



Tenant Satisfaction Measure Questionnaire

Hi,

My name is ____ and I am calling from TLF Research on behalf of South Lakes Housing. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure, and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated.

Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and share this with South Lakes Housing. In addition, the call may be recorded for quality and training purposes.

TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Lakes Housing?

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

If very satisfied – “why would you say you are satisfied?”

If fairly satisfied or neither satisfied nor dissatisfied – “what could South Lakes Housing do to make you satisfied?”

If fairly or very dissatisfied – “what would you say you are you are dissatisfied?”

Has South Lakes Housing carried out a repair to your home in the last 12 months?
(Customers living in rented housing/LCRA only)

- ☐ Yes (Go to Q3)
- ☐ No (Go to Q5)

TP02: How satisfied or dissatisfied are you with the overall repairs service from South Lakes Housing over the last 12 months? **(Customers living in rented housing/LCRA only)**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered [Interview do not read out – only an option if respondent cannot answer/refused to answer]

TP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **(Customers living in rented housing/LCRA only)**

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

TP04: How satisfied or dissatisfied are you that South Lakes Housing provides a home that is well maintained?

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

TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Lakes Housing provides a home that is safe?

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

TP06: How satisfied or dissatisfied are you that South Lakes Housing 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

If fairly or very dissatisfied - "Why would you say you are dissatisfied?"

TP07: How satisfied or dissatisfied are you that South Lakes Housing 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

TP08: To what extent do you agree or disagree with the following "South Lakes Housing treat me fairly and with respect"?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/don't know

Have you made a complaint to South Lakes Housing in the last 12 months?

- ☐ Yes (Go to Q11)
- ☐ No (Go to Q12)

TP09: How satisfied or dissatisfied are you with South Lakes Housing's approach to complaints handling?

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

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

- ☐ Yes (Go to Q13)
- ☐ No (Go to Q14)
- ☐ Don't know (Go to Q14)

TP10: How satisfied or dissatisfied are you that South Lakes Housing keeps these communal areas clean, and well maintained?

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

- Very dissatisfied

TP11: How satisfied or dissatisfied are you that South Lakes Housing makes a positive contribution to your neighbourhood?

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

TP12: How satisfied or dissatisfied are you with South Lakes Housing's approach to handling anti-social behaviour?

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

Over the last 12 months, have you noticed any change in the service provided by South Lakes Housing. Has it improved, stayed the same or deteriorated?

- Improved [Why do you say that?]
- Stayed the same
- Deteriorated (Why do you say that?)
- Don't know/Can't say

Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with South Lakes Housing. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q24)
- No, I would like to remain anonymous (Go to close)

Are you happy for South Lakes Housing to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 599610 and MRS = 0800 975 9596, Website= www.tlfresearch.com).