

Label	Question text	Rating scale
Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Futures Housing Group?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied
Overall satisfaction - comments	Please describe your specific experiences that have shaped your view of Futures Housing Group's service.	Open ended
Well maintained home	How satisfied or dissatisfied are you that Futures Housing Group provides a home that is well maintained?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied
Safe home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Futures Housing Group provides a home that is safe?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied, not applicable/ don't know
Communal areas?	Do you live in a building with communal areas, either inside or outside, that Futures Housing Group is responsible for maintaining?	Yes / No / Don't Know
Communal area satisfaction	How satisfied or dissatisfied are you that Futures Housing Group keeps these communal areas clean and well-maintained?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied
Home or communal areas safe or well maintained - comments	"Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas." / "Share your views on the safety of your home and the cleanliness and maintenance of any communal areas."	Open ended
Repairs in last 12 months?	Has Futures Housing Group carried out a repair to your home in the last 12 months?	Yes / No
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Futures Housing Group over the last 12 months?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied
Time taken 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
Repairs - comments	Tell us more about your experience with the repairs service over the last 12 months.	Open ended
Listens to views & acts upon them	How satisfied or dissatisfied are you that Futures Housing 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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Keeps you informed	How satisfied or dissatisfied are you that Futures Housing 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
Fairly and with respect	To what extent do you agree or disagree with the following `Futures Housing Group treats me fairly and with respect`?	Strongly agree, agree, neither agree nor disagree, disagree, strongly disagree, don't know / not applicable
Customer service and Communication - comments	Describe your experience with the customer service and communications you receive.	Open ended
Easy to deal with	How satisfied or dissatisfied are you that Futures Housing Group are easy to deal with?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied, not applicable/ don't know
Opportunity to participate in decision making process	Thinking about Futures Housing Group in general, how satisfied or dissatisfied are you with the opportunities given to you to participate in Futures Housing Group's decision-making processes?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied, not applicable/ don't know
Trust	How strongly would you agree or disagree with the following statement, "I trust Futures Housing Group to do what they say they will do"?	Strongly agree, agree, neither agree nor disagree, disagree, strongly disagree, don't know / not applicable
Contribution to neighbourhood	How satisfied or dissatisfied are you that Futures Housing 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
Neighbourhood contribution - comments	Share your views on your landlord's contribution to your neighbourhood.	Open ended
Approach to ASB	How satisfied or dissatisfied are you with Futures Housing 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
Approach to ASB - comments	Give us your thoughts on Futures Housing Group's approach to handling anti-social behaviour.	Open ended

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Asb in last 12 months	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?	Yes / No
Complaints in last 12 months?	Have you made a complaint to Futures Housing Group in the last 12 months?	Yes / No
Complaints handling	How satisfied or dissatisfied are you with Futures Housing Group's approach to complaints handling?	Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied
Complaints handling - comments	Please describe your experience of how complaints are handled.	Open ended
Damp	Please can you tell me if your home has any issues with damp, mould, or condensation?	Yes / No / Don't Know
Damp - comments	Please can you explain what the issues are?	Open ended
Reported damp	Have you reported the issue to Futures Housing Group?	Yes / No / Can't remember
Permission 1 - happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Futures Housing Group with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - follow up	Would you be happy for Futures Housing Group to contact you to follow up any of the comments or issues you have raised?	Yes / No
Getting involved	Would you be interested in receiving more information about the My Voice programme by email?	Yes / No