

## Survey overview

We used a mixture of face to face and telephone surveys to obtain our TSM results. A copy of the survey used for face to face can be viewed here: [Tenant Satisfaction Measures Survey 2023/24 \(surveymonkey.com\)](https://www.surveymonkey.com/s/tenant-satisfaction-measures-survey-2023-24)

Text for the telephone survey can be viewed below.

## Telephone survey

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Hi, my name is \_\_\_ and I am calling from TLF Research on behalf of ONWARD HOMES. 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 Onward Homes. In addition, the call may be recorded for quality and training purposes.

1. [tp01\_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Onward Homes?
  - Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  
  - Not answered [Interviewer do not read out – only an option if respondent cannot answer/refused to answer]

[c\_probe\_sat\_TP01] If very satisfied probe “Why would you say you are satisfied?”

[c\_probe\_neither\_TP01] If fairly satisfied or neither satisfied nor dissatisfied probe “What could Onward Homes do to make you satisfied?”

[c\_probe\_dissat\_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had\_repair] Has Onward Homes carried out a repair to your home in the last 12 months? **[LCRA only]**
  - Yes (Go to Q3)
  - No (Go to Q5)
  
3. [tp02\_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Onward Homes over the last 12 months? **[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]
  
4. [tp03\_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[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]
  
5. [tp04\_maint] How satisfied or dissatisfied are you that Onward Homes provides a home that is well maintained? **[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]

6. [tp05\_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Onward Homes provides a home that is safe?

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

7. [tp06\_listens] How satisfied or dissatisfied are you that Onward Homes 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

8. [tp07\_informed] How satisfied or dissatisfied are you that Onward Homes 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

9. [tp08\_fair] To what extent do you agree or disagree with the following “Onward Homes treats me fairly and with respect”?

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

10. [Complaint] Have you made a complaint to Onward Homes in the last 12 months?
- Yes (Go to Q11)
  - No (Go to Q12)
11. [tp09\_comphand] How satisfied or dissatisfied are you with Onward Home's approach to complaints handling?
- 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]
12. [communal] Do you live in a building with communal areas, either inside or outside, that Onward Homes is responsible for maintaining?
- Yes (Go to Q13)
  - No (Go to Q14)
  - Don't know (Go to Q14)
13. [tp10\_communal] How satisfied or dissatisfied are you that Onward Homes keeps these communal areas clean and well maintained?
- 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]
14. [tp11\_neighbour] How satisfied or dissatisfied are you that Onward Homes makes a positive contribution to your neighbourhood?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable/don't know
15. [tp12\_asbo] How satisfied or dissatisfied are you with Onward Homes 's approach to handling anti-social behaviour?

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

16. [damp] Do you have any issues with damp, mould or condensation in your home?

- Yes
- No

17. Is there anything else you'd like to tell us about? (record comment)

18. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Onward Homes. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q17)
- No, I would like to remain anonymous (Go to close)

*<for non anonymous customers only>*

19. [contact] Are you happy for Onward Homes 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](http://www.tlfresearch.com)).