

Label	Question text	Rating scale	Routing?
OverallSatisfaction	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	Why do you say that?	Open Ended	
WellMaintainedHome	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	
SafeHome	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	
CommunalAreas	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	
CommunalAreaSatisfaction	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	CommunalAreas = Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
RepairsinLast12Months	Has Futures Housing Group carried out a repair to your home in the last 12 months?	Yes, No	
RepairsLast12MonthsSatisfaction	How satisfied or dissatisfied are you with the overall repairs service from over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	RepairsinLast12Months = Yes
TimeTakenRepairs	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	RepairsinLast12Months = Yes
OverallRepairs	Generally, how satisfied or dissatisfied are you with the way Futures Housing Group deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
ListensandActs	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	
KeepsyouInformed	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	
FairlyandwithRespect	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, Not applicable / Don` t know	
EasyToDealWith	How satisfied or dissatisfied are you that Futures Housing Group is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
OpportunityViewsKnown	How satisfied or dissatisfied are you that Futures Housing Group gives you the opportunity to make your views known?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know	
DecisionMaking	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	
DecisionMakingComments	How would you like to be involved in Futures Housing Group's decision-making processes?	Open Ended	Opportunity to participate in decision making process = Fairly dissatisfied, Very dissatisfied
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, Not applicable / Don't know	
VFMRent	How satisfied or dissatisfied are you that your rent provides value for money?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know	
ContributionToNeighbourhood	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	

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	
ASBLast12Months	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?	Yes, No	
ComplaintsinLast12Months	Have you made a complaint to Futures Housing Group in the last 12 months?	Yes, No	
ComplaintsHandling	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	ComplaintsinLast12Months = Yes
Damp	Please can you tell me if your home has any issues with damp, mould, or condensation?	Yes, No, Don't know	
DampComments	Please can you explain what the issues are?	Open Ended	Damp = Yes
ReportedDamp	Have you reported the issue to Futures Housing Group?	Yes, No, Can't remember	Damp = Yes
EDI_Household	Which of the following categories best describes your household?	Single adult with no children Single adult with a child/children Couple with no children Couple with a child/children Multiple adults with no children Multiple adults with a child/children Other Prefer not to say	
EDI_Employment	What is your employment status?	Full time employed Part time employed Self-employed Unemployed Retired Long-term disabled / unable to work Carer Other Prefer not to say	
Permission1	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	
Permission2	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	Permission1 = Yes
FollowUpPreference	And how would you prefer Futures Housing Group to contact you to discuss any issues you may have raised in the survey?	Phone, Email	Permission2 = Yes
FollowUpEmail	Please can you provide best email address to contact you on?		Future Contact = Yes
FollowUpPhone	Please can you provide the best phone number to contact you on?		Future Contact = Yes
GettingInvolved	Would you be interested in receiving more information about the My Voice programme by email? Note: Futures operates an online customer community called My Voice, for customers who want to share their views and opinions, give feedback, and discuss new projects to help shape their strategy. You can find out more about this by searching for "Get Involved" on the Futures website.	Yes, No	
GettingInvolvedEmail	Please can you provide best email address to contact you on?		Getting Involved = Yes