

TSM Survey Questionnaire 2023/2024

Introduction – Online Survey:

Hi

We regularly ask for feedback to help us improve our services.

This year the Regulator of Social Housing – the government’s regulatory body who we are accountable to – has also introduced a feedback survey which we must share with our customers.

The Tenant Satisfaction Measures (TSMs) set out a series of questions for all social housing providers to ask their customers, covering areas including repairs, complaints, customer involvement and building safety. Asking every organisation the same questions allows customers and the regulator to compare performance and hold us to account.

The survey which follows below will only take a few minutes to complete. We are grateful for your insight which will help us to:

- Understand what is going well and where we need to improve.
- Benchmark ourselves against other housing providers locally, regionally and nationally.
- Fulfil our regulatory requirements.

Thank you for your time in completing this important survey.

Introduction – Telephone Survey:

Hi, my name is ____ and I am calling from TLF Research on behalf of Irwell Valley Homes. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measure and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation which means your answers are confidential and we will check at the end if you are happy to have your name added to your feedback and share this with Irwell Valley Homes. In addition, the call may be recorded for quality and training purposes.

Questionnaire

1. [tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by Irwell Valley Homes?

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

[probe_dissat_TP01] If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. [had_repair] Has Irwell Valley Homes carried out a repair to your home in the last 12 months? **[LCRA only]**

- ☐ Yes (Go to Q3)
- ☐ No (Go to Q5)

3. [tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from Irwell Valley Homes over the last 12 months? **[LCRA only]**

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

4. [tp03_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[LCRA only]**

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

5. [tp04_maint] How satisfied or dissatisfied are you that Irwell Valley Homes provides a home that is well maintained? **[LCRA only]**

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

6. [tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Irwell Valley Homes provides a home that is safe?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know.
7. [tp06_listens] How satisfied or dissatisfied are you that Irwell Valley Homes 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
8. [tp07_informed] How satisfied or dissatisfied are you that Irwell Valley Homes 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
9. [tp08_fair] To what extent do you agree or disagree with the following "Irwell Valley Homes treats me fairly and with respect"?
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable/don't know
10. [Complaint] Have you made a complaint to Irwell Valley Homes in the last 12 months?
- ☐ Yes (Go to Q11)
 - ☐ No (Go to Q12)
11. [tp09_comphand] How satisfied or dissatisfied are you with Irwell Valley Homes' approach to complaints handling?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied

12. [communal] Do you live in a building with communal areas, either inside or outside, that Irwell Valley Homes is responsible for maintaining?
- ☐ Yes (Go to Q13)
 - ☐ No (Go to Q14)
 - ☐ Don't know (Go to Q14)
13. [tp10_communal] How satisfied or dissatisfied are you that Irwell Valley Homes keeps these communal areas clean, and well maintained?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
14. [tp11_neighbour] How satisfied or dissatisfied are you that Irwell Valley Homes makes a positive contribution to your neighbourhood?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
15. [tp12_asbo] How satisfied or dissatisfied are you with Irwell Valley Homes' approach to handling anti-social behaviour?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not applicable/don't know
16. [one thing] If there was one thing that Irwell Valley Homes could do to improve your satisfaction as a tenant what would it be? (open question)
17. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Irwell Valley Homes. Would this be okay?
- ☐ Yes, I agree to my name being attached to my responses (Go to Q18)
 - ☐ No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

- 18.[contact] Are you happy for Irwell Valley Homes to contact you in relation to the feedback that you have given during this survey, if they wish to do so?
- ☐ Yes

- No