Tenant Satisfaction Survey – Tenant Satisfaction Measures April 2023 to March 2024

Reason for our chosen survey collection method

For a long time, Eden Housing Association (EHA) have regularly contacted tenants to ask what they think of the services that we provide.

Most of our tenants tell us they are happy to be contacted by telephone and this has been our usual way of making contact to ask what our tenants think.

We prefer contacting tenants by phone as it means that if there is something they are not happy with, we can try and fix it there and then.

If someone prefers to answer questions online rather than phone, we always send them a link to an online survey.

When the Tenant Satisfaction Measures (TSM) were introduced by the Government for April 2023, we decided that we would continue to contact our tenants by phone. However, instead of ringing tenants ourselves, we asked a company called Acuity to contact them on our behalf.

We decided to continue contacting our tenants by phone because

→ it is what our tenants are used to

→ a lot of the new TSM questions are very similar to the questions we used to ask. Keeping the same way of contacting our tenants helps us to see trends over a longer period of time more clearly

Acuity let us know immediately if a tenant raises an issue, and we get in touch with them as soon as possible, to fix it.

If a tenant prefers to complete their survey online, Acuity send out the link to them.

Questions asked in our survey

The Regulator of Social Housing have said that as well as publishing the results of the TSM Survey every year, we must also publish the questions that were asked, and the introduction that Acuity make when they contact EHA tenants. For April 2023 to March 2024, these were as follows:

Phone introduction:

Hello is that <Name of Tenant>*?*

My name is <Name of Acuity Staff> *and I'm calling on behalf of Eden Housing Association from an independent research agency called Acuity. We are carrying out short satisfaction surveys to find out how satisfied you are with your home and with the services that you receive from them. Would you be able to spare time to go through the survey with me now?*

(IF NO ASK: can I call back at another time? <Record details>*)*

The survey will be used to calculate annual tenant satisfaction measures to be published by Eden Housing Association and reported back to the Regulator of Social Housing.

If required by the tenant, Acuity Staff also provided:
- contact details so tenants could verify the contact was legitimate
- details of data sharing under 'legitimate interest' and possible opt out actions

Before starting the survey questions, Acuity Staff also said

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Eden Housing Association provides. Eden Housing Association will be able to identify you from your survey response, are you happy to continue?

Questions asked:

1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eden HA?
2	How satisfied or dissatisfied are you that Eden HA provides a home that is well maintained?
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Eden HA provides a home that is safe?
4	Do you live in a building with communal areas, either inside or outside, that Eden HA is responsible for maintaining?
5	How satisfied or dissatisfied are you that Eden HA keeps these communal areas clean and well maintained?
6	If you are not satisfied with your home or communal areas, please provide more information and what Eden HA could improve.
7	How satisfied or dissatisfied are you that Eden HA makes a positive contribution to your neighbourhood?
8	How satisfied or dissatisfied are you with Eden HA's approach to handling anti-social behaviour?
9	Has Eden HA carried out a repair to your home in the last 12 months?
10	How satisfied or dissatisfied are you with the overall repairs service from Eden HA over the last 12 months?
11	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
12	Generally, how satisfied or dissatisfied are you with the way Eden HA deals with repairs and maintenance?

13	If you are not satisfied with the repairs and maintenance service, please provide more information and what Eden HA could improve.
14	How satisfied or dissatisfied are you that Eden HA listens to your views and acts upon them?
15	How satisfied or dissatisfied are you that Eden HA keeps you informed about things that matter to you?
16	To what extent do you agree or disagree with the following `Eden HA treats me fairly and with respect`?
17	How satisfied or dissatisfied are you that Eden HA is easy to deal with?
18	If you are not satisfied with customer service and communications, please provide more information and what could Eden HA improve?
19	Have you made a complaint to Eden HA in the last 12 months?
20	How satisfied or dissatisfied are you with Eden HA's approach to complaints handling?
21	How likely would you be to recommend Eden HA to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?
22	What one thing could Eden HA improve?
23_1	Do you currently struggle with any of the following? Paying your rent or service charges
23_2	Do you currently struggle with any of the following? Meeting the cost of household bills
23_6	Do you currently struggle with any of the following? Meeting the cost of utility/fuel bills
24	Does your home currently suffer from any damp or mould issues?
24a	Please can you provide a short description of the damp issue.
25	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?
26	Eden HA would welcome the opportunity to see your individual answers and comments. Would you therefore be happy for your individual responses to be attributed to you when being passed back to Eden HA?
27	Are you happy for Eden HA to contact you regarding any information you have provided in this survey?