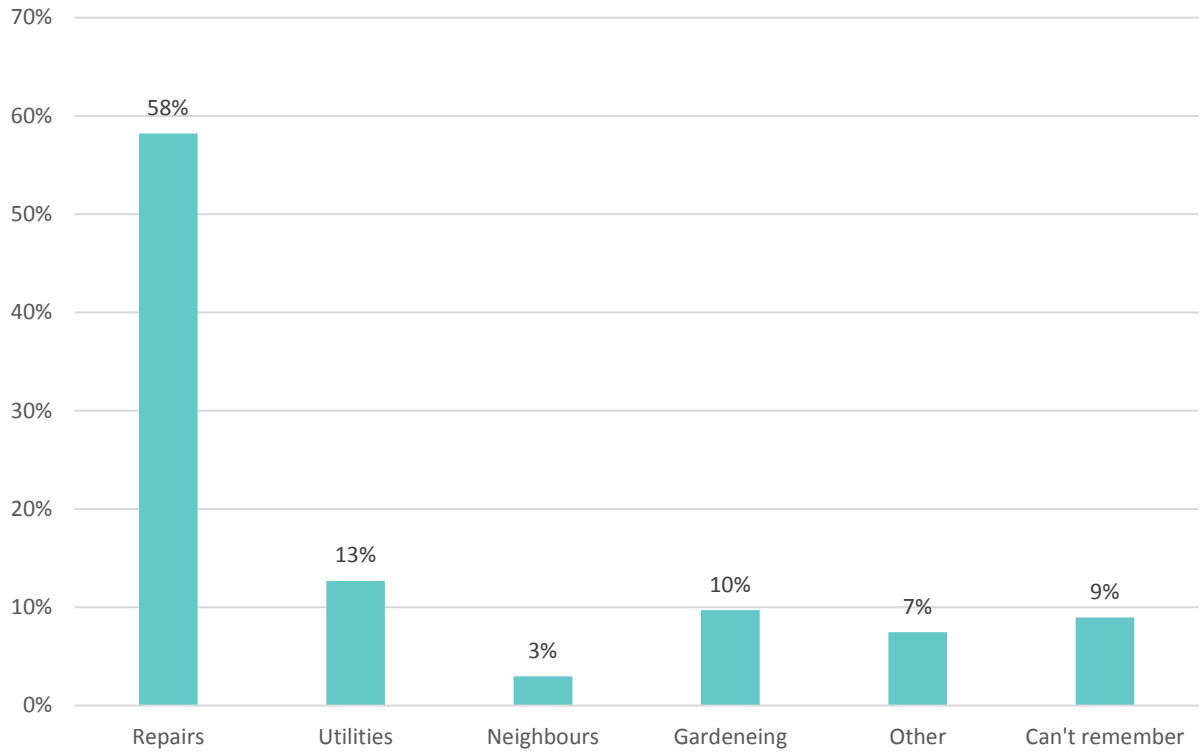


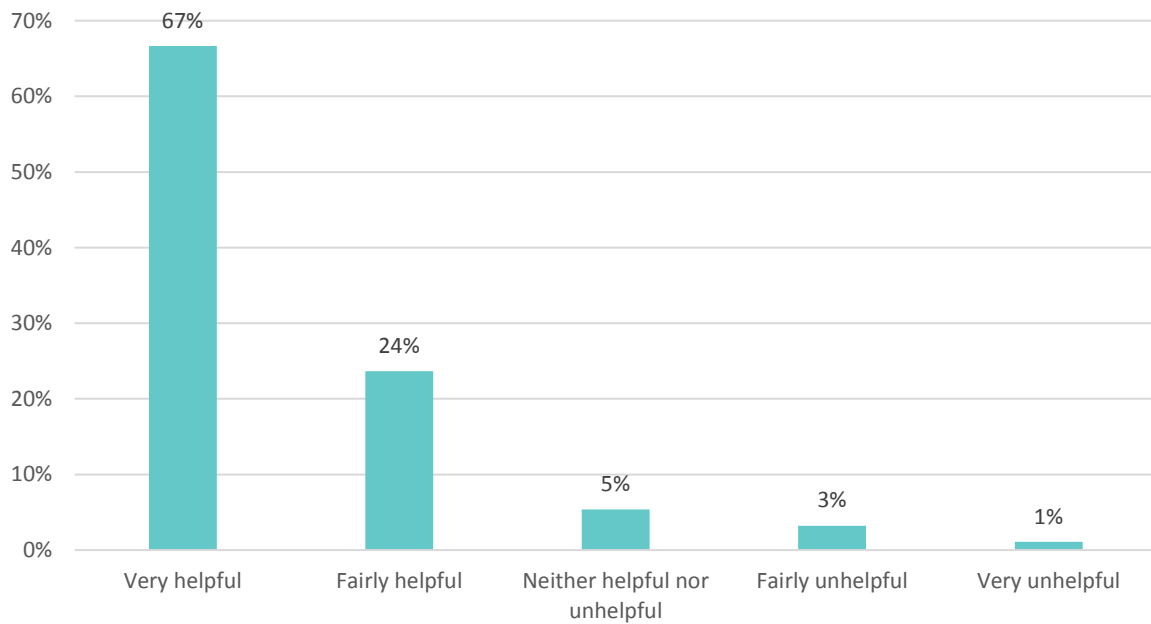
Tenant Satisfaction Survey Results 2017



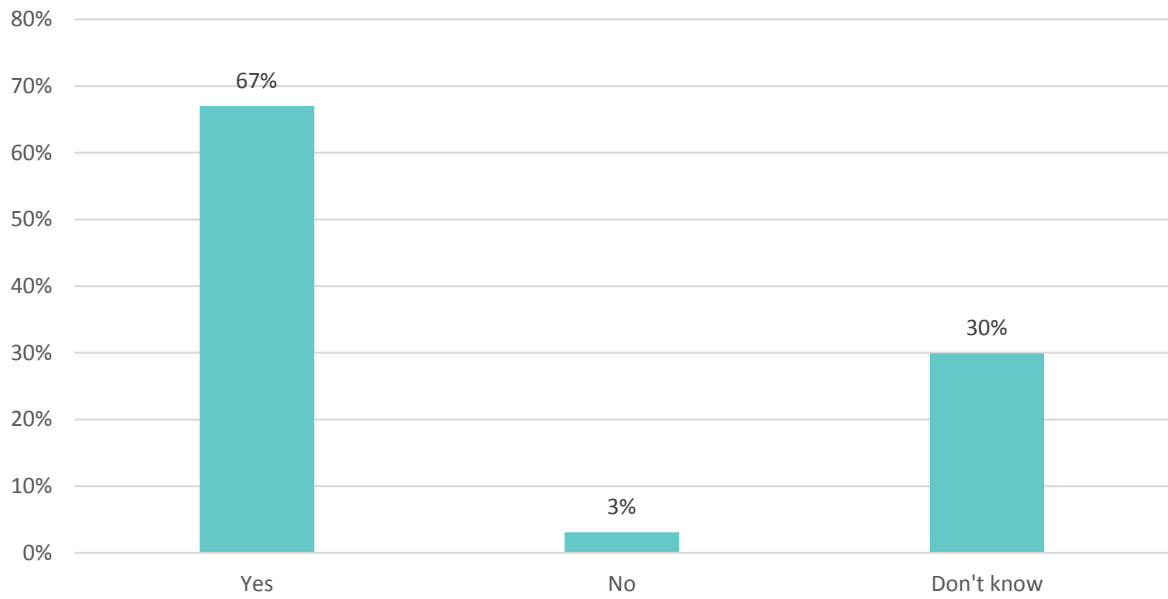
What have you contacted Reside about?



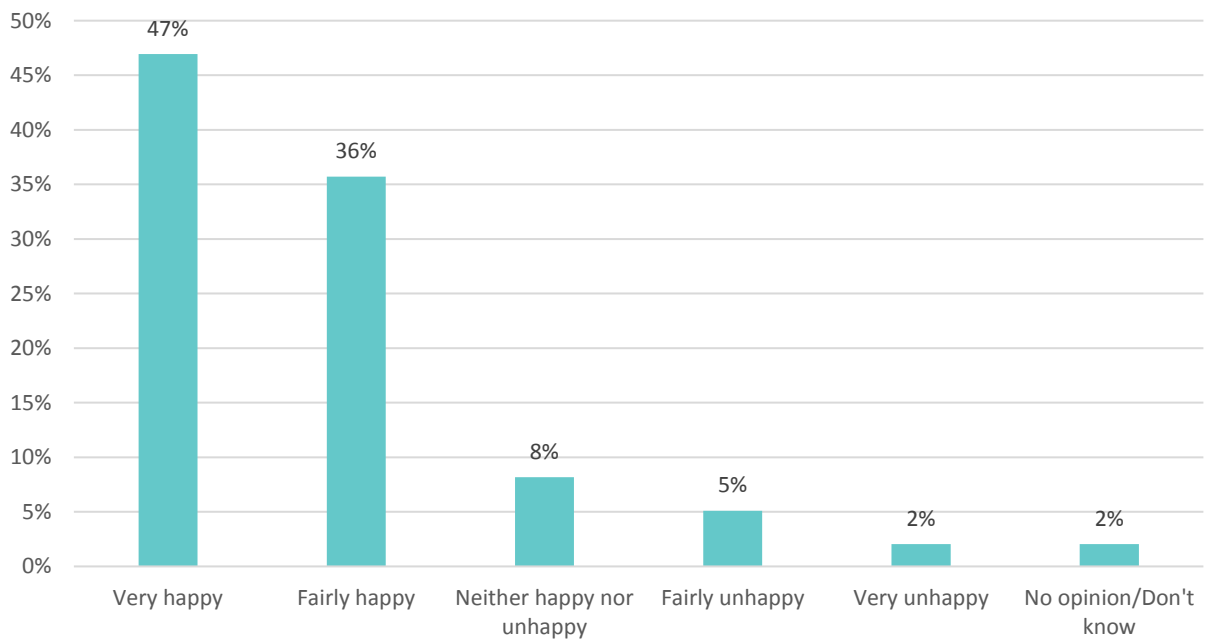
When you last had contact with Reside how helpful did you find the service you received?



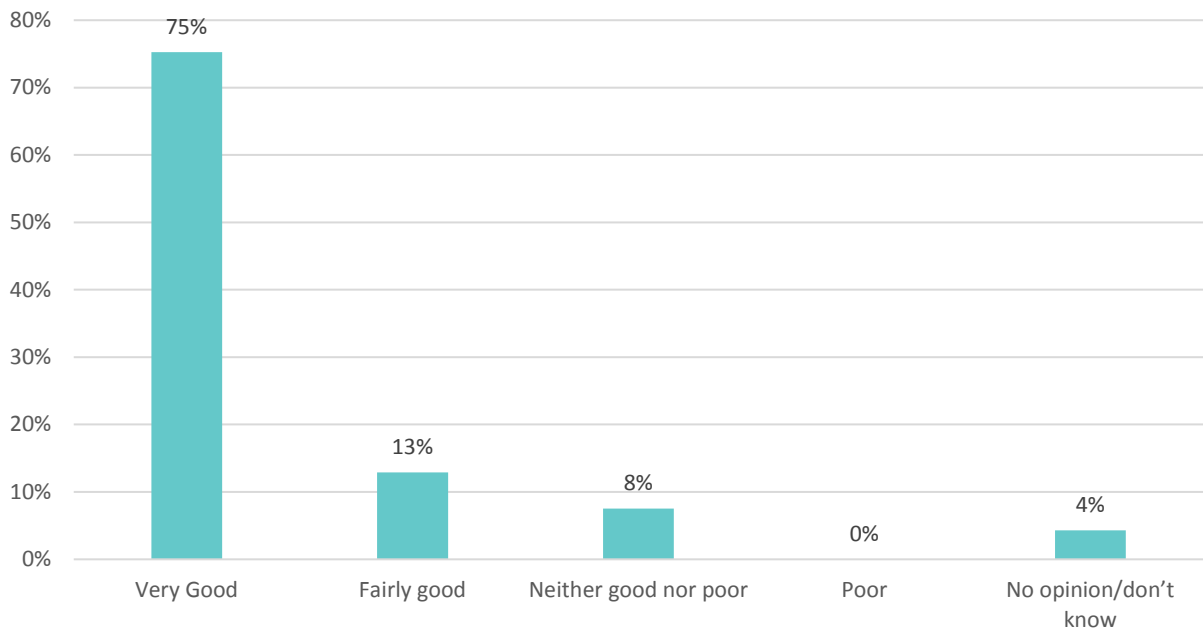
When signing your tenancy paperwork, was your tenancy explained to you in full?



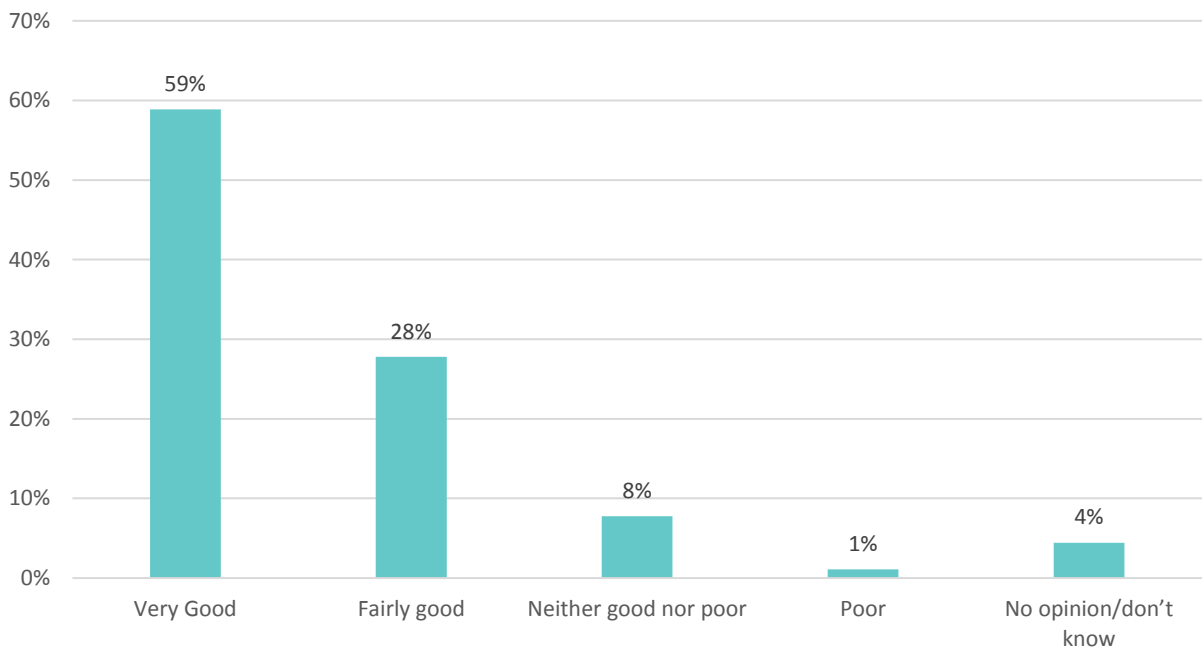
Generally how happy or unhappy are you with the way Reside deals with repairs & maintenance?



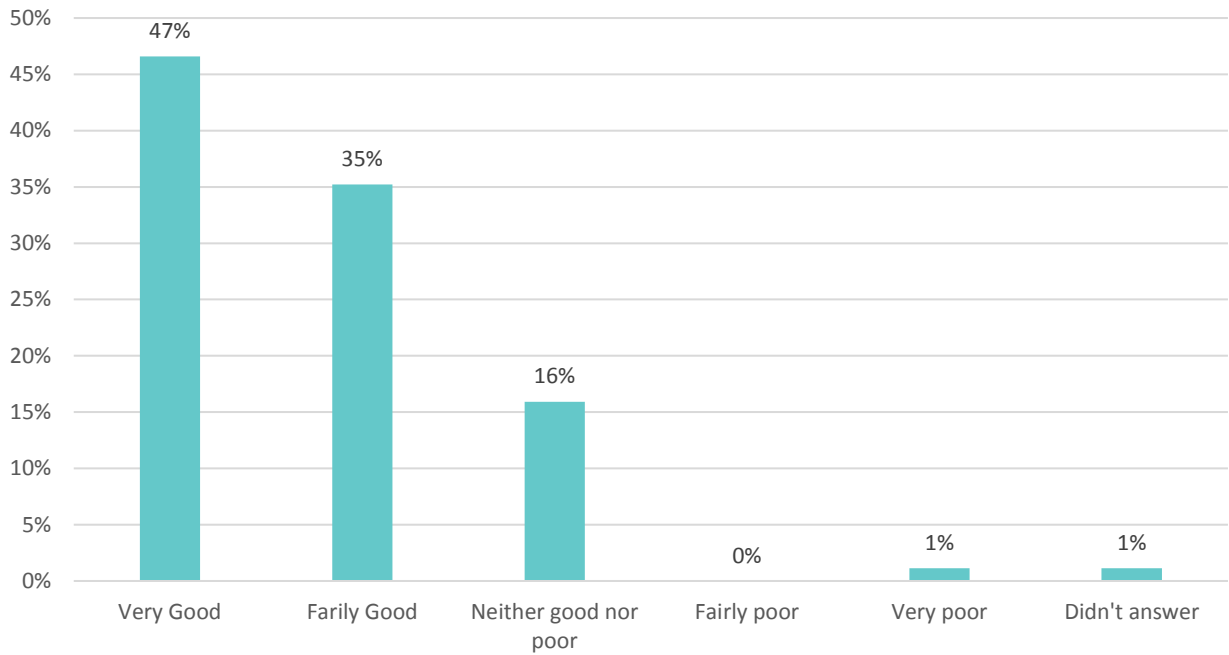
Thinking about your last completed maintenancy repair, how would you rate it in terms of workers attitude?



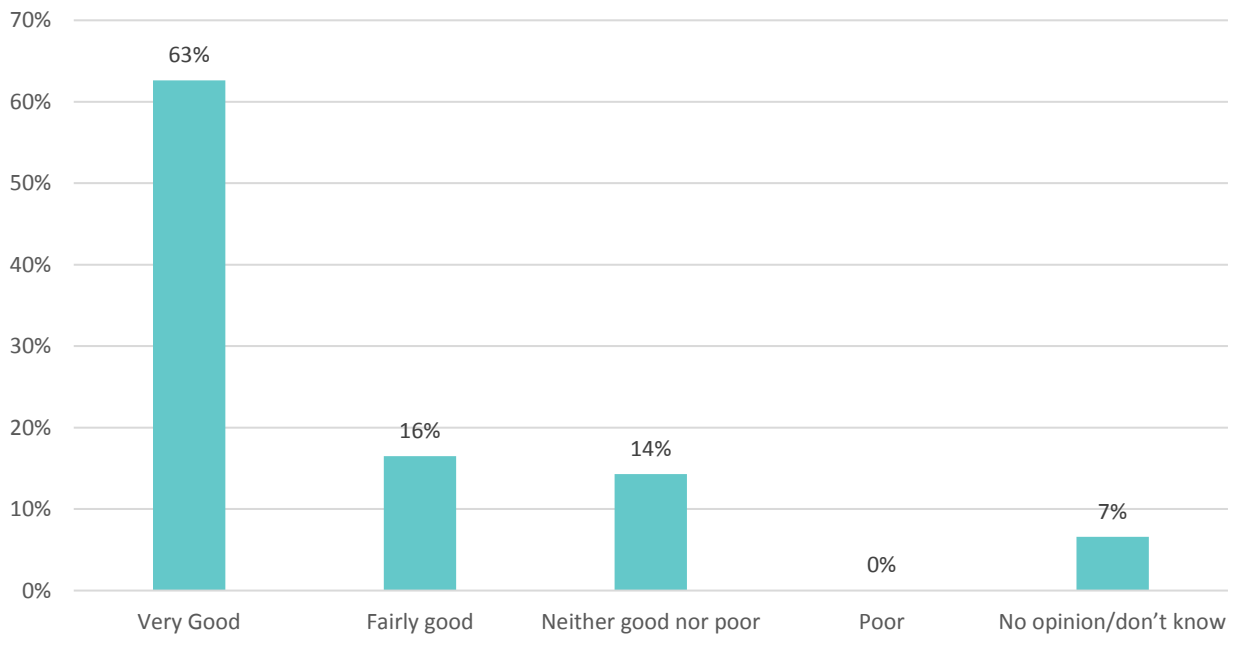
Thinking about your last completed maintenance repair, how would you rate it in terms of keeping dirt & mess to a minimum?



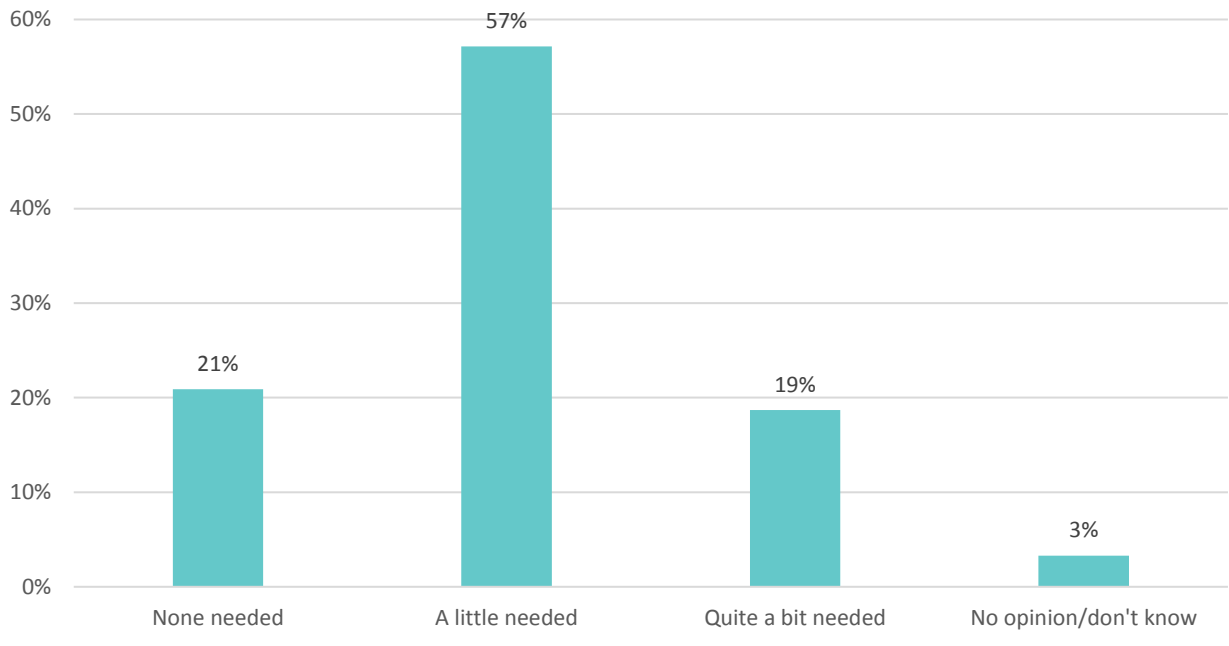
Generally how good do you feel Reside is at directly supporting you to maintain your tenancy through our Tenant Support service?



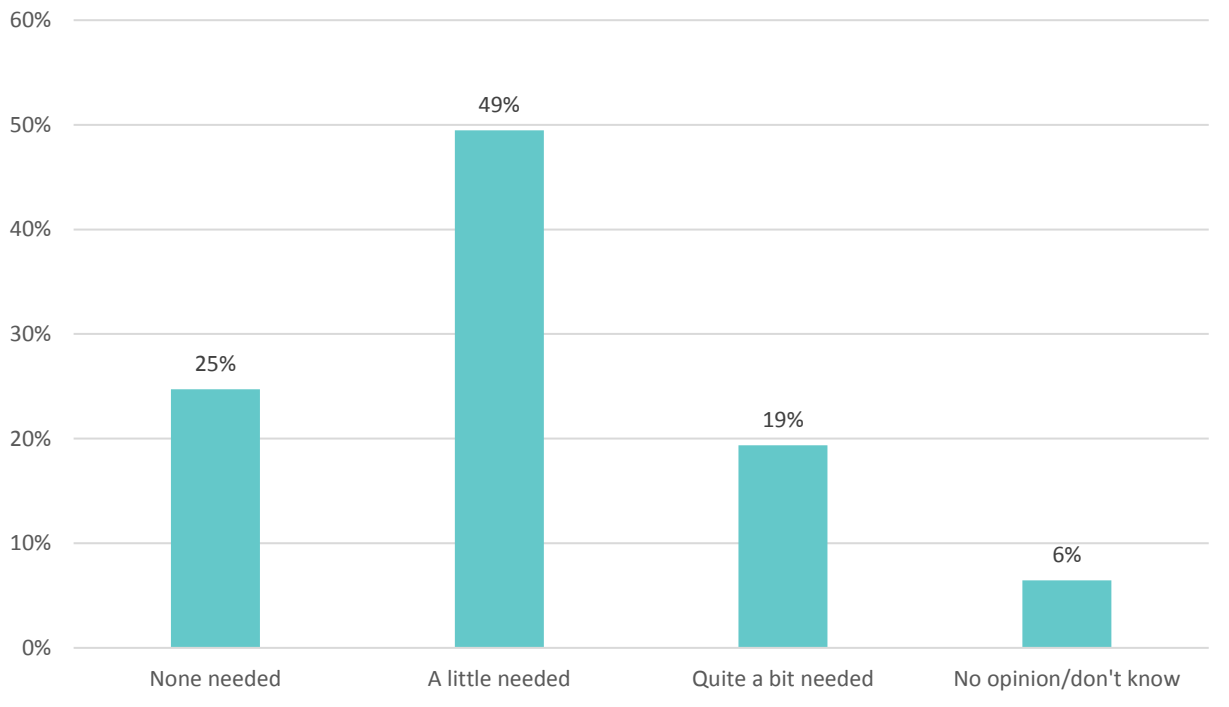
Thinking about your last completed maintenance repair, how would you rate it in terms of the overall quality of work?



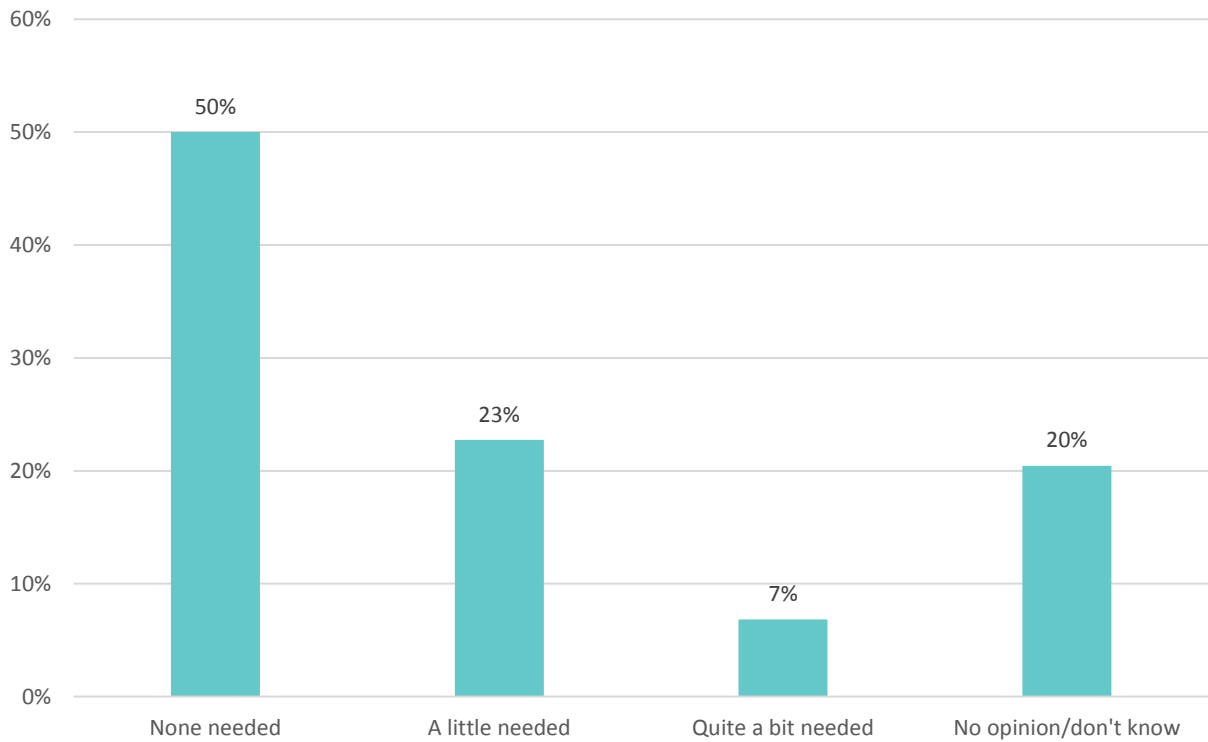
Do you think the following service needs improving: Overall quality of your home?



Do you think the following service needs improving: Repairs & Maintenance?



Do you think the following service needs improving: Providing you with support to manage your accommodation?



If your answer is Yes, have you used Reside's complaint procedure in the last 12 months?

