



What will we be
asking you?





As in previous years we'll be asking a range of questions about you, your home and our services.

We want everyone to feel able to have their say, let us know what they think and how they feel about things.

Remember: your responses are completely confidential.





We'll be asking questions about:

- Communication
- Community Chats & Together with Tenants
- House & home
- Money matters
- Neighbourhood & community
- SHAL overall





Tenant satisfaction measures

A summary of our requirements

This survey will include the new Tenant Satisfaction Measures (TSMs) that were introduced in April 2023.



This side much more important ← I feel the same about both → This side much more important

Support people who want to maintain and improve their homes themselves	☐	☐	☐	☐	☐	☐	☐	More help dealing with conflict and anti-social behaviour in our communities
Do more to help people with disabilities get the support they need	☐	☐	☐	☐	☐	☐	☐	Support people who are struggling financially
Build more homes	☐	☐	☐	☐	☐	☐	☐	Provide access to independent advice and support when things go wrong
Improve the information available about the services SHAL provides	☐	☐	☐	☐	☐	☐	☐	Invest in maintaining and improving the standard of our homes
Invest in improving the energy efficiency of our homes	☐	☐	☐	☐	☐	☐	☐	Help people improve their mental health and wellbeing
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Support people who want to maintain and improve their homes themselves	☐	☐	☐	☐	☐	☐	☐	Do more to help people with disabilities get the support they need
Provide better ways for people to share their views and have their say	☐	☐	☐	☐	☐	☐	☐	Help people get onto the property ladder (e.g. shared ownership)
Help and encourage people to maintain their gardens better	☐	☐	☐	☐	☐	☐	☐	Help people improve their physical health and wellbeing
More help dealing with conflict and anti-social behaviour in our communities	☐	☐	☐	☐	☐	☐	☐	Build more homes
Invest in maintaining and improving the standard of our homes	☐	☐	☐	☐	☐	☐	☐	Help people improve their mental health and wellbeing
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Invest in improving the energy efficiency of our homes	☐	☐	☐	☐	☐	☐	☐	Improve the information available about the services SHAL provides

We'll also be asking you about your priorities



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Provide access to independent advice and support when things go wrong	☐	☐	☐	☐	☐	☒	Help people get onto the property ladder (e.g. shared ownership)
Invest in improving the energy efficiency of our homes	☒	☐	☐	☐	☐	☐	Improve the information available about the services SHAL provides

To make it easier to answer, the priorities have been split into pairs, so you only have to compare two at a time.

Each idea is randomly compared with three others.



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When we join all your answers together we use some clever maths to work out how you rank them all in order from 1 (most important) to 14 (least important).

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Don't worry about taking too long on each question and don't overthink it; your first answer is fine.

It's important you fill in every line with a single tick or cross.



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If you feel the same about both of the ideas on a single line, whether good or bad, just choose the middle box.





Responding means you'll **be part of what we do together** and how we do it – and influence what we focus on in the future.





Is there a gap between what we think and what you think about SHAL, our homes and our services?





Remember: if you complete the survey you'll be entered into a prize draw and 10 of you will receive £50 gift voucher.



We're proud to
provide safe, warm
and affordable
homes in our
community.

