

Tenant Satisfaction Measures Survey 2024 / 25

[Example Telephone Survey]

Hello, can I please speak to xxx?

My name is xxx calling from Service Insights Ltd and Housemark on behalf of Arches Housing.

I'm calling today as I would like to ask you a few quick questions about the services you receive from Arches Housing.

Anything you tell me will be used to help improve the services they provide to you and to calculate the annual Tenant Satisfaction Measures to be published by Arches Housing as required by the Regulator of Social Housing. Your answers can also remain completely anonymous to Arches Housing.

The questions will take 5 to 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out to the Market Research Society's Code of Conduct and we record calls for training purposes, is that alright with you?

The survey should take about **10 minutes** to complete.

Q1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arches Housing?									
	Very satisfied	Fairly satisfied	Neither satis dissatisf		atisfied	Very dissatisfied				
	\bigcirc	\bigcirc	0	C)	\bigcirc				
Q1a	Please can you tell us why you gave that score?									
Q2	Has Arches Housing carried out a repair to your home in the last 12 months?									
	O Yes									
00.	O No				.					
Q2a	How satisfied or dissatisfied are you with the overall repairs service from Arches Housing over the last 12 months?									
	Very satisfied	Fairly satisfied	Neither satis dissatisf		atisfied	Very dissatisfied				
	\bigcirc	\bigcirc	0	С)	\bigcirc				
Q2b	What one thing could Arches Housing do to improve its repairs service?									
Q3	How satisfied or dist after you reported it		Neither satis	fied nor	Ĩ	Nost recent repair				
	\bigcirc	\bigcirc	0	C)	\bigcirc				
Q4	How satisfied or dissatisfied are you that Arches Housing provides a home that is well maintained?									
	Very satisfied	Fairly satisfied	Neither satis dissatisf		atisfied	Very dissatisfied				
	0	0	0	Ć)	0				
Q5	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Arches Housing provides a home that is safe?									
	Very satisfied		either satisfied or dissatisfied Fa	airly dissatisfied Ver	y dissatisfied	Not applicable / don't know				
Q6	How satisfied or disaupon them?	satisfied are you	u that Arches	Housing listens	to your vie	ws and acts				
	Very satisfied		either satisfied or dissatisfied Fa	airly dissatisfied Ver	y dissatisfied	Not applicable / don't know				
	0	0	\bigcirc	0	0	\bigcirc				

		that matter to you?							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know			
	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc			
Q8	To what extent do you agree or disagree with the following: "Arches Housing treats me fairly and with respect"?								
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / don't know			
	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc			
Q9	Have you made a complaint to Arches Housing in the last 12 months?								
	O Yes								
	O No								
Q9a	How satisfied or dissatisfied are you with Arches Housing's approach to complaints handling?								
	Very satisfied	Fairly satis		atisfied nor tisfied Fairly	/ dissatisfied	Very dissatisfied			
	\bigcirc	\bigcirc	(C	0	\bigcirc			
Q9b	What one thing co	uld Arches Ho	ousing do to im	prove its comp	laints handling	g service?			
Q10	Do you live in a building with communal areas, either inside or outside, that Arches Housing is responsible for maintaining?								
	Ye	١	No		Don't know				
	\bigcirc		(\bigcirc		\bigcirc			
		/)	(\mathcal{O}			
Q10a	How satisfied or di clean and well mai		you that Arche	es Housing kee	ps these com) munal areas			
Q10a			Neither sa	atisfied nor	-) munal areas Very dissatisfied			
Q10a	clean and well mai	intained?	Neither sa	atisfied nor	-				
	clean and well mai	intained? Fairly satis	Neither sa fied dissa	atisfied nor itisfied Fairly	/ dissatisfied	Very dissatisfied			
	clean and well main Very satisfied	intained? Fairly satis	Neither sa fied dissa	atisfied nor itisfied Fairly	/ dissatisfied	Very dissatisfied			
	clean and well main Very satisfied	Fairly satis	Neither sa sfied dissa (ousing do to im	atisfied nor itisfied Fairly	v dissatisfied	Very dissatisfied			
Q10b	clean and well main Very satisfied What one thing co communal areas? How satisfied or di your neighbourhood	Fairly satis	Neither sa fied dissa ousing do to im you that Arche	atisfied nor itisfied Fairly prove the clear es Housing mal	v dissatisfied O nliness and m kes a positive	Very dissatisfied aintainance of contribution to			
Q10b	clean and well main Very satisfied What one thing co communal areas?	Fairly satis	Neither sa sfied dissa ousing do to im you that Arche	atisfied nor itisfied Fairly prove the clear es Housing mal	v dissatisfied O nliness and m kes a positive	Very dissatisfied o aintainance of contribution to			
Q10b	clean and well main Very satisfied What one thing co communal areas? How satisfied or di your neighbourhood	intained? Fairly satis uld Arches Ho ssatisfied are od? Fairly satisfied	Neither sa sfied dissa ousing do to im you that Arche Neither satisfied nor dissatisfied	atisfied nor itisfied Fairly prove the clear es Housing mal	v dissatisfied onliness and m kes a positive Very dissatisfied	Very dissatisfied aintainance of contribution to Not applicable / don't know			
Q10b Q11	clean and well main Very satisfied What one thing co communal areas? How satisfied or di your neighbourhood Very satisfied How satisfied or di	intained? Fairly satis uld Arches Ho ssatisfied are od? Fairly satisfied	Neither sa sfied dissa ousing do to im you that Arche Neither satisfied nor dissatisfied	atisfied nor itisfied Fairly prove the clear es Housing mal	v dissatisfied onliness and m kes a positive Very dissatisfied oproach to ha	Very dissatisfied aintainance of contribution to Not applicable / don't know			

How satisfied or dissatisfied are you that Arches Housing keeps you informed about things 07

*Important: Permissions and Confidentiality

Q13 Arches Housing would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to Arches Housing?

O Yes

No [That's the end of the questions - thank you for your time]

- Q14 Are you happy for Arches Housing to contact you about anything you have raised in this survey?
 - 🔵 Yes
 - 🔵 No

Thank you for completing the questionnaire.