



Tenant Satisfaction Survey 2025 / 26 (LCRA Example)

Hello, can I please speak to xxx?

My name is xxx calling from Service Insights 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?

Finally, before we proceed, if you have a specific concern about Arches services, please note this survey does not serve as a formal complaint. To make a complaint about Arches services, please contact 0114 2288100 or email info@archeshousing.org.uk

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 satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q1a Please can you tell us why you gave that score?

Q1b 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?

Yes
 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 satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q2b What one thing could Arches Housing do to improve its repairs service?

Q3 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

Q4 How satisfied or dissatisfied are you that Arches Housing provides a home that is well maintained?

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

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

Q6 How satisfied or dissatisfied are you that Arches 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

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