

Customer Satisfaction Survey 2025

Ms A B Sample
Sample Street
Sample District
Sample Town
AB1 2CD

999999



arpsurveys.co.uk/brunelcare

scan me



your code:
9999mnmw

Share your views with us

Dear {name}

We want to hear what matters most to you, so please find enclosed our 2025 Customer Satisfaction Survey. By completing this survey, you can tell us what you think, to inform our services and how we deliver them.

This is part of the Government's annual Tenant Satisfaction Measures. Brunelcare will publish the results from the survey annually as part of a core set of performance measures.

So please take 10 minutes to complete this survey and return it in the enclosed freepost envelope or just fill it in online using the link or scanning the code above.

As a thank you, the unique code from all completed surveys will automatically be entered into a prize draw, to win one of four Love2Shop Gift Cards worth **£100, £75, £50 or £25!**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf. Any information you provide will be treated in confidence and will only be used by Brunelcare to improve our services.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Brunelcare on 0117 914 4257 or email hello@brunelcare.org.uk

 **return by Friday 21 March 2025**

WIN a Love2Shop gift voucher!



Together with **Customers**

About us



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

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

Your home



2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?

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

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

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

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

- ☐ Yes **go to Q5 ↓**
- ☐ No **go to Q6 →**
- ☐ Don't know **go to Q6 →**

5 How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained?

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

Neighbourhoods



6 How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood?

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

Please tell us why you gave this answer and what you consider to be your 'neighbourhood'?



7 How satisfied or dissatisfied are you with Brunelcare's approach to handling anti-social behaviour?

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

Please tell us why you gave this answer?

Value for money



8 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
☐	☐	☐	☐	☐	☐

Repairs service



9 Has Brunelcare carried out a repair to your home in the last 12 months?

☐ Yes **go to Q10** ↓

☐ No **go to Q12** ↪

10 How satisfied or dissatisfied are you with the overall repairs service from Brunelcare over the last 12 months?

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

11 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
☐	☐	☐	☐	☐

Communication



12 How satisfied or dissatisfied are you that Brunelcare 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
☐	☐	☐	☐	☐	☐

13 How satisfied or dissatisfied are you that Brunelcare 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
☐	☐	☐	☐	☐	☐

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To what extent do you agree or disagree with the following “Brunelcare treats me fairly and with respect”?

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Not
applicable/
don't know

☐

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How satisfied or dissatisfied are you that Brunelcare is easy to deal with?

Very
satisfied

☐

Fairly
satisfied

☐

Neither
satisfied nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not
applicable/
don't know

☐

Complaints



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Have you made a complaint to Brunelcare in the last 12 months?

☐ Yes **go to Q17** ↓

☐ No **go to Q18** →

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How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?

Very
satisfied

☐

Fairly
satisfied

☐

Neither
satisfied nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Whether you are satisfied or dissatisfied, please tell us how we can improve?



To what extent do you agree or disagree with the following statements...

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Doesn't apply
a. I have a place to live I am proud to call my home	☐	☐	☐	☐	☐	☐
b. I have a home in which I feel safe and secure	☐	☐	☐	☐	☐	☐
c. I have a home that gives me long term stability	☐	☐	☐	☐	☐	☐
d. I feel financially comfortable living in a Brunelcare property	☐	☐	☐	☐	☐	☐
e. I have a home where I am warm and comfortable	☐	☐	☐	☐	☐	☐
f. Brunelcare helps me to feel safe and welcome in my local community	☐	☐	☐	☐	☐	☐
g. Living in a Brunelcare property enables me to have the social life I want	☐	☐	☐	☐	☐	☐
h. I feel reassured knowing there is always support and assistance when I need it	☐	☐	☐	☐	☐	☐
i. Receiving care and support from Brunelcare enables me to live an independent life	☐	☐	☐	☐	☐	☐
j. I feel healthier and happier due to the care and support I receive	☐	☐	☐	☐	☐	☐
k. I feel that my dignity and privacy are always respected when I receive care & support	☐	☐	☐	☐	☐	☐
l. I have peace of mind knowing I will be cared for should my needs change	☐	☐	☐	☐	☐	☐



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If Brunelcare could do **ONE** thing to improve its services, what would you like it to be?



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The results of this survey are confidential. However, would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?

☐ Yes

☐ No



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Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

☐ Yes

☐ No



To make a complaint about an issue with our service you can do so through the service supporting you or at any one of our offices, via the complaints form on our website, by email to **complaints@brunelcare.org.uk** or by phoning us on **0117 914 4214**.

Thank you!

Please now return in the enclosed freepost envelope for your chance to win a Love2Shop voucher for up to £100!

