



We have been asked to suggest a standard question for tenant satisfaction surveys relating to development schemes.

Our suggestion is as follows.

**For surveys which are specific to new build/rehab schemes then we suggest asking the NHF STATUS question as follows:**

**Overall, how satisfied or dissatisfied are you with your accommodation?**

**Reply options:**           **Very satisfied**  
                                  **Fairly satisfied**  
                                  **Neither satisfied nor dissatisfied**  
                                  **Fairly dissatisfied**  
                                  **Very dissatisfied**

**If the survey is more general then a similar question should be asked as follows:**

**If your home was recently built (or refurbished) then overall, how satisfied or dissatisfied are you with your accommodation?**

**Reply options:**           **Very satisfied**  
                                  **Fairly satisfied**  
                                  **Neither satisfied nor dissatisfied**  
                                  **Fairly dissatisfied**  
                                  **Very dissatisfied**

**The results of the survey should be used to answer Questions 7 to 14 in the *Annual Data Questions* screen.**

**March 2004.**