

# Annual Tenant Survey 2025/26

Please take 5 minutes to complete our annual tenant survey for a chance to win a £100 voucher. The information collected from this survey will tell us about the issues you are most concerned about and help us to make changes where they are most needed. The survey will be used to calculate Tenant Satisfaction Measures, which we will publish and provide to the Regulator of Social Housing.

There is more information about this on our website  
[www.cornerstonehousing.net/satisfactionsurvey](http://www.cornerstonehousing.net/satisfactionsurvey)

**1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cornerstone?**

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

**2. Please tell us why you said that**

**3. How likely would you be to recommend Cornerstone to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Please circle)**

1    2    3    4    5    6    7    8    9    10

- 4. Has Cornerstone carried out a repair to your home in the last 12 months?  
(If No move to question 7)**
- Yes
  - No
- 5. How satisfied or dissatisfied are you with the overall repairs service from Cornerstone over the last 12 months?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- 6. 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
- 7. How satisfied or dissatisfied are you that Cornerstone provides a home that is well-maintained?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- 8. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cornerstone provides a home that is safe?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable/ don't know

**9. Have you reported damp or mould in your home to Cornerstone in the last 12 months? (If No move to question 11)**

- Yes
- No

**10. How satisfied or dissatisfied are you with the damp and mould service you received from Cornerstone?**

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

**11. How satisfied or dissatisfied are you that Cornerstone 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

**12. How satisfied or dissatisfied are you that Cornerstone 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

**13. To what extent do you agree or disagree with the following "Cornerstone treats me fairly and with respect"?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

- Strongly Disagree
- Not applicable/ don't know

**14. How satisfied or dissatisfied are you that Cornerstone is easy to deal with?**

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

**15. Have you made a complaint to Cornerstone in the last 12 months? (If no move to question 17)**

- Yes
- No

**16. How satisfied or dissatisfied are you with Cornerstone's approach to complaints handling?**

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

**17. Do you live in a building with communal areas, either inside or outside, that Cornerstone is responsible for maintaining? (If No move to question 19)**

- Yes
- No
- Don't know

**18. How satisfied or dissatisfied are you that Cornerstone keeps these communal areas clean and well-maintained?**

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

**19. How satisfied or dissatisfied are you that Cornerstone makes a positive contribution to your neighbourhood?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**20. How satisfied or dissatisfied are you with Cornerstone's approach to handling anti-social behaviour?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**21. How satisfied or dissatisfied are you that your rent provides value for money?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**22. How satisfied or dissatisfied are you that your service charges provide value for money?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

**23. What would you most like us to improve on?**

- How we listen and respond when you contact us
- How we deal with complaints
- Information and advice available to you
- Ways to get involved or give feedback on services
- Dealing with minor repairs (e.g. fixing your boiler)
- Major improvements to your home (e.g. windows, kitchen)
- The cost of heating your home
- Communal grounds maintenance (e.g. cutting communal grass)
- Communal area cleaning and maintenance (e.g. communal hallways)
- How safe you feel in your home
- The appearance of your neighbourhood generally
- Resolving problems in your community (e.g. nuisance from neighbours)
- How safe you feel in your community
- How we let our empty homes
- How we manage rent and arrears
- The number of new homes we build
- No improvement needed
- Other

**24. Would it be okay for you to be contacted by someone from Cornerstone regarding any of the topics covered in this survey?**

- Yes
- No

**Thank you for sharing your feedback with us. Your opinions really matter to us.**