

Tenant Satisfaction Survey 2023

ONLINE INTRODUCTION:

Thank you for taking the time to complete this survey online.

Tuntum Housing want to know what their customers think about the service they provide, so they can continually improve their performance and the services they deliver to you.

As a thank you for your time, all respondents who take part in this survey have the chance to be entered into a prize draw with three chances to win £100.

The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Tuntum Housing with your express permission.

Please click "Next" when you are ready.

TELEPHONE INTRODUCTION:

Good morning/afternoon/evening. Please can I speak to ^f('RespondentName')^? My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Tuntum Housing who have asked us to call you.

Tuntum Housing want to know what their customers think about the service they provide, so they can continually improve their performance and the services they deliver to you.

This survey will only take around ten minutes of your time.

As a thank you for your time, all respondents who take part in this survey have the chance to be entered into a prize draw with three chances to win £100.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Tuntum Housing with your express permission.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address.

Q1: TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tuntum Housing?

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

Q2a: Has Tuntum Housing carried out a repair to your home in the last 12 months?

- Yes
- No

IF YES: ASK Q2 AND Q3

IF NO: GO TO Q4

Q2: TP02: How satisfied or dissatisfied are you with the overall repairs service from Tuntum Housing over the last 12 months?

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

Q3: TP03: 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: TP04: How satisfied or dissatisfied are you that Tuntum Housing provides a home that is well maintained?

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

Q5: TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tuntum Housing provides a home that is safe?

- Very satisfied
- Fairly satisfied

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

IF DISSATISFIED: ASK Q5a

IF NOT: GO TO Q6

Q5a: Why are you dissatisfied that your home is safe?

- FREE TEXT RESPONSE

Q6: TP06: How satisfied or dissatisfied are you that Tuntum 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: TP07: How satisfied or dissatisfied are you that Tuntum 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: TP08: To what extent do you agree or disagree with the following "Tuntum Housing treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree

- Disagree
- Strongly disagree
- Not applicable/ don't know

Q9a: Have you made a complaint to Tuntum Housing in the last 12 months?

- Yes
- No

IF YES: ASK Q9

IF NO: GO TO Q10a

Q9: TP09: How satisfied or dissatisfied are you with Tuntum Housing's approach to complaints handling?

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

Q10a: Do you live in a building with communal areas, either inside or outside, that Tuntum Housing is responsible for maintaining?

- Yes
- No
- Don't know

IF YES: ASK Q10

IF NO: GO TO Q11

Q10: TP10: How satisfied or dissatisfied are you that Tuntum Housing keeps these communal areas clean and well maintained?

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

Q11: TP11: How satisfied or dissatisfied are you that Tuntum 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: TP12: How satisfied or dissatisfied are you with Tuntum 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

Q13: What one thing could Tuntum do to improve?

- FREE TEXT RESPONSE

Q14 Do you have any concerns around damp, mould or condensation in your home?

Q15: Tuntum may want to follow up feedback to this survey. Are you happy for your personal information to be shared with Tuntum along with your responses to this survey, in order to do this?

- Yes
- No

Q16: Finally, are you happy to take part in the prize draw where you have three chances to win £100? If you say yes, your contact details will be passed back to Tuntum who are running the prize draw.

- Yes
- No

OUTRO:

This is the end of the survey. Thank you for your time.

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.