

# Tenant Satisfaction Measures



Good <%~\_DayPart\_%>,

please may I speak to <%~Name%>?

My name is <%~\_IterName\_%> and I'm calling from Pexel on behalf of your landlord, Tuntum Housing Association. Tuntum Housing Association wanted us to ask a few questions about the services you receive from them. The questions take around five to seven minutes and will be used to help improve services. Would you like to go ahead?

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tuntum ? **[Required]**

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has Tuntum carried out a repair to your home in the last 12 months ? **[Required]**

*Tick one of the following*

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from Tuntum over the last 12 months ? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

[Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Tuntum provides a home that is well maintained ? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tuntum provides a home that is safe ? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Tuntum listens to your views and acts upon them ? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Tuntum keeps you informed about things that matter to you? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

To what extent do you agree or disagree with the following: Tuntum treats me fairly and with respect ? [Required]

*Tick one of the following*

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ Don't Know

Have you made a complaint to Tuntum in the last 12 months? [Required]

*Tick one of the following*

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with Tuntum's approach to complaints handling? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

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

[Required]

*Tick one of the following*

- ☐ Yes
- ☐ No
- ☐ Don't know

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

[Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Tuntum makes a positive contribution to your neighbourhood? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you with Tuntum's approach to handling anti-social behaviour? [Required]

*Tick one of the following*

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Are you happy for Tuntum to contact you to discuss the survey results? [Required]

*Tick one of the following*

- ☐ Yes
- ☐ No

What is the most important thing that Tuntum can do to improve your experience of our service? [Required]

Do you have any concerns around damp, mould or condensation in your home? [Required]

*Tick one of the following*

- ☐ Yes
- ☐ No

Please tell us about those concerns [Required]

Would you like to get involved in helping Tuntum Housing improve its services? [Required]

*Tick one of the following*

☐ Yes

☐ No

