



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

Very satisfied

Fairly satisfied

dissatisfied

Fairly dissatisfied

Very dissatisfied

Q1a

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Q2

○

○

Q2a

Very satisfied

Fairly satisfied

dissatisfied

Fairly dissatisfied

Very dissatisfied

Q2b

Q3

Very satisfied

Fairly satisfied

dissatisfied

Fairly dissatisfied

Very dissatisfied

Q4

Very satisfied

Fairly satisfied

dissatisfied

Fairly dissatisfied

Very dissatisfied

Q5

Very satisfied

Fairly satisfied

issatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

Q6

Very satisfied

Fairly satisfied

unsatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

Q7

How satisfied or dissatisfied are you that Arches 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

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

Q9

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

Yes

No

Q9a

How satisfied or dissatisfied are you with Arches Housing's approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q9b

What one thing could Arches Housing do to improve its complaints handling service?

Q10

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

Yes

No

Don't know

Q10a

How satisfied or dissatisfied are you that Arches Housing keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q10b

What one thing could Arches Housing do to improve the cleanliness and maintainance of communal areas?

Q11

How satisfied or dissatisfied are you that Arches 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

Q12

How satisfied or dissatisfied are you with Arches 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

***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?
- ☐ 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.