

TRIDENT GROUP CUSTOMER SURVEY QUESTIONNAIRE

Welcome to the Trident Group Customer Survey, which is used to calculate the annual tenant satisfaction measures that the Regulator of Social Housing require Trident to publish. Trident will submit results to the Regulator for the period 1st April 2023 to 31st March 2024 and will share the results with customers when they are published.

The questionnaire also takes the opportunity to update some of Trident Group's records to ensure that contact details are as up to date as possible.

We have tried to simplify things by making most questions requiring just a 'tick box' response and some questions have a 'I prefer not to say' option should you feel unwilling to give an answer.

Please be assured that any information given will be treated confidentially by NA Global Research Ltd and no individual responses or scores will be identified. We also confirm that any information given during the survey is for the sole use of Trident Group and will not be shared with any third parties except for those referred to in compliance with GDPR legislation. Details of the Trident Group Privacy Policy can be found on the Trident Group website.

Each tenant who completes this survey will be entered into a Prize Draw for £500 worth of high street vouchers as set out below -

1st prize worth £200
2nd prize worth £100
4 runners-up prizes worth £50 each

Draw will take place at the end of September 2023 and is restricted to **one entry per tenant**. *Details can be viewed on the Trident Group website.*

Q1. Firstly, can you confirm your surname, your first name and any other names?

Surname	
First name	
Other names	

Q2. And your address?

First line	
Second line	
Town/City	
Postcode	

Q3. Can you tell us which age group you would fit into?

Under 21		Between 51 and 60	
Between 22 and 30		Between 61 and 70	
Between 31 and 40		Over 70 years old	
Between 41 and 50		I prefer not to say	

Q4. Can you tell us your gender?

Male		Female	
Non-binary		Transgender	
Other (<i>please state</i>)		I prefer not to say	

Q5. Can you tell us which of the following ethnic groups best describes you?

White (British/Irish/Gypsy or Irish Traveller/Any Other White Background)	
Black (Caribbean/African/Black British (Caribbean/African/Any Other Black/African/Caribbean Background))	
Mixed Race (White & Black Caribbean/White & Black African/White & Asian/Any Other Mixed/Multiple Ethnic Background)	
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese/Any Other Asian Background)	
Other Ethnic Group (Arab/Any other Ethnic Group)	
I prefer not to say	

SECTION B – LEVELS OF SATISFACTION

The following questions focus on your satisfaction/dissatisfaction with the services provided by Trident, the home you live in and your neighbourhood. Please be assured that all information in this section will be anonymised so that no individual response can be identified.

Q6. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Trident?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

Q7. How satisfied or dissatisfied are you that Trident provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

If you are 'Very dissatisfied' or 'Fairly dissatisfied' please answer Q8. Otherwise please go directly to Q9.

Q8. Can you tell us briefly why you are dissatisfied with the maintenance of your home?

Reason 1: _____

Reason 2: _____

Reason 3: _____

Q9. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Trident provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable

If you have answered 'Very dissatisfied' or 'Fairly dissatisfied' please answer Q10, otherwise go directly to Q11.

Q10. Can you tell us briefly why you are dissatisfied with the safety of your home?
(Up to three reasons)

Reason 1: _____

Reason 2: _____

Reason 3: _____

Q11. How satisfied or dissatisfied are you that Trident listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable

Q12. To what extent do you agree with the following – “Trident treats me fairly and with respect”?

Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly	Don't know/not applicable

Q13. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

Q14. How satisfied or dissatisfied are you that Trident makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable

Q15. To what extent do you feel any of the following are a problem where you live?

	Not a problem	Minor problem	Major problem
Rubbish or litter			
Car parking			
Noisy neighbours			
Problems with pets			
Vandalism/graffiti			
Anti-social behaviour			
Other crime			

Q16. How satisfied or dissatisfied are you with Trident's approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable

Q17. Has Trident carried out a repair to your home in the last 12 months?

YES	
NO	

If you have answered YES, please go to Q18. If you have answered NO, please go directly to Q20.

Q18. How satisfied or dissatisfied are you with the overall repairs service from Trident over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

Q19. 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

Q20. Do you live in a building with communal areas, either inside or outside, that Trident is responsible for maintaining?

YES	
NO	
Don't know	

If you have answered YES, please go to Q21, otherwise go directly to Q22.

Q21. How satisfied or dissatisfied are you that Trident keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

Q22. How satisfied or dissatisfied are you that Trident keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable

Q23. If you access the Group's website, how satisfied or dissatisfied are you with the content available to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable

Q24. Please state the reason for your choice in Q23

Reason 1.....

Reason 2.....

Reason 3.....

Q25. Have you made a complaint to Trident in the last 12 months?

YES	
NO	

If your answer is YES, please go to Q26 below. Otherwise go directly to Q28.

Q26. How satisfied or dissatisfied are you with Trident's approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

Q27. If possible, can you tell us the reason for your answer to Q26 above, i.e. why you are Satisfied or dissatisfied with the way Trident Group dealt with your complaint? (Up to three reasons)

Reason 1: _____

Reason 2: _____

Reason 3: _____

Q28 Are you aware of how to make a complaint and of Trident's complaint process?

YES	
NO	

Q29. Taking into account the accommodation and services that Trident provides through rent and service charges, how satisfied are you **overall** that this provides value for money?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied

If you have answered Very Dissatisfied or Dissatisfied, please go to Q31, otherwise move directly to Q32.

Q30. Can you tell us briefly why you think the rent and service charges do not offer value for money? (Up to three reasons)

Reason 1: _____

Reason 2: _____

Reason 3: _____

SECTION D – BASIC CONTACT INFORMATION

Q31. It is sometimes necessary for Trident to contact you by telephone and/or email, so it is very important that these details are kept as up-to-date as possible. Please enter any applicable contact details in the relevant boxes below?

(Please enter the 11 digits with no spaces)

Mobile No. 1

0											
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(If applicable)

Mobile No. 2

0											
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(If applicable)

Telephone (home)

0											
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(If applicable)

Telephone (work)

0											
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(If applicable)

Q32. And if you have an email address, please enter the details below -

email

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Q33. And finally, can you tell us how you would prefer to be addressed?

Mr	
Mrs	
Miss	
Other <i>(please state below)</i>	

M	
Dr	
Christian name (no title)	
I prefer not to say	

THANK THE RESPONDENTS FOR THEIR TIME IN RESPONDING TO THE SURVEY