

## Tenant Satisfaction Measures – Example Questionnaire

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Good morning / afternoon / evening. My name is **[interviewer name]** and I'm calling from The Leadership Factor on behalf of your housing provider, Octavia Please can I speak to **[your name]**?

The reason for my call is that Octavia wants you to always have a positive experience when you receive a service from them. So, they want to know if they're meeting this ambition by surveying you to find out how satisfied you are.

This feedback is being collected as part of the tenant satisfaction measures to see how well landlords like Octavia are doing and will be used to help improve services.

If I can run through some quick questions with you today, please, that would be helpful, shouldn't take us more than 11 minutes?

- Please can you confirm that you are on the tenancy agreement with Octavia?
- Please can you confirm your name?
- Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your Octavia and your answers can be shared anonymously if you wish with no link to your personal information.

For further information on how we keep your data safe please see our data protection policy on our website. If you would like to find out more about this survey, or confirm the validity of the survey please visit: <https://www.octaviahousing.org.uk/for-tenants/feedback-and-general-information/tenant-satisfaction-measures>

- Taking everything into account, how satisfied or dissatisfied are you with the service provided by Octavia?
- Please could you provide a reason for your answer?
- Has Octavia carried out a repair to your home in the last 12 months?
- How satisfied or dissatisfied are you with the overall repairs service from Octavia over the last 12 months?
- How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- Generally, how satisfied or dissatisfied are you with the way Octavia deals with repairs and maintenance?
- How satisfied or dissatisfied are you that Octavia provides a home that is well maintained?
- Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Octavia provides a home that is safe?

- How satisfied or dissatisfied are you that Octavia listens to your views and acts upon them?
- How satisfied or dissatisfied are you that Octavia keeps you informed about things that matter to you?
- To what extent do you agree or disagree with the following “Octavia treats me fairly and with respect”?
- How satisfied or dissatisfied are you that Octavia is easy to deal with?
- How strongly would you agree or disagree with the following statement “I trust Octavia to do what they say they will do”?
- Have you made a complaint to Octavia in the last 12 months?
- How satisfied or dissatisfied are you with Octavia’s approach to complaints handling?
- Do you live in a building with communal areas, either inside or outside, that Octavia is responsible for maintaining?
- How satisfied or dissatisfied are you that Octavia keeps these communal areas clean and well maintained?
- How satisfied or dissatisfied are you that Octavia makes a positive contribution to your neighbourhood?
- How satisfied or dissatisfied are you with Octavia’s approach to handling anti-social behaviour?
- Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?
- Overall, how satisfied are you with your personal alarm service?
- Are you happy for us to share your details along with your responses with Octavia?

Thank you for taking the time to complete this survey, your input is important to Octavia. The results will be fed back to them.

Finally, I would just like to confirm that this survey has been carried out within the rules of the MRS Code of Conduct.

Thank you very much for your help today.