



Example of the Tenant Satisfaction Questionnaire

Our telephone satisfaction survey will follow the following format:

Good morning / afternoon / evening. My name is [INTERVIEWER] and I'm calling from IFF Research on behalf of your housing provider, Black Country Housing Group (BCHG). Please can I speak to ...? The reason for my call today is to gather some feedback about your general experience of being a BCHG customer. This is as part of the tenant satisfaction measures to see how well landlords like BCHG are doing and used to help improve services. If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 10 minutes? Please can you confirm that you are on the tenancy agreement with BCHG? Please can you confirm your name?

Can I ask what is your primary language? By this we mean the language you use most often to communicate with. If we are able to we will contact you again in your primary language to get your feedback.

I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year. All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines. Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your BCHG and your answers can be shared anonymously if you wish with no link to your personal information.

For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr . If you would like to find out more about this survey, or confirm the validity of the survey please visit: www.bchg.co.uk and search for IFF Research.

TSM Survey

- 1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Black Country Housing Group?

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

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

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

3) Has BCHG carried out a repair to your home in the last 12 months?

- Yes
- No

If 'YES'

3.1) How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?

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

3.2) 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

If 'NO'

4) *Generally, how satisfied or dissatisfied are you with the way BCHG deals with repairs and maintenance?*

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

5) *What is your reason for saying that?*

6) How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?

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

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

Yes
No

If 'Yes'

7.1) How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?

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

8) How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood?

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

9) How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?

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

10) How satisfied or dissatisfied are you that BCHG 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

11) How satisfied or dissatisfied are you that BCHG 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

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

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

13) How strongly would you agree or disagree with the following statement “I trust BCHG to do what they say they will do”?

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

14) Have you made a complaint to BCHG in the last 12 months?

- Yes
- No

If 'Yes'

14.1) How satisfied or dissatisfied are you with BCHG's approach to complaints handling?

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

14.2) Why do you say that?

15) 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

16) Are you happy for us to share your details along with your responses with BCHG?

- Yes
- No

Thank you for taking the time to complete this survey, your input is really important to BCHG. The results will be fed back to them. Finally, I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.