

Your feedback



The purpose of this survey is to collect your feedback about how IDS, as your landlord, are performing. We will use the responses to calculate the annual Tenant Satisfaction Measures we are required to publish.

There are twelve questions which cover most of the services we provide in a multiple choice format, with an additional final question asking for your comments on any service improvement suggestions. The whole survey should take less than 5 minutes to complete.

We will be taking on board all of the feedback we receive and using it to plan how we improve our services.

If you require help or would prefer to complete the survey by post, in person or by phone, please get in touch via email housing@ids.org.uk or call us on 020 8800 9606 and we will be happy to assist you.

Just click the button below to get started on the survey and make your voice heard.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by IDS? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has IDS carried out a repair to your home in the last 12 months? **[Required]**

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from IDS over the last 12 months? **[Required]**

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that IDS provides a home that is well maintained? **[Required]**

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that IDS provides a home that is safe? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that IDS listens to your views and acts upon them? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that IDS keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

To what extent do you agree or disagree with the following "IDS treats me fairly and with respect"? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Have you made a complaint to IDS in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with IDS's approach to complaints handling? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

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

[Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

How satisfied or dissatisfied are you that IDS keeps these communal areas clean and well maintained? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that IDS makes a positive contribution to your neighbourhood? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you with IDS's approach to handling anti-social behaviour? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Finally, if you had one suggestion of how we can improve our services, what would it be?

Thank you for taking the time to complete this survey. Your responses are really valued.

