

Appendix 2: Tenant Satisfaction Measures questionnaire

Figure 32:: Example TSM postal survey



Tenant Satisfaction Measures Survey 2023

Mid Devon Housing have asked an independent research company, Service Insights Ltd, to collect feedback from their residents on their perceptions of the services and properties they provide. Your feedback will help improve the services Mid Devon Housing provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by Mid Devon Housing required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to Mid Devon Housing unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with Mid Devon District Housing's privacy notice which can be seen online (<https://bit.ly/Mid-Devon-Privacy-Policy>) or provided on request.

Please complete the survey by **5.00pm Friday 24th November 2023**. If you wish Mid Devon Housing to respond quickly to any issues raised in the survey, please contact Mid Devon Housing on 01884 255255 rather than raising them here. This is due to the time taken for survey analysis, and otherwise may take time to respond. Should you have any queries or need assistance completing the survey, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, on Freephone 0800 1931174 or email info@serviceinsights.co.uk

For office use by Service Insights Ltd only (*not identifiable by Mid Devon Housing):

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Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mid Devon Housing Services?

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

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

Q2 Has Mid Devon Housing carried out a repair to your home in the last 12 months?

Yes [Go to Q2a]

No [Go to Q3]

Q2a How satisfied or dissatisfied are you with the overall repairs service from Mid Devon Housing over the last 12 months?

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

Q2b 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

Q3 How satisfied or dissatisfied are you that Mid Devon Housing provides a home that is well maintained?

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

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Mid Devon Housing provides a home that is safe?

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

Q5 How satisfied or dissatisfied are you that Mid Devon 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

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Q6 How satisfied or dissatisfied are you that Mid Devon 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

Q7 To what extent do you agree or disagree with the following: "Mid Devon Housing treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Q8 Have you made a complaint to Mid Devon Housing in the last 12 months?

Yes [Go to Q8a]
 No [Go to Q9]

Q8a How satisfied or dissatisfied are you with Mid Devon Housing's approach to complaints handling?

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

Q9 Do you live in a building with communal areas, either inside or outside, that Mid Devon Housing is responsible for maintaining?

Yes No Don't know

Q9a How satisfied or dissatisfied are you that Mid Devon Housing keeps these communal areas clean and well maintained?

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

Q10 How satisfied or dissatisfied are you that Mid Devon 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

Q11 How satisfied or dissatisfied are you with Mid Devon District 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

Q12 Have you reported anti-social behaviour to Mid Devon Housing in the last 12 months?

Yes
 No

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Additional questions

Please note the following question uses a different rating scale:

Q13 How likely would you be to recommend Mid Devon Housing to family or friends on a scale of 0 to 10, where 0 is 'not likely at all' and 10 is 'extremely likely'.

0 1 2 3 4 5 6 7 8 9 10

Q14 Do you have any final comments or suggestions in relation to the issues raised in this survey?

***Important: Permissions and Confidentiality**

Q15 Mid Devon 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 Mid Devon Housing?

- Yes **[Go to Q15a]**
 No **[Thanks, that's the end of the survey]**

Q15a Are you happy for Mid Devon Housing to contact you about anything you have raised in this survey?

- Yes
 No

Please return your answers in the Freepost envelope provided. Thank you.